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

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

<table>
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<td>$86.78 Swr charge transferred to CS; credit given for full amount also keyed in CS. 0 balance in CS. Notice from KAWC.</td>
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<td></td>
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<tr>
<td>120139333</td>
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I 120138175 $97.94 swr charge transferred to CS; credit given for $63.24 also keyed in CS. Got shut off notice from KAWC.

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.

-----Original Message-----
From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Wednesday, September 12, 2012 11:47 AM
To: jhoggard@utiliplan.com
Cc: Bryan.Siler@amwater.com0, 'Candice Deininger', 'Lynne Webb'
Subject: Re: Sewer Charges

John, I will get an answer to your question and let everyone know, as soon as I find out. 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 jhoggard@utiliplan.com To 09/12/2012 10:58 "Lynne Webb" AM , Rachel.Cole@amwater.com, Bryan.Siler@amwater.com0, "Candice Deininger" cc Subject Re: Sewer Charges Rachel and Bryan, Can you change your shutoff threshold calculation to account for just water, not sewer? John -----Original Message----- From: Lynne Webb [mailto:lwebb@lexingtonky.gov] Sent: Wednesday, September 12, 2012 10:51 AM To: 'John Hoggard', marisa@utiliplan.com Subject: FW: Sewer Charges Lynne 859.258.3363 -----Original Message----- From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com] Sent: Wednesday, September 12, 2012 10:49 AM To: Lynne Webb Cc: Candice Deininger; Bryan.Siler@amwater.com Subject: Re: Sewer Charges Lynne, We will hold the account and make sure that he does not get shut off. On all other customer mailings that has already been sent, we will collect for sewer unless your office directs us otherwise. How will we know when customers pay their outstanding balances at LFUCG? How do we get the remaining $63.64 off of this account? I'm sure there will be many of those. Since our cut off threshold is $75.00, your customers may still be on our shut off list for as long as sewer balances are not paid. In the meantime, we are not charging LFUCG for shutoffs, which is ok by me, but we all still need to discuss these situations. Your 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" To "Rachel Cole @ Amwater" 09/12/2012 10:31 AM cc Subject Sewer Charges Hi Rachel – Did Bethany speak with you about a customer, Robert Zalme, 2512 Flint Cove? He has a shut off notice and part of those charges are for his sewer amount that has now been transferred to our system. I am giving him a credit for $63.24 of those charges but when he called Bethany she told him he still needed to pay Ky-American for those charges. I am not sure what to do about this since we now have the charges on our system plus the credit on our system. Thoughts? Lynne Webb Lexington-Fayette Urban County Government lwebb@lexingtonky.gov 859.258.3363

04/29/2013
Janet Graham

From: jhoggard@utiliplan.com
Sent: Wednesday, September 12, 2012 10:58 AM
To: Rachel.Cole@amwater.com; Candice Deininger; Lynne Webb; Bryan.Siler@amwater.com
Subject: Re: Sewer Charges

Rachel and Bryan,
Can you change your shutoff threshold calculation to account for just water, not sewer?

John

-----Original Message-----
From: Lynne Webb [mailto:lwebb@lexingtonky.gov]
Sent: Wednesday, September 12, 2012 10:51 AM
To: 'John Hoggard', marisa@utiliplan.com
Subject: FW: Sewer Charges

Lynne 859.258.3363 -----Original Message----- From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com] Sent: Wednesday, September 12, 2012 10:49 AM To: Lynne Webb Cc: Candice Deininger; Bryan.Siler@amwater.com Subject: Re: Sewer Charges

Lynne, We will hold the account and make sure that he does not get shut off. On all other customer mailings that has already been sent, we will collect for sewer unless your office directs us otherwise. How will we know when customers pay their outstanding balances at LFUCG? How do we get the remaining $63.64 off of this account? I’m sure there will be many of those. Since our cut off threshold is $75.00, your customers may still be on our shut off list for as long as sewer balances are not paid. In the meantime, we are not charging LFUCG for shutoffs, which is ok by me, but we all still need to discuss these situations. Your 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" To "Rachel Cole @ Amwater" 09/12/2012 10:31 AM cc Subject Sewer Charges Hi Rachel – Did Bethany speak with you about a customer, Robert Zalme, 2512 Flint Cove? He has a shut off notice and part of those charges are for his sewer amount that has now been transferred to our system. I am giving him a credit for $63.24 of those charges but when he called Bethany she told him he still needed to pay Ky-American for those charges. I am not sure what to do about this since we now have the charges on our system plus the credit on our system. Thoughts? Lynne Webb Lexington-Fayette Urban County Government lwebb@lexingtonky.gov 859.258.3363
Janet Graham

From: jhoggard@utiliplan.com
Sent: Thursday, September 13, 2012 12:11 PM
To: Brian.McDonough@amwater.com
Cc: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; Lynne Webb
Subject: Re: Sewer Charges

Importance: High

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

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-----Original Message-----
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Sent: Wednesday, September 12, 2012 11:47 AM
To: jhoggard@utiliplan.com
Cc: Bryan.Siler@amwater.com, 'Candice Deininger', 'Lynne Webb'
Subject: Re: Sewer Charges

John, I will get an answer to your question and let everyone know, as soon as I find out.

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 jhoggard@utiliplan.com To 09/12/2012 10:58 "Lynne Webb" AM, Rachel.Cole@amwater.com, Bryan.Siler@amwater.com, 'Candice Deininger' cc Subject Re: Sewer Charges Rachel and Bryan, Can you change your shutoff threshold calculation to account for just water, not sewer? John -----Original Message----- From: Lynne Webb [mailto:lwebb@lexingtonky.gov] Sent: Wednesday, September 12, 2012 10:51 AM To: 'John Hoggard', marisa@utiliplan.com Subject: FW: Sewer Charges Lynne 859.258.3363 -----Original Message----- From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com] Sent: Wednesday, September 12, 2012 10:49 AM To: Lynne Webb Cc: Candice Deininger, Bryan.Siler@amwater.com
Subject: Re: Sewer Charges

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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

"Lynne Webb" To "Rachel Cole @ Amwater" 09/12/2012 10:31 AM
cc Subject Sewer Charges

Hi Rachel – Did Bethany speak with you about a customer, Robert Zalme, 2512 Flint Cove? He has a shut off notice and part of those charges are for his sewer amount that has now been transferred to our system. I am giving him a credit for $63.24 of those charges but when he called Bethany she told him he still needed to pay Ky-American for those charges. I am not sure what to do about this since we now have the charges on our system plus the credit on our system. Thoughts? Lynne Webb

Lexington-Fayette Urban County Government
lwebb@lexingtonky.gov
859.258.3363
Rachel - do you know if these consumption adjustments will come over in the files from KAWC to GCW?

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: Jelanda.Miller@amwater.com [mailto:Jelanda.Miller@amwater.com]  
Sent: Tuesday, September 11, 2012 8:10 AM  
To: info.lexserv  
Subject: Misread adjustment

Hi

I just wanted to let you know that I processed a misread adjustment on John Schiffer account for the address of 248 Preston Ave Lexington the account was over billed for 5 units = 3750 gallons.

Jay Miller  
Account Resolution Team  
866-957-2886 ext 6462  
fax 1-618-433-4638  
jelanda.miller@amwater.com
Eileen,

I will review this doc on the call today or right after if you would like.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell
Janet Graham

From: Deidra.Hayden@amwater.com
Sent: Tuesday, September 11, 2012 12:49 PM
To: Rachel.Cole@amwater.com
Cc: Candice Deininger; jhoggard@utiliplan.com
Subject: RE: Premise 120137219
Attachments: ~6459488.pdf

Rachel,
Per the tap application, this premise was not set up as an irrigation account. It's a domestic OPA account

It appears the water has been off since the tap was installed. Would you like for me to send an FSR out to double check?

Thanks

Deidra S Hayden
Operations Clerk
Kentucky American Water
2300 Richmond Rd.
Lexington, KY 40502
Office 859-268-6303
Fax 859-268-6315
Deidra.Hayden@amwater.com

"Candice Deininger"
<cdeling@lexingtonky.gov>

09/11/2012 09:44 AM

To <Rachel.Cole@amwater.com>
CC <jhoggard@utiliplan.com>, <Deidra.Hayden@amwater.com>
Subject: Re: Premise 120137219

Thanks, 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: Tuesday, September 11, 2012 9:44 AM
To: Candice Deininger
Cc: jhoggard@utiliplan.com; Deidra.Hayden@amwater.com
Subject: Re: Premise 120137219

Hi Candice,
This doesn't look like an irrigation meter, but the last time that we checked, the meter was off. We will check again and the usage that you've been seeing, were estimates that get adjusted off because the meter should be off.

We will have the meter checked again. 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"
<cdieving@lexington
To onky.gov> <Rachel.Cole@amwater.com>
CC 09/11/2012 08:51 <jhoggard@utiliplan.com>
AM
Subject Premise 120137219

Good morning! Well, I'm checking our first round of bills before they're mailed today . . . have a quick question about the above premise - looks to me like this might be an irrigation account? Over the past year, the
account has been billed but then KAWC adjusts off all the usage . . .
most
recent billing shows another charge of 20ccf which I'm guessing will be
adjusted off based on historical activity of the account . . . would you
check for me, please? 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
Thanks, 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: Tuesday, September 11, 2012 9:44 AM
To: Candice Deininger
Cc: jhoggard@utiliplan.com; Deidra.Hayden@amwater.com
Subject: Re: Premise 120137219

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We will have the meter checked again. Thanks!

--------------------------------
Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-266-6307
Fax: 859-335-3307

Good morning! Well, I'm checking our first round of bills before they're mailed today . . . have a quick question about the above premise - looks to me like this might be an irrigation account? Over the past year, the account has been billed but then KAWC adjusts off all the usage . . . most recent billing shows another charge of 20ccf which I'm guessing will be adjusted off based on historical activity of the account . . . would you check for me, please? Thanks so much!!
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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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Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov
Good morning! Well, I'm checking our first round of bills before they're mailed today . . . have a quick question about the above premise – looks to me like this might be an irrigation account? Over the past year, the account has been billed but then KAWC adjusts off all the usage . . . most recent billing shows another charge of 20ccf which I'm guessing will be adjusted off based on historical activity of the account . . . would you check for me, please? 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
Hi Brian,

Prior to our conference, please review the first tab of this spreadsheet that has eight accounts were we did not process a payment. Also verify,

- The negative adjustments are credits to the accounts and not payment reversals (How will reversals display in the file, it at all?)
- If this is a credit amount being transferred from one account to another, is there another account that is effected? If so, do you have an offsetting account number? Or, is the previous account number inactive?
- Also, please review the four accounts where we received a payment and the account does not have a balance in our system. How should we handle these?

Thanks,

Lisa

---

From: Nam, Eileen
Sent: Monday, September 10, 2012 9:47 AM
To: Frey, Kathleen; Caldwell, Lisa
Cc: Basu, Sandip; Wiest, Gary
Subject: 9/8 CASHTRN - KPMT payments loaded to ICS

KPMT payments from 9/8 CASHTRN file have been loaded to ICS and below is the total amount. There are 4 negative payments (payment transaction amount in CASHTRN is negative value so if positive, then it is negative payment) and 4 account not found. The detail for these payments are in the attached ‘NEGATIVE PYMT or ACCT NOT FOUND’ tab. All of payments loaded into ICS are in ‘PAYMENT LOADED’ tab.

***** KAWC PAYMENT PROCESSING *****
10-SEP-2012
Payment read: 22068
Payment processed: 22068
UABPYMT created: 22060
TOTAL AMOUNT: 1000729.88
**ERROR COUNT: 8

Thanks.
Eileen
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:


4. I would like to request one of two possible solutions to allow for us to download 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 that 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
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

-----Original Message-----
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
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: <cdeining@lexingtonky.gov>
To: <MikeN@lexingtonky.gov>, <Bryan.Siler@amwater.com>
Co: <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
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.

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

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 |
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
Which files do you want?

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: Candice Deininger
Sent: Friday, September 07, 2012 09:41
To: John Hoggard; Mike Nugent
Cc: 'marisa'; Bryan.Siler@amwater.com
Subject: RE: FW: Data Archiving/look up

www.amwater.com
select state
select C/S tab, select business partner option

User: cdeining@lfucg.com
PW: cdeining15

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, September 07, 2012 9:36 AM
To: Mike Nugent
Cc: Candice Deininger; 'marisa'; Bryan.Siler@amwater.com
Subject: RE: FW: Data Archiving/look up

Mike, do you have Candice's access information? If not, Marisa can walk it up to you this morning.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, September 07, 2012 9:34 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'; 'marisa'; MikeN@lexingtonky.gov
Subject: RE: FW: Data Archiving/look up

Yes, he can.

********************************************************************************
Bryan Siler
Field Operations Supervisor
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"
Cc: "John Hoggard" <jhoggard@utiliplan.com>, "marisa"
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 actually 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
-----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
859-258-6350 Office
859-258-6374 Fax
bryan.siler@amwater.com

From: "Candice Deininger"
<cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>,
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: Deininger
"Candice"
To: Nugent
"Mike"
From: Hoggard
"John"

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 need 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
Thanks, Candice. We will use that one!

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
09/07/2012 12:51 PM
RE: test3

Yup, it did ... sorry the image is so small!! Try just sending to the 'info' address . . .

(Embedded image moved to file: pic23669.jpg)
I don't think the lexserv email is working...
*************************************************
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"
<cdieving@lexingtonky.gov> To
To
09/07/2012 12:45 PM
RE: test3

This one worked fine!!!

Candice J. Deininger
Revenue Supervisor
LFCG 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 07, 2012 12:03 PM
To: Candice Deininger; info.lexserv
Subject: RE: test3

Thanks, Candice...
*************************************************
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"
<cdieving@lexingtonky.gov> To
To
cdeining@lexingtonky.gov
To
09/07/2012 11:58 AM
RE: test2

Try: info.lexserv@lexingtonky.gov

Candice J. Deininger
Revenue Supervisor
LFCG Division of Revenue
200 East Main Street
Lexington, KY 40507
Hi Candice,

Both tests from yesterday came back as "delivery failures". Just FYI...

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 09/07/2012 11:53 AM -----

Your test2 document:

   info@lexserv.lexingtonky.gov
   510 Invalid Domain Address.

What should you do?

   You can resend the undeliverable document to the recipients listed above by choosing the Resend button or the Resend command on the Actions menu.

   Once you have resent the document you may delete this Delivery Failure Report.

   If resending the document is not successful you will receive a new failure report.

   Unless you receive other Delivery Failure Reports, the document was successfully delivered to all other recipients.

   AW02/AWX, AW02/AWX, HUBDOM1/DOMSVR/AWWSC, SERMAIL2/DOMSVR/AWWSC

      To: info@lexserv.lexingtonky.gov
      cc: 
      Date: 02:57:26 PM AST Yesterday
      Subject: test2

*** Body Not Included ***
I found your previous email....I will see what I can download over the next couple of days.

| 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: Candice Deininger
Sent: Friday, September 07, 2012 1:37 PM
To: Candice Deininger
Cc: 'marisa'; Bryan.Siler@amwater.com
Subject: RE: FW: Data Archiving/look up
Importance: High

Mike - Here's my information again ...

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: Friday, September 07, 2012 9:41 AM
To: 'John Hoggard'; Mike Nugent
Cc: 'marisa'; Bryan.Siler@amwater.com
Subject: RE: FW: Data Archiving/look up

www.amwater.com
select state
select C/S tab, select business partner option

User: cdeining@lfucg.com
FW: cdeining15

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]
Mike, do you have Candice's access information? If not, Marisa can walk it up to you this morning.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, September 07, 2012 9:34 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'; 'marisa'; MikeN@lexingtonky.gov
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]
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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.

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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: "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>
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 actually represents in each file, if it should be alpha only, alphanumeric or numeric only?

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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  

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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.

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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  

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

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From: "Candice Deininger"
<ceedening@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
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From: "Candice Deininger"
<ceedening@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!

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From: Bryan.Siler@arnwater.com [mailto:Bryan.Siler@arnwater.com]
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From: Mike Nugent
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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]
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www.amwater.com
select state
select C/S tab, select business partner option

User: cdeining@lfucg.com
PW: cdeining15

Candice J. Deininger  
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LFUCG Division of Revenue  
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Yes, he can.

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

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To: <Bryan.Siler@amwater.com>, "Candice Deininger"
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Subject: Re: FW: Data Archiving/look up

Candice,

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>
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@arnwater.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
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
No, I do not have her user access information.

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: John Hoggard [mailto:jhoggard@utiliplan.com]  
Sent: Friday, September 07, 2012 09:36  
To: Mike Nugent  
Cc: Candice Deininger; 'marisa'; Bryan.Siler@amwater.com  
Subject: RE: FW: Data Archiving/look up  

Mike, do you have Candice's access information? If not, Marisa can walk it up to you this morning.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, September 07, 2012 9:34 AM  
To: jhoggard@utiliplan.com  
Cc: 'Candice Deininger'; 'marisa'; MikeN@lexingtonky.gov  
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]
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
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

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
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:  
Deininger" <cdeining@lexingtonky.gov>  
To:  
"Mike <MikeN@lexingtonky.gov>,  
      <Bryan.Siler@amwater.com>
Cc:  
"John <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; Candice Deininger; John Hoggard  
Cc:  
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
Hi Candice,

I think I sent it to both addresses your's and info.lexserv@lexingtonky.gov

I don't think the lexserv email is working...

********************************************************************************
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> cc
09/07/2012 12:45 PM
RE: test3

This one worked fine!!!

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 07, 2012 12:03 PM
To: Candice Deininger; info.lexserv
Subject: RE: test3

Thanks, Candice...
********************************************************************************
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>

cc: 09/07/2012 11:58 AM

Subject: RE: test2

Try: info.lexserv@lexingtonky.gov

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 07, 2012 11:55 AM
To: Candice Deininger
Subject: Fw: test2

Hi Candice,

Both tests from yesterday came back as "delivery failures". Just FYI...

*************************************************
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/AAWWSC on 09/07/2012 11:53 AM -----

Your test2 document:

info@lexserv.lexingtonky.gov

510 Invalid Domain Address.

What should you do?

You can resend the undeliverable document to the recipients listed above by choosing the Resend button or the Resend command on the Actions menu.

Once you have resent the document you may delete this Delivery Failure Report.

If resenting the document is not successful you will receive a new failure report.

Unless you receive other Delivery Failure Reports, the document was successfully delivered to all other recipients.

AW02/AWX, AW02/AWX, HUBDOM1/DOMSVR/AAWWSC, SERMAIL2/DOMSVR/AAWWSC
To: info@lexserv.lexingtonky.gov

Subject: test2

*** Body Not Included ***
This one worked fine!!

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 07, 2012 12:03 PM  
To: Candice Deininger; info.lexserv  
Subject: RE: test3

Thanks, Candice...  
*************************************************
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>  
</Rachel.Cole@amwater.com>  
09/07/2012 11:58 AM  
To  
cc  
Subject  
RE: test2

Try: info.lexserv@lexingtonky.gov

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 07, 2012 11:55 AM  
To: Candice Deininger
Hi Candice,

Both tests from yesterday came back as "delivery failures". Just FYI...

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

Your test2 document:

  info@lexserv.lexingtonky.gov

510 Invalid Domain Address.

What should you do?

You can resend the undeliverable document to the recipients listed above by choosing the Resend button or the Resend command on the Actions menu.

Once you have resent the document you may delete this Delivery Failure Report.

If resending the document is not successful you will receive a new failure report.

Unless you receive other Delivery Failure Reports, the document was successfully delivered to all other recipients.

AW02/AWX, AW02/AWX, HUBDOM1/DOMSVR/WWSC, SERMAIL2/DOMSVR/WWSC

To: info@lexserv.lexingtonky.gov

cc:

Date: 02:57:26 PM AST Yesterday

Subject: test2

*** Body Not Included ***
Thanks, Candice...

*************************************************

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> cc
09/07/2012 11:58 AM
RE: test2

Try: info.lexserv@lexingtonky.gov

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 07, 2012 11:55 AM
To: Candice Deininger
Subject: Fw: test2

Hi Candice,

Both tests from yesterday came back as "delivery failures". Just FYI...

*************************************************

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/AAWSC on 09/07/2012 11:53 AM -----
info@lexserv.lexingtonky.gov

510 Invalid Domain Address.

What should you do?

You can resend the undeliverable document to the recipients listed above by choosing the Resend button or the Resend command on the Actions menu.

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AW02/AWX, AW02/AWX, HUBDOM1/DOMSVR/AWWSC, SERMAIL2/DOMSVR/AWWSC

To: info@lexserv.lexingtonky.gov

cc:

Date: 02:57:26 PM AST Yesterday

Subject: test2

*** Body Not Included ***
Try: info.lexserv@lexingtonky.gov

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 07, 2012 11:55 AM  
To: Candice Deininger  
Subject: Fw: test2

Hi Candice,

Both tests from yesterday came back as "delivery failures". Just FYI...

************************************************************
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 09/07/2012 11:53 AM -----

Your document:

info@lexserv.lexingtonky.gov

510 Invalid Domain Address.

What should you do?

You can resend the undeliverable document to the recipients listed above
by choosing the Resend button or the Resend command on the Actions menu.

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successfully delivered to all other recipients.

AW02/AWX, AW02/AWX, HUBDOM1/DOMSVR/AWWSC, SERMAIL2/DOMSVR/AWWSC
To: info@lexserv.lexingtonky.gov

cc:

Date: 02:57:26 PM AST Yesterday

Subject: test2

*** Body Not Included ***
Anytime. 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"
To <Rachel.Cole@amwater.com>
cc <cdeining@lexingtonky.gov>
09/07/2012 11:49 AM
Subject RE: Quick Question (I hope!!)

Thanks so much for letting me know - that's just what I wanted to hear/know. Apparently
it came over as 'active' in the closing package.

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 07, 2012 11:43 AM
To: Candice Deininger
Subject: Re: Quick Question (I hope!!)

Candice,

The account shows inactive. The last close date was 1997.
(Embedded image moved to file: pic10532.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
Subject: Quick Question (I hope!!)

Premise 120046672 - is this being billed for water? Has it had any type of billing activity in the last year? Besides possibly water - any sewer, landfill or water quality?

Candice J. Deininger  
Revenue Supervisor  
LPCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov
Yup, it did . . . sorry the image is so small!! Try just sending to the 'info' address . . . .
I think I sent it to both addresses your's and info.lexserv@lexingtonky.gov

I don't think the lexserv email is working...
*************************************************
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"
<cedeining@lexingt
ongy.gov> To
9/07/2012 12:45
PM
RE: test3

This one worked fine!!!

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 07, 2012 12:03 PM
To: Candice Deininger; info.lexserv
Subject: RE: test3

Thanks, Candice...
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Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Try: info.lexserv@lexingtonky.gov

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, September 07, 2012 11:55 AM
To: Candice Deininger
Subject: Fw: test2

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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 09/07/2012 11:53 AM -----

Your test2
document:

info@lexserv.lexingtonky.gov

510 Invalid Domain Address.

What should you do?

You can resend the undeliverable document to the recipients listed above  
by choosing the Resend button or the Resend command on the Actions menu.

Once you have resent the document you may delete this Delivery Failure Report.

If resending the document is not successful you will receive a new failure report.

Unless you receive other Delivery Failure Reports, the document was successfully delivered to all other recipients.
To: info@lexserv.lexingtonky.gov

cc:

Date: 02:57:26 PM AST Yesterday

Subject: test2

*** Body Not Included ***
Hi Candice,

Both tests from yesterday came back as "delivery failures". Just FYI...

*************************************************************************
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 09/07/2012 11:53 AM -----
*** Body Not Included ***
Thanks so much for letting me know - that's just what I wanted to hear/know. Apparently it came over as 'active' in the closing package . . .

Candice 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 07, 2012 11:43 AM
To: Candice Deininger
Subject: Re: Quick Question (I hope!!)

Candice,

The account shows inactive. The last close date was 1997.

(Embedded image moved to file: pic10532.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

"Candice Deininger"
<cdeining@lexingtonky.gov> To
<Rachel.Cole@amwater.com> cc
09/07/2012 08:26 AM
Quick Question (I hope!!) Subject

Premise 120046672 - is this being billed for water? Has it had any type of billing activity in the last year? Besides possibly water - any sewer, landfill or water quality?
Candice,

The account shows inactive. The last close date was 1997.
(Embedded image moved to file: pic10532.gif)

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Rachel S. Cole
Kentucky American Water
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Customer Advocacy Office
Email: rachel.cole@amwater.com
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"Candice Deininger" <cdeining@lexingt onky.gov> To
To: <Rachel.Cole@amwater.com> cc
09/07/2012 08:26 AM Subject

Quick Question (I hope!!)

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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
www.amwater.com
select state
select C/S tab, select business partner option

User: cdeining@lfucg.com
PW: cdeining15

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, September 07, 2012 9:36 AM
To: Mike Nugent
Cc: Candice Deininger; 'marisa'; Bryan.Siler@amwater.com
Subject: RE: FW: Data Archiving/look up

Mike, do you have Candice's access information? If not, Marisa can walk it up to you this morning.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, September 07, 2012 9:34 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'; 'marisa'; MikeN@lexingtonky.gov
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
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.

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859-268-6374 Fax
bryan.siler@amwater.com

---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

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 actually 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
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

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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? 

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

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Revenue Supervisor 
LFUCG Division of Revenue 
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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
I am calling Mike now.

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Bryan Siler
Field Operations Supervisor
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2300 Richmond Road
Lexington, Kentucky 40502
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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!

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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 need 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  
cdeininger@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
Mike, do you have Candice's access information? If not, Marisa can walk it up to you this morning.

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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

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

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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.

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Field Operations Supervisor
Kentucky American Water
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859-268-6374 Fax
bryan.siler@amwater.com
Bryan,

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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 actually 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

--- Original Message ---
From: Bryan.Siler@arnwater.com [mailto:Bryan.Siler@arnwater.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

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LFUCG Division of Revenue
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Lexington, KY 40507
859-258-3364
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Candice & Mike,

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Is there anything else I can help with on this?

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To: <Bryan.Siler@arnwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>,
    <marisa@utiliplan.com>, "Mike Nugent"

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
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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.

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

From: "Candice Deininger"
<cedeining@lexingtonky.gov>
To: "Mike
Nugent"

<MikeN@lexingtonky.gov>,

13
Cc: Hoggard" <jhoggard@utiliplan.com>, <rnarisa@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!

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To: Candice Deininger
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Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>
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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  

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Subject: Data Archiving/look up

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Thanks
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859-268-6350 Office
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From: "Mike Nugent" <MikeN@lexingtonky.gov>
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Cc: "John Hoggard" <jhoggard@utiliplan.com>, "marisa"
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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
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
From: John Hoggard [jhoggard@utiliplan.com]
Sent: Friday, September 07, 2012 9:05 AM
To: Bryan.Siler@amwater.com; Mike Nugent
Cc: Candice Deininger; Marisa
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"
Cc: "John Hoggard" <jhogard@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
|
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: 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"

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.
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 need 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: Thursday, September 06, 2012 3:06 PM
To: Jelanda.Miller@amwater.com
Cc: Candice.Deininger; Bryan.Siler@amwater.com; Elizabeth.Pfieger@amwater.com; Emily.Vetter@amwater.com; Barbara.Hightower@amwater.com
Subject: sewer adjustments

Jay,

For any non-usage sewer adjustments, please send information below to info@lexserv.lexingtonky.gov

- name
- phone number
- address
- explanation of adjustment
- usage information

LFUCG will take care of calculating and contacting the customer. 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

Jelanda L
Miller/CALLCTR/CO
RP/AWWSC

09/06/2012 02:32 PM

To
Rachel Cole/KAWC/AWWSC@AWW
cc

Subject
Just let me know what you find out about the 3 month ideal on the ert issue when the customer calls in and disputes the billing that was billed due to the ert and meter being changed out causing the high bill

Jay Miller
Account Resolution Team
666-957-2886 ext 6462
fax 1-618-433-4638
jelanda.miller@amwater.com
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

-----Original Message-----
From: 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-----
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

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
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Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

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Thank you!
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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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
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.

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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
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.

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

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-----
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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

I am calling Mike now.

********************************************
Bryan Siler
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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>,
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
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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

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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
Thanks so much, Rachel - much appreciated!!

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 06, 2012 10:28 AM
To: Candice Deininger
Cc: Hilori Morgan; Marisa Miralles @ UtiliPlan; Bryan.Siler@amwater.com; Brian.McDonough@amwater.com
Subject: Re: FW: Premise 120135327 DVSTR PREM

Good Morning Everyone,

I'm not absolutely certain, but this looks like a conversion type of message. I will look into it.

(Embedded image moved to file: pic15145.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

"Candice Deininger"
<cddeining@lexingtonky.gov>
09/06/2012 10:21 AM
To <Rachel.Cole@amwater.com>
cc "Hilori Morgan"
<hmorgan@lexingtonky.gov>, "Marisa Miralles @ UtiliPlan"
<marisa@utiliplan.com>

FW: Premise 120135327
Hello — me again!! Can you help with this, Rachel? Kindly see email stream below . . .

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: Thursday, September 06, 2012 10:19 AM  
To: Candice Deininger  
Cc: 'Marisa Miralles @ UtiliPlan'  
Subject: RE: Premise 120135327

Every non-mutual account that I've seen since go-live has this notation and end date. I don't know why KAWC did that or what it stands for.

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: Candice Deininger  
Sent: Thursday, September 06, 2012 10:17 AM  
To: Hilori Morgan  
Cc: Marisa Miralles @ UtiliPlan  
Subject: Premise 120135327

Hello . . . Marisa and I are looking at this WQ account and notice a notation: DVSTR PREM — have you ever seen that and/or do you know what it means? Also noticed that the disconnect date was 08/31/2012 . . . .

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

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(Embedded image moved to file: pic15145.gif)

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To: Candice Deininger  
Cc: 'Marisa Miralles @ UtiliPlan'  
Subject: RE: Premise 120135327

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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: Candice Deininger  
Sent: Thursday, September 06, 2012 10:17 AM  
To: Hilori Morgan  
Cc: Marisa Miralles @ UtiliPlan  
Subject: Premise 120135327

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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: Nam, Eileen [Eileen.Nam@gcww.cincinnati-oh.gov]
Sent: Thursday, September 06, 2012 1:55 PM
To: Rachel.Cole@amwater.com; Candice Deininger; Brian.McDonough@amwater.com
Cc: Bryan.Siler@amwater.com; Hilori Morgan; John Hoggard; Marisa Miralles @ UtiliPlan; Basu, Sandip
Subject: RE: FW: Premise 120135327 DVSTR PREM

Candice and Brian,

The KAWC premises 120135327 was converted as Active WQ only account as below. Since WQ only account doesn’t need consumption from KAWC, this account will be billed every month. As long as file generation from WQ mainframe system doesn’t affected by this DV status, I don’t see any affects for billing out of ICS.

Thanks.
Eileen

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Thursday, September 06, 2012 10:51 AM
To: Brian.McDonough@amwater.com; Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; Morgan, Hilori; Marisa Miralles @ UtiliPlan; Nam, Eileen; Basu, Sandip; John Hoggard
Subject: RE: FW: Premise 120135327 DVSTR PREM
Importance: High

Good morning, Brian, and thank you for your quick response! I’ve copied Eileen/GCW on this as well and will ask her to correspond with you directly, copying the remainder of us. She identified approximately 1,500 accounts that may be related to what you are referring to in your email. Since I’m not technically inclined, perhaps you and she can look into this further... thanks again for all your help!!!

Candice J. Deininger

04/29/2013
Hi All,

Yes, this is related to the divestiture, all of the accounts/premises where we were only charging for Sewer, Water Quality or Landfill had their status updated to DV - Divestiture Account/Premise and the Discontinue dates were added as well. Is this creating a problem or error for LFUCG, and is it the DV status itself or the fact that these accounts have been closed/inactivated?

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

Good Morning Everyone,

I'm not absolutely certain, but this looks like a conversion type of message. I will look into it.
Hello – me again!! Can you help with this, Rachel? Kindly see email stream below . . .

Candice J. Deininger

04/29/2013
From: Hilori Morgan  
Sent: Thursday, September 06, 2012 10:19 AM  
To: Candice Deininger  
Cc: 'Marisa Miralles @ UtiliPlan'  
Subject: RE: Premise 120135327

Every non-mutual account that I’ve seen since go-live has this notation and end date. I don’t know why KAWC did that or what it stands for.

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: Candice Deininger  
Sent: Thursday, September 06, 2012 10:17 AM  
To: Hilori Morgan  
Cc: Marisa Miralles @ UtiliPlan  
Subject: Premise 120135327

Hello . . . Marisa and I are looking at this WQ account and notice a notation: DVSTR PREM – have you ever seen that and/or do you know what it means? Also noticed that the disconnect date was 08/31/2012 . . . .

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov
Good morning, Brian, and thank you for your quick response! I've copied Eileen/GCW on this as well and will ask her to correspond with you directly, copying the remainder of us. She identified approximately 1,500 accounts that may be related to what you are referring to in your email. Since I’m not technically inclined, perhaps you and she can look into this further . . . thanks again for all your help!!!

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

Hi All,

Yes, this is related to the divestiture, all of the accounts/premises where we were only charging for Sewer, Water Quality or Landfill had their status updated to DV - Divestiture Account/Premise and the Discontinue dates were added as well. Is this creating a problem or error for LFUCG, and is it the DV status itself or the fact that these accounts have been closed/inactivated?

Brian McDonough
(850)-782-2833 Office
(609)-933-2212 Cell

Good Morning Everyone,
I'm not absolutely certain, but this looks like a conversion type of message. I will look into it.
Hello – me again!! Can you help with this, Rachel? Kindly see email stream below...

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

From: Hilorri Morgan
Sent: Thursday, September 06, 2012 10:19 AM
To: Candice Deininger
Cc: 'Marisa Miralles @ UtiliPlan'
Subject: RE: Premise 120135327

Every non-mutual account that I’ve seen since go-live has this notation and end date. I don’t know why KAWC did that or what it stands for.

Thank you,

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

From: Candice Deininger
Sent: Thursday, September 06, 2012 10:17 AM
To: Hilorri Morgan
Cc: Marisa Miralles @ UtiliPlan
Subject: Premise 120135327

Hello . . . Marisa and I are looking at this WQ account and notice a notation: DVSTR PREM – have you ever seen that and/or do you know what it means? Also noticed that the disconnect date was 08/31/2012 . . .
Janet Graham

From: Brian.McDonough@amwater.com
Sent: Thursday, September 06, 2012 10:39 AM
To: Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; Candice Deininger; Hilori Morgan; Marisa Miralles @ UtiliPlan
Subject: Re: FW: Premise 120135327 DVSTR PM

Hi All,

Yes, this is related to the divestiture, all of the accounts/premises where we were only charging for Sewer, Water Quality or Landfill had their status updated to DV - Divestiture Account/Premise and the Discontinue dates were added as well. Is this creating a problem or error for LFUCG, and is it the DV status itself or the fact that these accounts have been closed/inactivated?

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

Rachel Cole/KAWC/AWWSC

To "Candice Deininger" <cdelning@lexingtonky.gov>@AWX
cc "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Marisa Miralles @ UtiliPlan" <marisautiliplan.com>, Bryan Siler/KAWC/AWWSC@AWW, Brian T McDonough/CONSULT/AWWSC@AWW

Subject: Re: FW: Premise 120135327 DVSTR PREM

Good Morning Everyone,

I'm not absolutely certain, but this looks like a conversion type of message. I will look into 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 Deininger" <cdelning@lexingtonky.gov>

To <Rachel.Cole@amwater.com>
cc "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Marisa Miralles @ UtiliPlan" <marisautiliplan.com>
Hello – me again!! Can you help with this, Rachel? Kindly see email stream below . . .

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: Thursday, September 06, 2012 10:19 AM
To: Candice Deininger
Cc: 'Marisa Miralles @ UtiliPlan'
Subject: RE: Premise 120135327

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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: Candice Deininger
Sent: Thursday, September 06, 2012 10:17 AM
To: Hilori Morgan
Cc: Marisa Miralles @ UtiliPlan
Subject: Premise 120135327

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Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
Good Morning Candice,

I'm counting on 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 Deininger"
<check@lexingtonky.gov>
To: <Rachel.Cole@amwater.com>
cc: 09/06/2012 08:12 AM
Subject: RE: Okay, one more question for today . . .

Thanks, Rachel!! You were supposed to go home!!!

Let me know if there's anything I can do to help you, okay? Don't know how I'll be, but I'll certainly try!!!

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, September 05, 2012 5:50 PM
To: Candice Deininger
Subject: Re: Okay, one more question for today . . .

Hi Candice,

Brand new ..hot off the press. Connect date 9/5/12.
******************************************
Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Okay, one more question for today . . .

I don't have an account number, only a premise number: 120139442, 1933 Falling Leaves Lane. Has a bill been issued for this customer? Name is Dottie Anderson. I see no transactions for this premise number for sewer so am wondering if it is a brand new account that hasn't been set up yet . . . would you mind checking for me? Don't do it now - go home!!!
Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, September 06, 2012 10:21 AM
To: Rachel.Cole@amwater.com
Cc: Hilori Morgan; Marisa Miralles @ UtiliPlan
Subject: FW: Premise 120135327
Importance: High
Hello – me again!! Can you help with this, Rachel? Kindly see email stream below . . .

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: Thursday, September 06, 2012 10:19 AM
To: candice Deininger
Cc: ‘Marisa Miralles @ UtiliPlan’
Subject: RE: Premise 120135327

Every non-mutual account that I’ve seen since go-live has this notation and end date. I don’t know why KAWC did that or what it stands for.

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: Candice Deininger
Sent: Thursday, September 06, 2012 10:17 AM
To: Hilori Morgan
Cc: Marisa Miralles @ UtiliPlan
Subject: Premise 120135327

Hello . . . Marisa and I are looking at this WQ account and notice a notation: DVSTR PREM – have you ever seen that and/or do you know what it means? Also noticed that the disconnect date was 08/31/2012 . . .

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

04/29/2013
Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, September 06, 2012 9:51 AM
To: John Hoggard
Subject: RE: last date of KAW bills with LFUCG charges

Another LFUCG employee showed me his bill, and it was dated August 31 . . . just an FYI if it wasn't clear on the call yesterday . . .

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

From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Wednesday, September 05, 2012 11:49 AM
To: Bryan.Siler@amwater.com
Cc: Candice Deininger
Subject: last date of KAW bills with LFUCG charges

Bryan,
What is the date of the last KAW bill that will have any LFUCG charges?

Thanks
John
Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, September 05, 2012 8:56PM
To: Rachel.Cole@amwater.com; Bryan Siler @ Amwater; Candice Deininger; Laura Harris; Carroll, Jim
Cc: Wiest, Gary; Frey, Kathleen; Caldwell, Lisa
Subject: RE: Question about a KAWC Payment

Candice, Bryan & Rachel – Can you please let us know what was the resolution on this?

Thank you,
Sandip.

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Friday, August 31, 2012 3:06PM
To: Carroll, Jim; Harris, Laura
Cc: Basu, Sandip; Caldwell, Lisa; Frey, Kathleen
Subject: RE: Question about a KAWC Payment

Sounds like a question for KAWC to answer – we don’t know . . . I’ll forward to Rachel/Bryan . . .

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

From: Carroll, Jim [mailto:Jim.Carroll@gcww.cincinnati-oh.gov]
Sent: Friday, August 31, 2012 3:02 PM
To: Candice Deininger; Laura Harris
Cc: Basu, Sandip; Caldwell, Lisa; Frey, Kathleen
Subject: RE: Question about a KAWC Payment

Candice or Laura,

We’ve been digging deep to find what/if scenarios we haven’t thought of yet and this one came up in discussions. Can you review Kathy’s email below and respond how we would handle this?

Thanks

Jim Carroll | (V) 513.591.7755 | Greater Cincinnati Water Works

From: Frey, Kathleen
Sent: Friday, August 31, 2012 2:22 PM
To: Carroll, Jim
Cc: Basu, Sandip; Caldwell, Lisa
Subject: Question about a KAWC Payment

I have a question about the payments that are coming over from KAWC about how we will handle returned checks sent to KAWC then to us. I will use this scenario:
A customer sends a check to KAWC on 9/20 & KAWC gives us credit for this payment then on 10/1 the payment bounces for NSF. What happens? Does KAWC request the money back plus a fee or do they charge a fee?

Thanks,

Kathleen Frey  
Greater Cincinnati Water Works  
4747 Spring Grove Avenue  
Cincinnati, Ohio 45232-1986  
513.591.7962  
kathleen.frey@gcww.cincinnati-oh.gov
Bryan,
What is the date of the last KAW bill that will have any LFUCG charges?

Thanks
John
Bryan - I noticed that Account 160957 was billed a second time this month. I know we've seen this before where this route was billed twice in a month and it usually affected about 5,400 accounts. Will there be more than that number?

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: Wednesday, September 05, 2012 12:01 PM  
To: jhoggard@utiliplan.com  
Cc: Candice Deininger; Brian.McDonough@amwater.com  
Subject: Re: last date of KAW bills with LFUCG charges

Should be 8/31/2012 if all went well. Are you finding anything different?

********************************************
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>  
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>  
Date: 09/05/2012 11:49 AM  
Subject: last date of KAW bills with LFUCG charges

Bryan,  
What is the date of the last KAW bill that will have any LFUCG charges?

Thanks  
John
Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, September 05, 2012 12:01 PM
To: jhoggard@utiliplan.com
Cc: Candice Deininger, Brian.McDonough@amwater.com
Subject: Re: last date of KAW bills with LFUCG charges

Should be 8/31/2012 if all went well. Are you finding anything different?

*****************************************************************************
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@arnwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 09/05/2012 11:49 AM
Subject: last date of KAW bills with LFUCG charges

Bryan,
What is the date of the last KAW bill that will have any LFUCG charges?

Thanks
John
Janet Graham

Subject: Canceled: Weekly LFUCG/GCW/KA call
Location: call in
Start: Wed 05/09/2012 2:00 PM
End: Wed 05/09/2012 3:00 PM
Recurrence: (none)
Resources: archivemgr_journal
Importance: High

605-562-3000 code #255921
Hi Candice,

Looking forward to 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

Thanks so much, Rachel - much appreciated. Bryan informed me that you are now my 'official' contact at KAWC . . . be like old times, won't it?! Take care . . .

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 04, 2012 10:57 AM
To: Candice Deininger; kawc.fieldservices@amwater.com
Cc: William O'Mara; Hilori Morgan; John Hoggard; Lynne Webb; McGarry, Mimi; Tonia Walters
Subject: Re: Call Referrals-LexServe

Thanks for the phone number, Candice. We will certainly forward!
Good morning, Rachel! We all survived the weekend, now comes the hard part!!

Lynne has received several referral calls from the Call Center about sewer adjustments and FWA. Would you kindly let whoever there (not sure who it is, otherwise I'd do it myself) know that all calls should now be directed to LEXserv (CSRs at GCW) at 1-888-987-8111. Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov
Thanks so much, Rachel - much appreciated. Bryan informed me that you are now my 'official' contact at KAWC . . . be like old times, won't it?! Take care . . .

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 04, 2012 10:57 AM
To: Candice Deininger; kawc.fieldservices@amwater.com
Cc: William O'Mara; Hilori Morgan; John Hoggard; Lynne Webb; McGarry, Mimi; Tonia Walters
Subject: Re: Call Referrals-LexServe

Thanks for the phone number, Candice. We will certainly forward!

*************************************************
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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Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov
Thanks for the phone number, Candice. We will certainly forward!

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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Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov
Subject: Canceled: KAWC/LFUCG/GCW Data/Conversion/Post Live issues/updates
Location: Conference Room - Tech Services
Start: Mon 09/03/2012 2:00 PM
End: Mon 09/03/2012 2:30 PM
Recurrence: (none)
Importance: High

Conference Bridge (large)
1.877.621.0220 / 1.513.621.0220
Participant Pass code: 222560#
Janet Graham

Subject: Canceled: KAWC/LFUCG/GCW Data/Conversion/Post Live issues/updates
Location: Conference Room - Tech Services

Start: Mon 09/03/2012 2:00 PM
End: Mon 09/03/2012 2:30 PM

Recurrence: (none)

Importance: High

Conference Bridge (large)
1.877.621.0220 / 1.513.621.0220
Participant Pass code: 222560#
Hey Candice,

While I am always available if needed and certainly involved this weekend and next week with the transition, going forward Rachel will be the primary contact for usage issues and inquiries.

I plan to send the last month end reports early next week. If you could, please redirect any routine inquiries to Rachel.

Thanks and have a great weekend. I hope all goes well.

********************************************
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
KAWC Team,

Please address this issue ASAP. It is not stopping us at the very moment ... but, we will not be able proceed later this evening.

Please let us know.

Thanks much.

Sandip.

-----Original Message-----
From: Nam, Eileen
Sent: Friday, August 31, 2012 4:29PM
To: 'Bryan.Siler@amwater.com'; Neil.Olenick@amwater.com
Cc: Basu, Sandip
Subject: RE: Recreated fixed charge reports for LFUCG

Neil,

The new files are exactly same as old files.

Eileen

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 31, 2012 3:52 PM
To: Nam, Eileen
Cc: Neil.Olenick@amwater.com
Subject: Fw: Recreated fixed charge reports for LFUCG

These files are on the FTP site.

**********************

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

----- Forwarded by Bryan Siler/KAWC/AMWWSC on 08/31/2012 03:51 PM -----
Thank you.

Neil
Accenture Applications Specialist
ITS Voorhees (Cite)
Email: neil.olenick@amwater.com
Phone (856) 782-2854 Internal 7-205-2854 Fax: 856-782-2900
Thanks so 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, August 31, 2012 3:28 PM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; Carroll, Jim; Frey, Kathleen; Laura Harris
Subject: Re: FW: Question about a KAWC Payment

Candice,

Let me find out. I'll get back with 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

Believe me, I know you are very busy with conversion; but when you get a chance, would you be able to answer the question posed in the first email below? Thank you!!
From: Carroll, Jim [mailto:Jim.Carroll@gcww.cincinnati-oh.gov]
Sent: Friday, August 31, 2012 3:02 PM
To: Candice Deininger; Laura Harris
Cc: Basu, Sandip; Caldwell, Lisa; Frey, Kathleen
Subject: RE: Question about a KAWC Payment

Candice or Laura,

We’ve been digging deep to find what/if scenarios we haven’t thought of yet and this one came up in discussions. Can you review Kathy’s email below and respond how we would handle this?

Thanks

Jim Carroll | (V) 513.591.7755 | Greater Cincinnati Water Works

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Sent: Friday, August 31, 2012 2:22 PM
To: Carroll, Jim
Cc: Basu, Sandip; Caldwell, Lisa
Subject: Question about a KAWC Payment

I have a question about the payments that are coming over from KAWC about how we will handle returned checks sent to KAWC then to us. I will use this scenario:

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Thanks,

Kathleen Frey
Greater Cincinnati Water Works
4747 Spring Grove Avenue
Cincinnati, Ohio 45232-1986
513.591.7962
kathleen.frey@gcww.cincinnati-oh.gov
Believe me, I know you are very busy with conversion; but when you get a chance, would you be able to answer the question posed in the first email below? Thank you!!

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

From:  Candice Deininger
Sent:  Friday, August 31, 2012 3:02 PM
To:  Candice Deininger; Laura Harris
Cc:  Basu, Sandip; Caldwell, Lisa; Frey, Kathleen
Subject:  RE: Question about a KAWC Payment

Candice,

Let me find out. I'll get back with 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

"Candice Deininger"
<cdeining@lexingtonky.gov>

08/31/2012 03:08
PM

"Laura Harris"
<lharris@lexingtonky.gov>,
"Carroll, Jim"
<Jim.Carroll@gcww.cincinnati-oh.gov>
,"Frey, Kathleen"
<Kathleen.Frey@gcww.cincinnati-oh.gov>

To

cc

FW: Question about a KAWC Payment

Subject

We've been digging deep to find what/if scenarios we haven't thought of yet and this one came up in discussions. Can you review Kathy's email below and respond how we would...
I have a question about the payments that are coming over from KAWC about how we will handle returned checks sent to KAWC then to us. I will use this scenario:

A customer sends a check to KAWC on 9/20 & KAWC gives us credit for this payment then on 10/1 the payment bounces for NSF. What happens? Does KAWC request the money back plus a fee or do they charge a fee?

Thanks,

Kathleen Frey
Greater Cincinnati Water Works
4747 Spring Grove Avenue
Cincinnati, Ohio 45232-1986
513.591.7962
kathleen.frey@gcww.cincinnati-oh.gov
Janet Graham

From: Brian.McDonough@amwater.com
Sent: Saturday, September 01, 2012 3:26 PM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Bryan Siler @ Amwater; William O'Mara; Candice Deininger; Wiest, Gary; John Hoggard @ UtiliPlan; Marisa Miralles @ UtiliPlan; Nam, Eileen; Neil Olenick @ AM Water
Subject: KAWC->LFUCG Conversion Update - Cash Trxn for 8/31/12 only

Eileen and Sandip,

The 8/31/12 cash transaction file is attached.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

"Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>  To "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Brian McDonough @ AM Water" <Brian.McDonough@amwater.com>, "Neil Olenick @ AM Water" <Neil.Olenick@amwater.com>
09/01/2012 11:37 AM
cc "Deininger, Candice" <cdeining@lexingtonky.gov>, "John Hoggard @ UtiliPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>, "Bill O'Mara @ LFUCG" <billo@lexingtonky.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>

Subject KAWC->LFUCG Conversion Update

KAWC & AmWater Team – Happy Saturday!

We wanted to let you know that Eileen completed data load & data conversion steps successfully. No issues at this time. GCWW team is currently at the verification stage. LFUCG team will perform systems review tomorrow. We will keep you posted for any issues/observations.

I will talk to you at 3:00 PM today. Here is the bridge:

1.877.621.0220 / 1.513.621.0220
Participant Pass code: 267982#

Thank you,
Sandip.
Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, September 05, 2012 12:02 PM
To: John Hoggard
Cc: William O'Mara
Subject: RE: last date of KAW bills with LFUCG charges

I've looked at my trusty 'go to' account of Herb Miller, and the route his account is in was billed a SECOND time within the month -- once on 08/02 and again on 08/30 -- when I've seen this happen before, it involved only one day's accounts comprised of approximately 5,400 bills . . .

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

From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Wednesday, September 05, 2012 11:49 AM
To: Bryan.Siler@amwater.com
Cc: Candice Deininger
Subject: last date of KAW bills with LFUCG charges

Bryan,
What is the date of the last KAW bill that will have any LFUCG charges?

Thanks
John
Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, August 31, 2012 3:09 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com
Cc: Laura Harris; Carroll, Jim; Frey, Kathleen
Subject: FW: Question about a KAWC Payment

Believe me, I know you are very busy with conversion; but when you get a chance, would you be able to answer the question posed in the first email below? 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: Carroll, Jim [mailto:Jim.Carroll@gcww.cincinnati-oh.gov]
Sent: Friday, August 31, 2012 3:02 PM
To: candice Deininger; Laura Harris
Cc: Basu, Sandip; Caldwell, Lisa; Frey, Kathleen
Subject: RE: Question about a KAWC Payment

Candice or Laura,

We’ve been digging deep to find what/if scenarios we haven’t thought of yet and this one came up in discussions. Can you review Kathy’s email below and respond how we would handle this?

Thanks

Jim Carroll | (V) 513.591.7755 | Greater Cincinnati Water Works

From: Frey, Kathleen
Sent: Friday, August 31, 2012 2:22 PM
To: Carroll, Jim
Cc: Basu, Sandip; Caldwell, Lisa
Subject: Question about a KAWC Payment

I have a question about the payments that are coming over from KAWC about how we will handle returned checks sent to KAWC then to us. I will use this scenario:

A customer sends a check to KAWC on 9/20 & KAWC gives us credit for this payment then on 10/1 the payment bounces for NSF. What happens? Does KAWC request the money back plus a fee or do they charge a fee?

Thanks,

Kathleen Frey
Greater Cincinnati Water Works
4747 Spring Grove Avenue
Cincinnati, Ohio 45232-1986
513.591.7962
kathleen.frey@gcww.cincinnati-oh.gov

04/29/2013
From: Neil.Olenick@amwater.com
Sent: Friday, August 31, 2012 4:50 PM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; Nam, Eileen; Brian McDonough @ AMWater
Subject: RE: Recreated fixed charge reports for LFUCG

Already addressed. Eileen has the new files.

Thank you.

Neil
Accenture Applications Specialist
ITS Voorhees (Cite)
Email:neil.olenick@amwater.com
Phone (856) 782-2854 Internal 7-205-2854
Fax:856-782-2900

"Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov> 08/31/2012 04:41 PM
To "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, <Bryan.Siler@amwater.com>, <Neil.Olenick@amwater.com>, "Brian McDonough @ AMWater" <Brian.McDonough@amwater.com>
cc "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Subject RE: Recreated fixed charge reports for LFUCG

KAWC Team,

Please address this issue ASAP. It is not stopping us at the very moment ... but, we will not be able proceed later this evening.

Please let us know.

Thanks much.
Sandip.

-----Original Message-----
From: Nam, Eileen
Sent: Friday, August 31, 2012 4:29 PM
To: 'Bryan.Siler@amwater.com'; Neil.Olenick@amwater.com
Cc: Basu, Sandip
Subject: RE: Recreated fixed charge reports for LFUCG

Neil,

The new files are exactly same as old files.

Eileen
These files are on the FTP site.

********************************************************************
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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/31/2012 03:51 PM ----- 

From: Neil Olenick/IS/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 08/31/2012 03:48 PM
Subject: Recreated fixed charge reports for LFUCG

Brian,

Please forward to Eileen.

(See attached file: KYPR_LFUCG_20120831_Account With Fixed Charge Listing_20120831154400_1of3.csv)
(See attached file: KYPR_LFUCG_20120831_Account With Fixed Charge Listing_20120831154400_2of3.csv)
(See attached file: KYPR_LFUCG_20120831_Account With Fixed Charge Listing_20120831154400_3of3.csv)

Thank you.

Neil
Accenture Applications Specialist
ITS Voorhees (Cite)
Email:neil.olenick@amwater.com
Phone (856) 782-2854 Internal 7-205-2854 Fax:856-782-2900

04/29/2013
You too.

********************************************
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: "Lynne Webb" <lwebb@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>, "Tonia Walters" <twalters2@lexingtonky.gov>
Date: 08/31/2012 02:18 PM
Subject: RE: premise #120129526

Thanks you so much Bryan! I appreciate you looking into this for me. Have a great weekend!

Lynne
859.258.3363

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 31, 2012 2:17 PM
To: Lynne Webb
Cc: Candice Deininger; Rachel Cole @ Amwater; Tonia Walters
Subject: Re: premise #120129526

Meter was confirmed stuck on 8/27/12 and was changed. Any appropriate back bill will follow.

********************************************
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: "Lynne Webb" <lwebb@lexingtonky.gov>
To: "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>
Date: 08/31/2012 01:55 PM
Subject: RE: premise #120129526
Bryan/Rachel -
I have an account that looks as though it has a stuck meter. Could one of you please put
in an order to have this account checked as soon as possible?

Premise # 120129526
Prentice Bruton
3308 Bay Springs Park

Thanks so much!!

Lynne Webb
Lexington-Fayette Urban County Government lwebb@lexingtonky.gov
859.258.3363
Thanks you so much Bryan! I appreciate you looking into this for me. Have a great weekend!

Lynne
859.258.3363

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 31, 2012 2:17 PM
To: Lynne Webb
Cc: Candice Deininger; Rachel Cole @ Amwater; Tonia Walters
Subject: Re: premise #120129526

Meter was confirmed stuck on 8/27/12 and was changed. Any appropriate back bill will follow.

***********************************************************************
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: "Lynne Webb" <lwebb@lexingtonky.gov>
To: "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>
Date: 08/31/2012 01:55 PM
Subject: premise #120129526

Bryan/Rachel -
I have an account that looks as though it has a stuck meter. Could one of you please put in an order to have this account checked as soon as possible?

Premise # 120129526
Prentice Bruton
3308 Bay Springs Park

Thanks so much!!

Lynne Webb
Lexington-Fayette Urban County Government lwebb@lexingtonky.gov
859.258.3363
Meter was confirmed stuck on 8/27/12 and was changed. Any appropriate back bill will follow.

********************************************
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: "Lynne Webb" <lwebb@lexingtonky.gov>
To: "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>
Date: 08/31/2012 01:55 PM
Subject: premise #120129526

Bryan/Rachel -
I have an account that looks as though it has a stuck meter. Could one of you please put in an order to have this account checked as soon as possible?

Premise # 120129526
Prentice Bruton
3308 Bay Springs Park

Thanks so much!!

Lynne Webb
Lexington-Fayette Urban County Government lwebb@lexingtonky.gov
859.258.3363
THANK YOU Bryan & KAWC-AW Team!! Yes, We are forging along ... :)

Yes, talk to you at 2PM today ...

Sandip.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 31, 2012 10:45 AM
To: Basu, Sandip
Cc: Brian McDonough @ AMWater; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Neil Olenick @ AM Water; Rachel.Cole@amwater.com; Douglas.Brock@amwater.com; William O'Mara
Subject: Closing Package is on FTP Server

Let us know if you have any issues. Talk to you at 2:00pm.
This email request has been retrieved; we'll take care of here . . . . thanks, Bryan.

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 30, 2012 11:11 AM  
To: specialaccts@amwater.com; Elizabeth.Pfleger@amwater.com  
Cc: Candice Deininger; Rachel.Cole@amwater.com; Brian.McDonough@amwater.com  
Subject: Fw: Request for Credit Sewer Adjustments  

Everybody,

As today will be the last day to do any adjustments for the LFUCG, all that we have must get processed before bills are calculated today. Anything not on the bills that are rendered today will need to be returned to the LFUCG for them to process.

Please call if you have any questions.

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  

----- Forwarded by Bryan Siler/KAWC/AAWWSC on 08/30/2012 11:08 AM -----  

From: "Joyce Probus" <jprobus@lexingtonky.gov>  
To: "specialaccts@amwater.com" <specialaccts@amwater.com>,  
     <Bryan.Siler@amwater.com>, "linda" <toussaint@amwater.com>,  
     "Candice Deininger" <cdeining@lexingtonky.gov>, "Skip Thomas"  
     <skipthomas@insightbb.com>  
Date: 08/30/2012 09:43 AM  
Subject: Request for Credit Sewer Adjustments  

Lynne, I’m sending this to you only, I didn’t send the email to the normal addresses (below) - Is this correct?

'specialaccts@amwater.com'; 'Bryan.Siler@amwater.com'; 'linda'; Candice Deininger; Skip Thomas [skipthomas@insightbb.com]

Please apply the attached credit sewer adjustments for new construction.
Thank you!

Joyce Probus  jprobus@lexingtonky.gov  859.425.2513
Division of Water Quality  fax 859.254-7787
Lexington-Fayette Urban County Government
125 Lisle Industrial Avenue, STE 180  Lexington, KY  40511 (See attached file: Universal Sewer Authority Payment Form 08-30-2012.xls)
All,

Please find attached the most recent file. Just ran this morning.

(See attached file: Tax Exemption LFUCG 8-30-2012.xlsx)

*************************************************
Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@arnwater.com
Ph: 859-268-6307
Fax: 859-335-3307
Thursday Aug 30th Update:

1. History & Tax Exempt files are received from KAWC – MUCH Thanks to Brian & Rachel, Neil & Bryan S.
2. Discussed timing of various data file generation with KAWC.
3. GCWW Expecting Street Index & Closing Package on FRIDAY Aug 31st AM.
4. Brian M is GCWW’s primary contact for Saturday. Bryan S. is on standby for any emergency.
5. We will have the call on Friday & Saturday 2PM every day for status updates.
6. Sandip will keep this email thread going for milestone status from here on out through this weekend ...

Thank you.
Sandip.

Here is today's update:

- Critical: Friday Aug 23rd Usage file contained history data (not supposed to): Brian M looking into this issue. He will run Aug 23rd Usage file one more time and the history data separately. This issue, if reappears at Go Live – GCWW will not be able to run the conversion.
  - Brian M. will prepare the 24-month history file by tomorrow 8/29/12
- Rachel will provide complete Tax Exempt file on Thursday AM 8/30/12
- Neil to re-confirm the timing of the run for running Street Index & Usage file (after posting on Thursday)

We will touch base again tomorrow at 2PM.

Thanks,
Sandip.
Cc: Nam, Eileen; Ruehl, Matt; 'John Hoggard @ UtilPlan'; 'marisa@utiliplan.com'; Deininger, Candice; Wiest, Gary
Subject: LFUCG: Today's Action Items

KAWC Team – Here are today’s conversation & action items

- Send the data by a separate run for ~800 accounts’ 24-month history before Thursday’s Aug 29th
- Prepare CBT (consumption) data file for Aug 27-30 for Eileen
- Confirmation for Bryan, Neil & Brian: Street Index run on before Friday’s Closing Package
- Confirmation for Bryan, Neil & Brian: Usage run after the posting @ KAWC on Thursday Aug 30th
- Rachel to send a Tax Exempt Updates file by Thursday Aug 30th
- Weekend availability via cell phone – Friday Neil; Sat/Sun: Brian Mc.; Bryan Siler: Stand by in case of any emergency/issues/

We look forward to talking to you tomorrow at 2PM.

Thanks so much,
Sandip.
Janet Graham

From: William O'Mara [billo@lexingtonky.gov]
Sent: Thursday, August 30, 2012 11:18 AM
To: John Hoggard
Cc: Candice Deininger; Marisa Miralles @ UtiliPlan
Subject: RE: KAWC System Adjustment Update Stoppage

Thanks for the response, without escalating the issue.

Bill O

From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Thursday, August 30, 2012 9:33AM
To: 'Basu, Sandip'
Cc: candice Deininger; 'Cossins, Faye'; William O'Mara; 'Wiest, Gary'; Bryan.Siler@amwater.com
Subject: RE: KAWC System Adjustment Update Stoppage

Sandip,
After go live, KAW will not be making adjustments to those LFUCG non-water services.

The only adjustments KAW will make that will affect LFUCG (sewer) are water adjustments like you mentioned. LFUCG has always accepted those adjustments so it would be great if that process can eventually be automated for Candice, but we can discuss that post go-live.

John

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 29, 2012 6:51 PM
To: Candice Deininger; John Hoggard; Bryan Siler @ Amwater; Brian McDonough @ AMWater; Neil Olenick @ AM Water; Rachel.Cole@amwater.com
Cc: Wiest, Gary; Cossins, Faye; William O'Mara
Subject: KAWC System Adjustment Update Stoppage
Importance: High

John & Candice –

We were talking to KAWC team regarding system cutover timing & final transition.

We (GCWW) expect that there will NOT be any adjustments made on the KAWC’s eCIS system for non-water services (sewer, LF, WQ) after August 30th 2012. Is that LFUCG expectation as well?

In other words, GCWW will accept water services consumption adjustments from KAWC in data files, then send those adjustments for LFUCG’s review & approval (OnBase/InfoPath). Once approved and submitted by LFUCG, those adjustments will be posted on appropriate customer accounts in Customer Suite.

Please confirm this understanding with KAWC Brian & Bryan.

Thank much,
Sandip.

04/29/2013
Everybody,

As today will be the last day to do any adjustments for the LFUCG, all that we have must get processed before bills are calculated today. Anything not on the bills that are rendered today will need to be returned to the LFUCG for them to process.

Please call if you have any questions.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/30/2012 11:08 AM -----
Janet Graham

From: Rachel.Cole@amwater.com
Sent: Wednesday, August 29, 2012 12:59 PM
To: Lynne Webb
Cc: Bryan Siler@Amwater, Candice Deininger, Tonia Walters, Hilori Morgan
Subject: Re: Premise #120044276

Lynn,

I'll take care of this. 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

Bryan/Rachel -
Premise #120044276, Brown Appliance Parts, 1929 Liberty Road is listed as residential in OAM and should be commercial per the PVA website (see below). Could you please change the classification on this account? They are paying residential sewer rates but being charged commercial rates for their water quality management fee.

Thanks!

Lynne Webb
Lexington-Fayette Urban County Government lwebb@lexingtonky.gov
859.258.3363
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: John Hoggard [jhogard@utiliplan.com]
Sent: Wednesday, August 29, 2012 2:09 PM
To: Brian.McDonough@amwater.com
Cc: Bryan.Siler@amwater.com; Candice Deininger
Subject: RE: FW: LFUCG: Today's Action Items

Thanks, Brian!

From: Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]
Sent: Wednesday, August 29, 2012 2:07 PM
To: jhogard@utiliplan.com
Cc: Bryan.Siler@amwater.com; 'Candice Deininger'
Subject: Re: FW: LFUCG: Today's Action Items

Hi John,

I am actually preparing to rerun the usage data from the 8/23 to separate the history data and in doing so I have also confirmed that the pending usage data what will run tomorrow night is clean and contains no history data, so the critical issue is resolved for go live. As a precaution I will recheck the data on Thursday night to confirm nothing changed between today and tomorrow.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

"John Hoggard" <jhogard@utiliplan.com>  To <Bryan.Siler@amwater.com>, <Brian.McDonough@amwater.com>
CC "Candice Deininger" <cdeining@lexingtonky.gov>
Subject: FW: LFUCG: Today's Action Items

Bryan and Brian,
This red issue seems concerning. Sandip mentions GCWW won't be able to run conversion on Friday for Go live if the issue reappears.

Where does this stand - has this issue been resolved and were you able to get Sandip the 24 month history file today?

We are trying to plan for the weekend.

Thanks
John

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, August 28, 2012 2:30 PM
To: Bryan.Siler@amwater.com; Brian McDonough @ AMWater; Neil Olenick @ AM Water; Rachel.Cole@amwater.com
Here is today’s update:

- **Critical:** Friday Aug 23rd Usage file contained history data (not supposed to): Brian M looking into this issue. He will run Aug 23rd Usage file one more time and the history data separately. This issue, if reappears at Go Live – GCWW will not be able to run the conversion.
  - Brian M. will prepare the 24-month history file by tomorrow 8/29/12
  - Rachel will provide complete Tax Exempt file on Thursday AM 8/30/12
  - Neil to re-confirm the timing of the run for running Street Index & Usage file (after posting on Thursday)

We will touch base again tomorrow at 2PM.

Thanks,
Sandip.

---

**From:** Basu, Sandip  
**Sent:** Monday, August 27, 2012 4:15 PM  
**To:** Bryan.Siler@amwater.com; Brian McDonough @ AM Water; Neil Olenick @ AM Water; Rachel.Cole@amwater.com  
**Cc:** Nam, Eileen; Ruehl, Matt; John Hoggard @ UtilPlan; marisa@utiliplan.com; Deininger, Candice; Wiest, Gary  
**Subject:** LFUCG: Today’s Action Items

KAWC Team – Here are today’s conversation & action items

- Send the data by a separate run for ~800 accounts’ 24-month history before Thursday’s Aug 29th
- Prepare CBT (consumption) data file for Aug 27-30 for Eileen
- **Confirmation for Bryan, Neil & Brian:** Street Index run on before Friday’s Closing Package
- **Confirmation for Bryan, Neil & Brian:** Usage run after the posting @ KAWC on Thursday Aug 30th
- Rachel to send a Tax Exempt Updates file by Thursday Aug 30th
- **Weekend availability via cell phone – Friday Neil, Sat/Sun: Brian Mc.; Bryan Siler: Stand by in case of any emergency/issues/

We look forward to talking to you tomorrow at 2PM.

Thanks so much,
Sandip.
Janet Graham

From: John Hoggard [jhogard@utiliplan.com]
Sent: Thursday, August 30, 2012 9:33 AM
To: Basu, Sandip
Cc: Bryan.Siler@amwater.com; William O'Mara; Candice Deininger; Wiest, Gary; Cossins, Faye
Subject: RE: KAWC System Adjustment Update Stoppage

Sandip,
After go live, KAW will not be making adjustments to those LFUCG non-water services.

The only adjustments KAW will make that will affect LFUCG (sewer) are water adjustments like you mentioned. LFUCG has always accepted those adjustments so it would be great if that process can eventually be automated for Candice, but we can discuss that post go-live.

John

From: Basu, Sandip [mailto:Sandip.Basu@qcww.cincinnati-oh.gov]
Sent: Wednesday, August 29, 2012 6:51 PM
To: candice Deininger; John Hoggard; Bryan Siler @ Amwater; Brian McDonough @ AMWater; Neil Olenick @ AM Water; Rachel.Cole@amwater.com
Cc: Wiest, Gary; Cossins, Faye; William O'Mara
Subject: KAWC System Adjustment Update Stoppage
Importance: High

John & Candice –

We were talking to KAWC team regarding system cutover timing & final transition.

We (GCWW) expect that there will NOT be any adjustments made on the KAWC’s eCIS system for non-water services (sewer, LF, WQ) after August 30th 2012. Is that LFUCG expectation as well?

In other words, GCWW will accept water services consumption adjustments from KAWC in data files, then send those adjustments for LFUCG’s review & approval (OnBase/InfoPath). Once approved and submitted by LFUCG, those adjustments will be posted on appropriate customer accounts in Customer Suite.

Please confirm this understanding with KAWC Brian & Bryan.

Thank much,
Sandip.
Janet Graham

From: Lynne Webb [lwebb@lexingtonky.gov]
Sent: Wednesday, August 29, 2012 2:14PM
To: Rachel.Cole@amwater.com
Cc: Bryan Siler @ Amwater; Candice Deininger; Tonia Walters; Hilori Morgan; Lynne Webb
Subject: Re: Premise #120044276

Thanks Rachel!

Sent from my iPhone

On Aug 29, 2012, at 12:59 PM, "Rachel.Cole@amwater.com" <Rachel.Cole@amwater.com> wrote:

Lynn,

I'll take care of this. Thanks.

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

"Lynne Webb"
<lwebb@lexingtonky.gov>  To  "Bryan Siler @ Amwater"
08/29/2012 12:14  <Bryan.Siler@amwater.com>, "Rachel PM Cole @ Amwater"  
To  <Rachel.Cole@amwater.com>
cc  "Candice Deininger"
  <cdeininger@lexingtonky.gov>, "Hilori Morgan"  <hmorgan@lexingtonky.gov>,  
  "Tonia Walters" <twalters2@lexingtonky.gov>
Subject  
Premise #120044276

Bryan/Rachel –
Premise #120044276, Brown Appliance Parts, 1929 Liberty Road is listed as

04/29/2013
residential in OAM and should be commercial per the PVA website (see below). Could you please change the classification on this account? They are paying residential sewer rates but being charged commercial rates for their water quality management fee.

Thanks!

Lynne Webb
Lexington-Fayette Urban County Government
lwebb@lexingtonky.gov
859.258.3363
Janet Graham

From: Lynne Webb [lwebb@lexingtonky.gov]
Sent: Wednesday, August 29, 2012 2:07 PM
To: Rachel.Cole@amwater.com
Cc: Bryan Siler @ Amwater; Candice Deininger; Tonia Walters; Hilori Morgan; Lynne Webb
Subject: Re: Premise #120044276

Thanks Rachel!

Sent from my iPhone

On Aug 29, 2012, at 12:59 PM, "Rachel.Cole@amwater.com" <Rachel.Cole@amwater.com> wrote:

Lynn,

I'll take care of this. 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> To
"Bryan Siler @ Amwater"
08/29/2012 12:14 <Bryan.Siler@amwater.com>, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>
cc
"Candice Deininger"
<cdieving@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Tonia Walters"
<walters2@lexingtonky.gov>
Subject
Premise #120044276
residential in OAM and should be commercial per the PVA website (see below). Could you please change the classification on this account? They are paying residential sewer rates but being charged commercial rates for their water quality management fee.

Thanks!

Lynne Webb
Lexington-Fayette Urban County Government
lwebb@lexingtonky.gov
859.258.3363
Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 29, 2012 6:51 PM
To: Rachel.Cole@amwater.com; Bryan Siler @ Amwater; Candice Deininger; John Hoggard; Brian McDonough @ AMWater; Neil Olenick @ AM Water
Cc: William O'Mara; Wiest, Gary; Cossins, Faye
Subject: KAWC System Adjustment Update Stoppage
Importance: High

John & Candice –

We were talking to KAWC team regarding system cutover timing & final transition.

We (GCWW) expect that there will NOT be any adjustments made on the KAWC’s eCIS system for non-water services (sewer, LF, WQ) after August 30th 2012. Is that LFUCG expectation as well?

In other words, GCWW will accept water services consumption adjustments from KAWC in data files, then send those adjustments for LFUCG’s review & approval (OnBase/InfoPath). Once approved and submitted by LFUCG, those adjustments will be posted on appropriate customer accounts in Customer Suite.

Please confirm this understanding with KAWC Brian & Bryan.

Thank much,
Sandip.
Hi John,

I am actually preparing to rerun the usage data from the 8/23 to separate the history data and in doing so I have also confirmed that the pending usage data what will run tomorrow night is clean and contains no history data, so the critical issue is resolved for go live. As a precaution I will recheck the data on Thursday night to confirm nothing changed between today and tomorrow.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

Bryan and Brian,
This red issue seems concerning. Sandip mentions GCWW won't be able to run conversion on Friday for Go live if the issue reappears.

Where does this stand - has this issue been resolved and were you able to get Sandip the 24 month history file today?

We are trying to plan for the weekend.

Thanks
John

From: Basu, Sandip  
[mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, August 28, 2012 2:30 PM
To: Bryan.Siler@amwater.com; Brian McDonough @ AMWater; Neil Olenick @ AM Water; Rachel.Cole@amwater.com
Cc: Nam, Eileen; Ruehl, Matt; John Hoggard @ UtilPlan; marisa@utiliplan.com; Deininger, Candice; Wiest, Gary
Subject: RE: LFUCG: Today's Action Items

Here is today's update:

- Critical: Friday Aug 23rd Usage file contained history data (not supposed to): Brian M looking into this issue.
He will run Aug 23rd Usage file one more time and the history data separately. This issue, if reappears at Go Live - GCWW will not be able to run the conversion.
- Brian M. will prepare the 24-month history file by tomorrow 8/29/12
- Rachel will provide complete Tax Exempt file on Thursday AM 8/30/12
- Neil to re-confirm the timing of the run for running Street Index & Usage file (after posting on Thursday)

We will touch base again tomorrow at 2PM.

Thanks,
Sandip.

From: Basu, Sandip
Sent: Monday, August 27, 2012 4:15PM
To: 'Bryan.Siler@amwater.com'; 'Brian McDonough @ AMWater'; 'Neil Olenick @ AM Water'; 'Rachel.Cole@amwater.com'
Cc: Nam, Eileen; Ruehl, Matt; 'John Hoggard @ UtilPlan'; 'marisa@utiliplan.com'; Deininger, Candice; Wiest, Gary
Subject: LFUCG: Today's Action Items

KAWC Team – Here are today’s conversation & action items

- Send the data by a separate run for ~800 accounts’ 24-month history before Thursday’s Aug 29th
- Prepare CBT (consumption) data file for Aug 27-30 for Eileen
- Confirmation for Bryan, Neil & Brian: Street Index run on before Friday’s Closing Package
- Confirmation for Bryan, Neil & Brian: Usage run after the posting @ KAWC on Thursday Aug 30th
- Rachel to send a Tax Exempt Updates file by Thursday Aug 30th
- Weekend availability via cell phone – Friday Neil; Sat/Sun: Brian Mc.; Bryan Siler: Stand by in case of any emergency/issues/

We look forward to talking to you tomorrow at 2PM.

Thanks so much,
Sandip.
Janet Graham

**From:** John Hoggard [hoggard@utiliplan.com]
**Sent:** Wednesday, August 29, 2012 11:23 AM
**To:** Bryan.Siler@amwater.com; Brian.McDonough@amwater.com
**Cc:** Candice Deininger
**Subject:** FW: LFUCG: Today's Action Items

Bryan and Brian,

This red issue seems concerning. Sandip mentions GCWW won’t be able to run conversion on Friday for Go live if the issue reappears.

Where does this stand - has this issue been resolved and were you able to get Sandip the 24 month history file today?

We are trying to plan for the weekend.

Thanks
John

---

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, August 28, 2012 2:30 PM
To: Bryan.Siler@amwater.com; Brian McDonough @ AMWater; Neil Olenick @ AM Water; Rachel.Cole@amwater.com
Cc: Nam, Eileen; Ruehl, Matt; John Hoggard @ UtilPlan; marisa@utiliplan.com; Deininger, Candice; Wiest, Gary
**Subject:** RE: LFUCG: Today's Action Items

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We will touch base again tomorrow at 2PM.

Thanks,
Sandip.

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From: Basu, Sandip
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To: 'Bryan.Siler@amwater.com'; 'Brian McDonough @ AMWater'; 'Neil Olenick @ AM Water'; 'Rachel.Cole@amwater.com'
Cc: Nam, Eileen; Ruehl, Matt; 'John Hoggard @ UtilPlan'; 'marisa@utiliplan.com'; Deininger, Candice; Wiest, Gary
**Subject:** LFUCG: Today's Action Items
KAWC Team – Here are today’s conversation & action items

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- **Weekend availability** via cell phone – Friday Neil; Sat/Sun: Brian Mc.; Bryan Siler: Stand by in case of any emergency/issues/

We look forward to talking to you tomorrow at 2PM.

Thanks so much,
Sandip.
Candice,

The threshold is set at 4 times the previous usage (or annual average—not sure) for residential and commercial. I'm sure about the 4 times.

*************************************************

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
>To:
To: Rachel.Cole@amwater.com
cc
08/28/2012 02:24 PM
PM
Subject
Subject
RE: High/Low Usage Parameters

Oooooooo - thank you, Rachel!! I know when I was there we did, but I also know that things change . . . much appreciated!!!

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, August 28, 2012 2:05 PM
To: Candice Deininger
Subject: RE: High/Low Usage Parameters

Hi Candice,

I believe there are usage parameters. I will check what that is.

---------------------------------------------------
Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
"Candice
Deininger"
<ondeining@lexington
t onky.gov>

To 
<Rachel.Cole@amwater.com>

Subject 
RE: High/Low Usage Parameters

Hi, Rachel, and thank you . . . I was hoping there were usage parameters, but Bryan said no - everything was based on $ amounts . . .

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, August 27, 2012 4:49 PM
To: Candice Deininger
Subject: Re: High/Low Usage Parameters

Hi Candice,

Did Bryan answer your questions in enough detail? Do you want me to look further into the system?

"Candice
Deininger"
<ondeining@lexington
t onky.gov>

To 
<Rachel.Cole@amwater.com>,

Subject 
High/Low Usage Parameters

Good afternoon! Got a quick question for either or both of you . . . I can't seem to remember what the high/low tolerance levels are for KAWC - do you happen to know? Thank you!

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

I did have an order to shut them off, but Doug intervened and they paid their current bill (which only covered water - all that's left of their aged balance is sewer and stormwater.)

*************************************************
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

Oh, okay . . . guess I was hoping for too much!! Did you ever shut them off?

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, August 28, 2012 1:56 PM
To: Candice Deininger
Subject: Re: FW: Vic Square changes hands

Hi Candice,

This is different from Festival Marketplace although maybe they'll jump across the street and help that place out as well!

*************************************************
Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
To: Candice Deininger <cdeining@lexingtonky.gov>  
Cc: Rachel.Cole@amwater.com

Subject: FW: Vic Square changes hands

FYI . . . .

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

From: William O'Mara  
Sent: Tuesday, August 28, 2012 11:32 AM  
To: Laura Harris; Barbara Dunn; Barbara Frizzell; Candice Deininger  
Subject: Vic Square changes hands

Someone was mentioning an issue regarding Vic Square, but I cannot remember who or what fees/taxes. Please see below article about the sale of Vic Square.

FYI- 
Bill O

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, August 28, 2012 2:30 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Brian McDonough @ AMWater; Neil Olenick @ AM Water
Cc: Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: RE: LFUCG: Today’s Action Items

Here is today’s update:

- **Critical:** Friday Aug 23rd Usage file contained history data (not supposed to): Brian M looking into this issue. He will run Aug 23rd Usage file one more time and the history data separately. This issue, if reappears at Go Live – GCWW will not be able to run the conversion.
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- Rachel will provide complete Tax Exempt file on Thursday AM 8/30/12
- Neil to re-confirm the timing of the run for running Street Index & Usage file (after posting on Thursday)

We will touch base again tomorrow at 2PM.

Thanks,
Sandip.

From: Basu, Sandip
Sent: Monday, August 27, 2012 4:15 PM
To: 'Bryan.Siler@amwater.com'; 'Brian McDonough @ AMWater'; 'Neil Olenick @ AM Water'; 'Rachel.Cole@amwater.com'
Cc: Nam, Eileen; Ruehl, Matt; 'John Hoggard @ UtilPlan'; 'marisa@utiliplan.com'; Deininger, Candice; Wiest, Gary
Subject: LFUCG: Today’s Action Items

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We look forward to talking to you tomorrow at 2PM.

Thanks so much,
Sandip.
Ooooooooo - thank you, Rachel!! I know when I was there we did, but I also know that things change . . . much appreciated!!

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, August 28, 2012 2:05 PM
To: Candice Deininger
Subject: RE: High/Low Usage Parameters

Hi Candice,

I believe there are usage parameters. I will check what that is.

****************************************
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
08/28/2012 01:30 PM

To:
cc: <Rachel.Cole@amwater.com>

Subject: RE: High/Low Usage Parameters

Hi, Rachel, and thank you . . . I was hoping there were usage parameters, but Bryan said no - everything was based on $ amounts . . .
Hi Candice,

Did Bryan answer your questions in enough detail? Do you want me to look further into the system?

"Candice
Deininger"
<ctdeining@lexint
onky.gov>

To

<ctdeining@lexington
ky.gov>,
<Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com>

8/27/12 01:56 PM

Good afternoon! Got a quick question for either or both of you . . . I can't seem to remember what the high/low tolerance levels are for KAWC - do you happen to know? Thank you!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3304
cdeining@lexingtonky.gov
Oh, okay . . . guess I was hoping for too much!! Did you ever shut them off?

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, August 28, 2012 1:56 PM
To: Candice Deininger
Subject: Re: FW: Vic Square changes hands

Hi Candice,

This is different from Festival Marketplace although maybe they'll jump across the street and help that place out as well!

*******************************************************************************
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

FYI . . . .

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

From: William O'Mara
Someone was mentioning an issue regarding Vic Square, but I cannot remember who or what fees/taxes. Please see below article about the sale of Vic Square.

FYI-

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I believe there are usage parameters. I will check what that is.

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

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

Hi Candice,

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Candice Deininger
<cddeining@lexingtonky.gov>
Good afternoon! Got a quick question for either or both of you . . . I can't seem to remember what the high/low tolerance levels are for KAWC - do you happen to know? Thank you!

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Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
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Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

FYI . . . .

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
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From: William O'Mara
Sent: Tuesday, August 28, 2012 11:32 AM
To: Laura Harris; Barbara Dunn; Barbara Frizzell; Candice Deininger
Subject: Vic Square changes hands

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FYI-
Bill O

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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: Monday, August 27, 2012 4:49 PM  
To: Candice Deininger  
Subject: Re: High/Low Usage Parameters

Hi Candice,

Did Bryan answer your questions in enough detail? Do you want me to look further into the system?

Good afternoon! Got a quick question for either or both of you . . . I can't seem to remember what the high/low tolerance levels are for KAWC - do you happen to know? Thank you!

Candice J. Deininger  
Revenue Supervisor  
LFUCG  Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov
Bryan, was I supposed to do something regarding this email you refer to? It sounded like Brian was looking into how the file is being handled in order to get us an answer for us. I do not see a question to me/Candice, to which we were supposed to reply. Am I missing something?

John

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 06, 2012 11:07 AM
To: jhoggard@utiliplan.com; Brian.McDonough@amwater.com
Cc: 'Candice Deininger'; marisa@utiliplan.com; Rachel.Cole@amwater.com
Subject: Re: bill message question

John,

I have forwarded this question to the primary IT contact Brian McDonough. He will be able to provide the answer and discuss any issues that may be involved with the Cash Transactions file received on Saturday, September 1, 2012. Part of the answer depends on how that file is handled.

******************************************************************************
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>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>
Date: 08/06/2012 10:52 AM
Subject: bill message question

Bryan,

We would like to add a message on the first LFUCG bill that tells customers that the balance shown is as of a certain date, and does not reflect payments made after a certain date.

What date is the correct date for x/x below?

Thanks
John

"The balance shown is your balance as of x/x/12. Payments made after x/x/12 are not reflected in this account balance amount."
Did you follow up on my August 6th e-mail response? This answer depends on how the Cash Transactions are handled on GCWW's end.

********************************************
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>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, <Brian.McDonough@amwater.com>
Date: 08/28/2012 11:08 AM
Subject: RE: bill message question

Yes, we want to know what the x/x/12 date should be in the bill message per my question.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 28, 2012 11:04 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'; Brian.McDonough@amwater.com
Subject: RE: bill message question

Yes, I got it. Is there any follow up needed?

********************************************
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>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 08/28/2012 09:17 AM
Subject: RE: bill message question

Bryan,
Did you get this email? Can you let Candice know?

John

From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Monday, August 06, 2012 10:52 AM
To: 'Bryan.Siler@amwater.com'
Cc: 'Candice Deininger'; 'marisa@utiliplan.com'
Subject: bill message question

Bryan,
We would like to add a message on the first LFUCG bill that tells customers that the balance shown is as of a certain date, and does not reflect payments made after a certain date.

What date is the correct date for x/x below?

Thanks
John

"The balance shown is your balance as of x/x/12. Payments made after x/x/12 are not reflected in this account balance amount."
Yes, we want to know what the x/x/12 date should be in the bill message per my question.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 28, 2012 11:04 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'; Brian.McDonough@amwater.com
Subject: RE: bill message question

Yes, I got it. Is there any follow up needed?

********************************************************************************
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>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 08/28/2012 09:17 AM
Subject: RE: bill message question

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Did you get this email? Can you let Candice know?

John

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Sent: Monday, August 06, 2012 10:52 AM
To: 'Bryan.Siler@amwater.com'
Cc: 'Candice Deininger'; 'marisa@utiliplan.com'
Subject: bill message question

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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: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 08/28/2012 09:17 AM
Subject: RE: bill message question

Bryan,
Did you get this email? Can you let Candice know?

John

From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Monday, August 06, 2012 10:52 AM
To: 'Bryan.Siler@amwater.com'
Cc: 'Candice Deininger'; 'marisa@utiliplan.com'
Subject: bill message question

Bryan,
We would like to add a message on the first LFUCG bill that tells customers that the balance shown is as of a certain date, and does not reflect payments made after a certain date.

What date is the correct date for x/x below?

Thanks

John

"The balance shown is your balance as of x/x/12. Payments made after x/x/12 are not reflected in this account balance amount."
Hi Candice,

Did Bryan answer your questions in enough detail? Do you want me to look further into the system?

"Candice Deininger"
<cdeining@lexingtonky.gov> To
08/27/2012 01:56 PM

<Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com> cc

High/Low Usage Parameters

Good afternoon! Got a quick question for either or both of you . . . I can’t seem to remember what the high/low tolerance levels are for KAWC - do you happen to know? Thank you!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov
Thanks, Bryan!!! Didn't think you'd be able to, so much appreciated!!

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  
Sent: Monday, August 27, 2012 3:54 PM  
To: Candice Deininger  
Cc: Mike Smith; Sheila Long  
Subject: RE: weekly file

I was able to run that one this morning.

**************************************************************************
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: "Sheila Long" <slong@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>  
Date: 08/27/2012 03:32 PM  
Subject: RE: weekly file

Hi, Bryan - I know you are not able to update the landfill files, so we'll hang onto this and send to GCW once we go live. 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 Smith  
Sent: Monday, August 27, 2012 8:08 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Candice Deininger; Sheila Long  
Subject: weekly file

The weekly file is attached.
Thank you!

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Lexington-Fayette Urban County Government Division of Computer Services - Suite # 712 200
East Main Street - Lexington, KY 40507
859-258-3730  mikes@lexingtonky.gov
(Embedded image moved to file: pic06287.jpg) HDI CERTIFIED
I was able to run that one this morning.

Hi, Bryan – I know you are not able to update the landfill files, so we’ll hang onto this and send to GCW once we go live. Thank you!!

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Sheila Long" <slong@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>
Date: 08/27/2012 03:32 PM
Subject: RE: weekly file

The weekly file is attached.

Thank you!

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Lexington-Fayette Urban County Government Division of Computer Services - Suite # 712 200
East Main Street - Lexington, KY 40507
859-258-3730   mikes@lexingtonky.gov
(Embedded image moved to file: pic06287.jpg)HDI CERTIFIED
From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Monday, August 27, 2012 4:15 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Brian McDonough @ AMWater; Neil Olenick @ AM Water
Cc: Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: LFUCG: Today's Action Items

KAWC Team — Here are today's conversation & action items

- Send the data by a separate run for ~800 accounts' 24-month history before Thursday's Aug 29th
- Prepare CBT (consumption) data file for Aug 27-30 for Eileen
- Confirmation for Bryan, Neil & Brian: Street Index run on before Friday's Closing Package
- Confirmation for Bryan, Neil & Brian: Usage run after the posting @ KAWC on Thursday Aug 30th
- Rachel to send a Tax Exempt Updates file by Thursday Aug 30th
- Weekend availability via cell phone — Friday Neil; Sat/Sun: Brian Mc.; Bryan Siler: Stand by in case of any emergency/issues/

We look forward to talking to you tomorrow at 2PM.

Thanks so much,
Sandip.
Robert - going forward, these files will be sent to GCWW. I'll work with Hilori to get
the name of the person to whom these files should be sent. In the meantime, hang on to
this file until one of us gets back to you. Also, would you kindly send the file to me
and Hilori and copy us on future transmittal emails - 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: Monday, August 27, 2012 3:21 PM
To: Robert Bowman
Cc: Candice Deininger
Subject: RE: WQMFee Monthly Billing

No problem. I hope all goes well in the future.

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: "Robert Bowman" <rbowman2@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 08/27/2012 03:20 PM
Subject: RE: WQMFee Monthly Billing

Bryan,

I really appreciate you making these changes.

Robert

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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
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If it is too much trouble, we can wait until next month.

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From: "Robert Bowman" <rbowman2@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 08/27/2012 07:50 AM
Subject: WQMFee Monthly Billing

Hello Bryan,

I have the billing file attached.

Robert

Robert Bowman
Database Administrator
Lexington-Fayette Urban County Government
Office: 859.425.2456
Yes - thank you very much for your assistance with this, Bryan . . . much appreciated!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
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Database Administrator
Lexington-Fayette Urban County Government
Office: 859.425.2456
Email: RBowman2@LexingtonKY.gov

[attachment "September2012.csv" deleted by Bryan Siler/KAWC/AWWSC]
No problem. I hope all goes well in the future.

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Bryan Siler
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Kentucky American Water
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Office: 859.425.2456
Email: RBowman2@LexingtonKY.gov
[attachment "September2012.csv" deleted by Bryan Siler/KAWC/AWWSC]
Janet Graham

Robert Bowman [rbowman2@lexingtonky.gov]
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Robert Bowman
Database Administrator
Lexington-Fayette Urban County Government
Office: 859.425.2456
Email: RBowman2@LexingtonKY.gov
[attachment "September2012.csv" deleted by Bryan Siler/KAWC/AWWSC]
Janet Graham

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Email: RBowman2@LexingtonKY.gov

[attachment "September2012.csv" deleted by Bryan Siler/KAWC/AWWSC]
Candice,

We usually look at usages over 4 but we do not have anything that creates a hard exception due to usage.

********************************************
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/AAWSC
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
Cc: Rachel.Cole@amwater.com
Date: 08/27/2012 03:07 PM
Subject: RE: High/Low Usage Parameters

Perfect sense. Ours are based on $ amounts though. Nothing on usage except for fire accounts.

********************************************
Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
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From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Rachel.Cole@amwater.com>
Date: 08/27/2012 02:33 PM
Subject: RE: High/Low Usage Parameters

A reading that would kick out as an exception because the usage was either too high or too low; like for a residential account and a non-residential account. I'm trying to decide on parameters here . . . make better sense? Sorry!!!
To: Candice Deininger  
Cc: Rachel.Cole@amwater.com  
Subject: Re: High/Low Usage Parameters

They are different for different rate schedules. What exactly are you looking for? When we investigate a reading or bill?

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Bryan Siler  
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From: "Candice Deininger" <cdeining@lexingtonky.gov>  
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cdeining@lexingtonky.gov
Me too.

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>From: <a href="mailto:Bryan.Siler@amwater.com">Bryan.Siler@amwater.com</a></td>
</tr>
<tr>
<td>-------------------------------</td>
</tr>
</tbody>
</table>

Sent: Tuesday, August 21, 2012 8:10 PM

To: Rachel.Cole@amwater.com; Basu, Sandip

Cc: William O'Mara; Candice Deininger; Wiest, Gary; John Hoggard; Marisa; Ruehl, Matt; Nam, Eileen; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com

Subject: Re: GCWW/LFUCG Conference call Wed 8/21 @ 2PM

Me too.
I will be on the call.

*************************************************
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>
08/21/2012 06:06 PM
To
"Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>,
<Bryan.Siler@amwater.com>, "Neil Olenick @ AM Water" <Neil.Olenick@amwater.com>,
<Brian.McDonough@amwater.com>,
<Rachel.Cole@amwater.com>
cc
"Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>,
"Deininger, Candice"
<cddeining@lexingtonky.gov>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard" <jhoggard@utiliplan.com>,
<marisa@utiliplan.com>, "O'Mara Bill"
<billo@lexingtonky.gov>
Subject
GCWW/LFUCG Conference call Wed 8/21 @ 2PM

Bryan & Team – Please confirm that you will participate on tomorrow’s (8/21) call.

We have few items to discuss.

1. Availability of reason code for financial adjustment
2. Account count for 1600 Cycle/WQ Mgmt Fee (Bryan’s email)
3. AJ accounts billing in August (Eileen’s email)
4. Landlord & Tenant issues (Neil & Eileen emails)
5. Parallel & Go Live Schedule, Availability & Data details
6. Requesting Daily Call schedule for the rest of the days till Go Live and immediately upon Go Live
7. Eileen’s items

Eileen – Please list any other items on your end and reply to this group.

Thank you,
Sandip.
I will be on the call.

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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1. Availability of reason code for financial adjustment
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4. Landlord & Tenant issues (Neil & Eileen emails)
5. Parallel & Go Live Schedule, Availability & Data details
6. Requesting Daily Call schedule for the rest of the days till
Go Live and immediately upon Go Live

7. Eileen's items

Eileen - Please list any other items on your end and reply to this group.

Thank you,
Sandip.
Good afternoon! Got a quick question for either or both of you... I can’t seem to remember what the high/low tolerance levels are for KAWC – do you happen to know? 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: jhoggard@utiliplan.com
Sent: Wednesday, August 22, 2012 10:38 AM
To: Bryan.Siler@amwater.com; Brian.McDonough@amwater.com
Cc: Rachel.Cole@amwater.com; Candice Deininger; marisa@utiliplan.com; Basu, Sandip
Subject: Re: bill message question

Bryan and Brian,
Were you able to figure out the answer to this?

BTW we are all in training today so only GCWW will be on the call today.

Thanks
John

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 6, 2012 11:07 AM
To: jhoggard@utiliplan.com, Brian.McDonough@amwater.com
Cc: "candice Deininger", marisa@utiliplan.com, Rachel.Cole@amwater.com
Subject: Re: bill message question

John, I have forwarded this question to the primary IT contact Brian McDonough. He will be able to provide the answer and discuss any issues that may be involved with the Cash Transactions file received on Saturday, September 1, 2012. Part of the answer depends on how that file is handled. ********************************************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" To: Cc: "Candice Deininger" , Date: 08/06/2012 10:52 AM Subject: bill message question

Bryan, We would like to add a message on the first LFUCG bill that tells customers that the balance shown is as of a certain date, and does not reflect payments made after a certain date. What date is the correct date for x/x below? Thanks John

"The balance shown is your balance as of x/x/12. Payments made after x/x/12 are not reflected in this account balance amount."
Good afternoon. Attached is the file containing the most recent list of clients from Adult Services whose accounts are to receive the 30% discount. Kindly let Sheila know if you have any questions. 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
Attached is the MI request for the LFUCG monthly bill. Please process and send the .pdf file to Candice Deininger at the LFUCG.

Thanks.

(See attached file: LFUCG 0712 MI Request.doc)

(Embedded image moved to file: pic18823.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
Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 9 OPA accounts that were billed $90.05 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0712 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: Neil.Olenick@amwater.com
Sent: Monday, August 20, 2012 11:02 AM
To: Eileen.Nam@gcww.cincinnati-oh.gov
Cc: Bryan Siler @ Amwater; Candice Deininger; Wiest, Gary; John Hoggard @ UtiliPlan; Marisa Miralles @ UtiliPlan; Basu, Sandip; Brian McDonough @ AMWater
Subject: RE: Landlord & Tenant example
Attachments: LFUCG landlord report 20120820.csv

Eileen,

When the premise reverts back to the Landlord in between accounts, that would be found in the Landlord listing. Sorry for the confusion. Let me know if the attached landlord listing works better for you.

Thank you.

Neil
Accenture Applications Specialist
ITS Voorhees (Cite)
Email:neil.olenick@amwater.com
Phone (856) 782-2854 Internal 7-205-2854
Fax:856-782-2900

"Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>

To <Neil.Olenick@amwater.com>, "Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
cc "Brian McDonough @ AMWater" <Brian.McDonough@amwater.com>, "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard @ UtiliPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @ UtiliPlan"
<marisa@utiliplan.com>

Subject RE: Landlord & Tenant example

Neil,

Is that mean ACTIVE landlord account is in landlord listing only and not in the active account listing? We were not aware of using landlord listing to build an active account. After quick review of the landlord listing, I noticed that the file does not specify utility type attached to the premises/account like active account listing does. Our conversion process identifies which services to build for a premises by utility type listed in the file. Can the landlord listing file be created with list of all of utility types regardless of having balance or not? That will simplify our conversion effort for these accounts a lot. Please let me know.

Thanks.
Eileen
Eileen,

If you don't find the account in the active account listing, then look in the landlord listing. I found all of the ones listed in your first bullet point on that listing.

Thank you.

Neil
Accenture Applications Specialist
ITS Voorhees (Cite)
Email: neil.olenick@amwater.com
Phone (856) 782-2854 Internal 7-205-2854
Fax: 856-782-2900

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

08/19/2012 09:21 PM

To "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Brian McDonough @ AMWater" <Brian.McDonough@amwater.com>, "Neil Olenick @ AM Water" <Neil.Oienick@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "West, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "John Hoggard @ UtiliPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>

Subject RE: Landlord & Tenant example

Bryan, Neil & Brian -

Can you please assist at your earliest to resolve the below items as requested by Eileen from last Wednesday. We appreciate your prompt response to resolve the matter ASAP. Thanks in advance.

Eileen - If you can work directly with KAWC team to resolve this on Monday - that would be great!

Thank you.

Sandip

From: Nam, Eileen
Sent: Wednesday, August 15, 2012 4:11 PM
To: 'Bryan Siler @ Amwater'; 'Neil.Olenick@amwater.com'
Cc: Deininger, Candice; Basu, Sandip; Ruehl, Matt
Subject: Landlord & Tennant example
Here are some example premises for Landlord & Tenant situation.

- 120040138, 120040241, 120137046, 120089576 – These premises were not in closing package account list file (both active and inactive). The usage came in for the landlord account in 8/3 usage file. The interface created the account for sewer only since the premise was not included in the account list file. There are approximately 30+ cases like this in 8/3 usage file.
- 120022423, 120024630, 120050750 – in 8/9 usage file, there are 2 usage records with both transaction type of ‘A’, one for Landlord and one for Tenant.

Thanks.
Eileen
Yup, sure does!! I just wanted to inform Adult Services . . . . 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: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 20, 2012 9:22 AM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com
Subject: RE: Sewer/Landfill Grants

Yes, through Friday, August 24th.
Does that work?

******************************************************
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>
Date: 08/20/2012 09:16 AM
Subject: Re: Sewer/Landfill Grants

Hi, Bryan . . . so they can send payments through Friday?

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, August 20, 2012 9:08 AM
To: Candice Deininger
Subject: Re: Sewer/Landfill Grants

A week before the transition unless that causes a problem. We will just want to make sure, as best we can, that we don't have anything pending right up to the last minute.
Hello, Stephanie - Nice talking with you. The initial report of clients you designate to receive sewer and landfill grants should be sent to my attention for verification that their accounts are active; this will prevent assistance payments from being applied to an inactive account. A spreadsheet similar to the one Sheila uses for the discount coding would be great.

Going forward, you will follow the same procedure of obtaining a check and attaching the list of clients who are to receive assistance and either send via interoffice mail or have them dropped off at the front counter in Revenue.

I'm waiting to hear from KAWC as to the date you should suspend sending the payment to them and will get back to you as soon as I hear from them. Give me a call if you have any questions. Thanks, Stephanie, 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

From: Stephanie Jackson
Sent: Wednesday, August 15, 2012 1:22 PM
To: Candice Deininger
Subject: landfill/sewer reports

My phone number is 258-3144 and email sjackso2@lexingtonky.gov.

Please
contact me regarding payments made by our office for landfill/sewer fees. Per our conversation today, I should send the landfill/sewer report to you for review of active/inactive accounts? How are payments going to be handled in September? Does the new vendor have a contact person? Thx

Stephanie Jackson
Administrative Specialist Sr.
Division of Adult & Tenant Services
Yes, through Friday, August 24th.

Does that work?

********************************************
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

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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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Sent: Monday, August 20, 2012 9:08 AM
To: Candice Deininger
Subject: Re: Sewer/Landfill Grants

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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: "Candice Deininger" <cdeining@lexingtonky.gov>
To: Bryan.Siler@amwater.com
Cc: Stephanie Jackson <sjackso@lexingtonky.gov>, Tonia Walters <twalters@lexingtonky.gov>, Laura Harris <lharris@lexingtonky.gov>, Connie Godfrey <cgodfrey@lexingtonky.gov>, Sheila Powell <sheilap@lexingtonky.gov>, John Hoggard <jhoggard@utiliplan.com>, Marisa <marisa@utiliplan.com>, Stephen
Mulligan <smulligan@lexingtonky.gov>,
<Bryan.Siler@amwater.com>
Date: 08/20/2012 08:51 AM
Subject: Sewer/Landfill Grants

(Embedded image moved to file: pic05705.gif)

Hello, Stephanie - Nice talking with you. The initial report of clients you designate to receive sewer and landfill grants should be sent to my attention for verification that their accounts are active; this will prevent assistance payments from being applied to an inactive account. A spreadsheet similar to the one Sheila uses for the discount coding would be great.

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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

From: Stephanie Jackson
Sent: Wednesday, August 15, 2012 1:22 PM
To: Candice Deininger
Subject: landfill/sewer reports

(Embedded image moved to file: pic28145.gif)

Candice,

My phone number is 258-3144 and email sjackso2@lexingtonky.gov. Please contact me regarding payments made by our office for landfill/sewer fees. Per our conversation today, I should send the landfill/sewer report to you for review of active/inactive accounts? How are payments going to be handled in September? Does the new vendor have a contact person? Thx

Stephanie Jackson
Administrative Specialist Sr.
Division of Adult & Tenant Services
That's no problem. I just happened to check my phone. Yeah, let's discuss it. I probably need a refresher too.

Okay, thanks. Enjoy your training.

********************************************
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>
Date: 08/20/2012 08:18 AM
Subject: Quick question . . .

Good morning . . . you and Sandip were trading emails late last night . . . sorry 'bout that. My question: I have the new services file done - do you want me to send it to you? At some point, I'd like to talk with you how we're going to handle it in the future - have not seen the agreement in forever so am not sure of the final decision. Thanks, Bryan.

Btw - GCW will be in this week providing training Monday-Thursday . . . I'm scheduled Wednesday/Thursday . . . .

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov
Hi, Bryan . . . so they can send payments through Friday?

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@arnwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 20, 2012 9:08 AM
To: Candice Deininger
Subject: Re: Sewer/Landfill Grants

A week before the transition unless that causes a problem. We will just want to make
sure, as best we can, that we don't have anything pending right up to the last minute.

********************************************
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: "Stephanie Jackson" <sjackso2@lexingtonky.gov>
Cc: "Lynne Webb" <lwebb@lexingtonky.gov>, "Tonia Walters"
   <twalters2@lexingtonky.gov>, "Laura Harris"
   <lharris@lexingtonky.gov>, "Connie Godfrey"
   <cgodfrey@lexingtonky.gov>, "Sheila Powell"
   <sheilap@lexingtonky.gov>, "John Hoggard"
   <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Stephen
   Mulligan" <smulligan@lexingtonky.gov>,
   <Bryan.Siler@amwater.com>
Date: 08/20/2012 08:51 AM
Subject: Sewer/Landfill Grants

(Embedded image moved to file: pic05705.gif)

Hello, Stephanie - Nice talking with you. The initial report of clients
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Going forward, you will follow the same procedure of obtaining a check
and attaching the list of clients who are to receive assistance and
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I’m waiting to hear from KAWC as to the date you should suspend sending the payment to them and will get back to you as soon as I hear from them. Give me a call if you have any questions. Thanks, Stephanie, 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

From: Stephanie Jackson
Sent: Wednesday, August 15, 2012 1:22 PM
To: Candice Deininger
Subject: landfill/sewer reports

(Carried over from previous page)

Candice,

My phone number is 258-3144 and email sjackso2@lexingtonky.gov. Please contact me regarding payments made by our office for landfill/sewer fees. Per our conversation today, I should send the landfill/sewer report to you for review of active/inactive accounts? How are payments going to be handled in September? Does the new vendor have a contact person? Thx

Stephanie Jackson
Administrative Specialist Sr.
Division of Adult & Tenant Services
From: Bryan.Siler@amwater.com
Sent: Monday, August 20, 2012 9:08 AM
To: Candice Deininger
Subject: Re: Sewer/Landfill Grants

A week before the transition unless that causes a problem. We will just want to make sure, as best we can, that we don't have anything pending right up to the last minute.

********************************************************************
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: "Stephanie Jackson" <sjackso2@lexingtonky.gov>
Cc: "Lynne Webb" <lwebb@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>, "Laura Harris" <lharris@lexingtonky.gov>, "Connie Godfrey" <cgodfrey@lexingtonky.gov>, "Sheila Powell" <sheilap@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Stephen Mulligan" <smulligan@lexingtonky.gov>,<Bryan.Siler@amwater.com>

Date: 08/20/2012 08:51 AM
Subject: Sewer/Landfill Grants

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Stephanie Jackson
Administrative Specialist Sr.
Division of Adult & Tenant Services
Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, August 20, 2012 9:31 AM
To: Stephanie Jackson; Sheila Powell
Cc: Bryan.Siler@amwater.com; Stephen Mulligan; Laura Harris; Tonia Walters; Connie Godfrey; Lynne Webb; John Hoggard; marisa@utiliplan.com
Subject: RE: Sewer/Landfill Grants
Importance: High

Stephanie – I just heard from KAWC, and you can send these grant payments through Friday, August 24. Please keep in mind that during the week of August 27, you will not be able to submit grant payment requests to me either since our system will not yet be ‘live.’ You may begin sending your requests to me the week of September 4. Kindly let me know if you have any questions. Thank you!

Sheila – you should follow the same timeline for the 30% discount requests . . . .

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

From: Candice Deininger
Sent: Monday, August 20, 2012 8:52 AM
To: Stephanie Jackson
Cc: Lynne Webb; Tonia Walters; Laura Harris; Connie Godfrey; Sheila Powell; 'John Hoggard'; 'marisa@utiliplan.com'; Stephen Mulligan; 'Bryan.Siler@amwater.com'
Subject: Sewer/Landfill Grants
Importance: High

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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

---

From: Stephanie Jackson
Sent: Wednesday, August 15, 2012 1:22 PM
To: Candice Deininger
Subject: landfill/sewer reports

Candice,

My phone number is 258-3144 and email sjackso2@lexingtonky.gov. Please contact me regarding payments made by our office for landfill/sewer fees. Per our conversation today, I should send the landfill/sewer report to you for review of active/inactive accounts? How are payments going to be handled in September? Does the new vendor have a contact person?
Thx
Stephanie Jackson
Administrative Specialist Sr.
Division of Adult & Tenant Services
Janet Graham

From: Nam, Eileen [Eileen.Nam@gcww.cincinnati-oh.gov]
Sent: Monday, August 20, 2012 9:13 AM
To: Basu, Sandip; Neil.Olenick@amwater.com
Cc: Bryan Siler @ Amwater; Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtilPlan; Brian McDonough @ AMWater
Subject: RE: Landlord & Tenant example

Neil,

Is that mean ACTIVE landlord account is in landlord listing only and not in the active account listing? We were not aware of using landlord listing to build an active account. After quick review of the landlord listing, I noticed that the file does not specify utility type attached to the premises/account like active account listing does. Our conversion process identifies which services to build for a premises by utility type listed in the file. Can the landlord listing file be created with list of all of utility types regardless of having balance or not? That will simplify our conversion effort for these accounts a lot. Please let me know.

Thanks.
Eileen

From: Neil.Olenick@amwater.com [mailto:Neil.Olenick@amwater.com]
Sent: Monday, August 20, 2012 8:07 AM
To: Basu, Sandip
Cc: Brian McDonough @ AMWater; Bryan Siler @ Amwater; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtilPlan
Subject: RE: Landlord & Tenant example

Eileen,

If you don’t find the account in the active account listing, then look in the landlord listing. I found all of the ones listed in you first bullet point on that listing.

Thank you.

Neil
Accenture Applications Specialist
ITS Voorhees (Cite)
Email:neil.olenick@amwater.com
Phone (856) 782-2854 Internal 7-205-2854
Fax:856-782-2900

"Basu, Sandip" <Sandip.Basu@gcww.cincinnat-oh.gov> To "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Brian McDonough @ AMWater" <Brian.McDonough@amwater.com>, "Neil Olenick @ AM Water" <Neil.Olenick@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov> cc "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @ UtilPlan" <marisa@utiliplan.com>
Subject RE: Landlord & Tenant example

04/29/2013
Bryan, Neil & Brian -

Can you please assist at your earliest to resolve the below items as requested by Eileen from last Wednesday. We appreciate your prompt response to resolve the matter ASAP. Thanks in advance.

Eileen - If you can work directly with KAWC team to resolve this on Monday - that would be great!

Thank you.
Sandip.

From: Nam, Eileen  
Sent: Wednesday, August 15, 2012 4:11 PM  
To: 'Bryan Siler @ Amwater'; 'Neil.Olenick@amwater.com'  
Cc: Deininger, Candice; Basu, Sandip; Ruehl, Matt  
Subject: Landlord & Tennant example

Bryan and Neil,

Here are some example premises for Landlord & Tenant situation.

• 120040138, 120040241, 120137046, 120089576 – These premises were not in closing package account list file (both active and inactive). The usage came in for the landlord account in 8/3 usage file. The interface created the account for sewer only since the premise was not included in the account list file. There are approximately 30+ cases like this in 8/3 usage file.
• 120022423, 120024630, 120050750 – in 8/9 usage file, there are 2 usage records with both transaction type of ‘A’, one for Landlord and one for Tenant.

Thanks.
Eileen
Hello, Stephanie – Nice talking with you. The initial report of clients you designate to receive sewer and landfill grants should be sent to my attention for verification that their accounts are active; this will prevent assistance payments from being applied to an inactive account. A spreadsheet similar to the one Sheila uses for the discount coding would be great.

Going forward, you will follow the same procedure of obtaining a check and attaching the list of clients who are to receive assistance and either send via interoffice mail or have them dropped off at the front counter in Revenue.

I'm waiting to hear from KAWC as to the date you should suspend sending the payment to them and will get back to you as soon as I hear from them. Give me a call if you have any questions. Thanks, Stephanie, and have a good day!

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

My phone number is 258-3144 and email sjackso2@lexingtonky.gov. Please contact me regarding payments made by our office for landfill/sewer fees. Per our conversation today, I should send the landfill/sewer report to you for review of active/inactive accounts? How are payments going to be handled in September? Does the new vendor have a contact person?

Thx

Stephanie Jackson  
Administrative Specialist Sr.  
Division of Adult & Tenant Services
Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Sunday, August 19, 2012 10:09 PM
To: Bryan.Siler@amwater.com, Candice Deininger; John Hoggard; Marisa
Cc: Wiest, Gary; Nam, Eileen
Subject: RE: KY 2012 Reading Schedule

Thanks Bryan ... I am thinking your below response will help get going with batch scheduling. We will let you know for any other questions.

We will talk to you on Wed 2PM Conference call as usual.

Thanks,
Sandip.

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Sun 8/19/2012 9:35 PM
To: Basu, Sandip; Deininger, candice; John Hoggard; marisa
Cc: Nam, Eileen; Wiest, Gary
Subject: Re: KY 2012 Reading Schedule

I provided the reading schedule. We bill 3 business days (excluding our holidays) after reading.

From: "Basu, Sandip" [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: 08/19/2012 09:16 PM AST
To: Bryan Siler; "Deininger, Candice" <cdeining@lexingtonky.gov>; "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>; "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Subject: RE: KY 2012 Reading Schedule

Bryan - We do have a question on the Meter Reading Schedule for the rest of the year that you shared with us (we always have questions, it seems). The paraphrased question below ...

Can KAWC clarify whether this is meter reading or posting (charging) schedule? GCWW needs to set batch run scheduling according to KAWC posting schedule. If what was shared is meter reading schedule then KAWC needs to let GCWW know how many business days later KAWC sis charging the water customers.

Hope there is an easy answer for this one. Thanks Bryan.

Sandip.

From: Basu, Sandip
Sent: Fri 8/17/2012 5:45 PM
To: 'Bryan.Siler@amwater.com'; Deininger, Candice; 'John Hoggard'; 'marisa@utiliplan.com'
Subject: RE: KY 2012 Reading Schedule
Received. Thanks Bryan.

Sandip.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 17, 2012 12:00 PM
To: Deininger, Candice; John Hoggard; marisa@utiliplan.com; Basu, Sandip
Subject: KY 2012 Reading Schedule

Everyone,

Here you go. Let me know if you have any questions. Please remember, this is subject to change if that need arises.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/17/2012 11:58 AM -----
Janet Graham

From: Bryan.Siler@amwater.com
Sent: Sunday, August 19, 2012 9:36 PM
To: Candice Deininger; John Hoggard; Marisa; Basu, Sandip
Cc: Wiest, Gary; Nam, Eileen
Subject: Re: KY 2012 Reading Schedule

I provided the reading schedule. We bill 3 business days (excluding our holidays) after reading.

From: "Basu, Sandip" [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: 08/19/2012 09:16 PM AST
To: Bryan Siler; "Deininger, Candice" <cdeening@lexingtonky.gov>; "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>; "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Subject: RE: KY 2012 Reading Schedule

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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 17, 2012 12:00 PM
To: Deininger, Candice; John Hoggard; marisa@utiliplan.com; Basu, Sandip
Subject: KY 2012 Reading Schedule

Everyone,

Here you go. Let me know if you have any questions. Please remember, this is subject to change if that need arises.

Thanks.

04/29/2013
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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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/17/2012 11:58 AM -----

From: kylexiof23
To: "B Siler" <bryan.siler@amwater.com>
Date: 08/17/2012 11:55 AM
Subject: Attached Image

(See attached file: 1939_001.pdf)
Bryan -

Thanks. We received the Meter reading schedule. We will let you know for any follow up questions on that.

Regarding KAWC response on my other concerns, I am to suggest LFUCG to follow up with you/KAWC in regards to data quality assurance, later-date billing adjustments and its implications to the Sewer/LF/WQ customers.

Bill, Candice & John -

Please be advised that such billing errors on water-side and late-corrections on water-side - will produce erroneous sewer bills for LFUCG customer. There can be significant work & time on LFUCG as well as GCWW end to fix/resolve such issues/errors (obviously manual effort are assumed). This is a operations risk of quality, cost and customer satisfaction.

If you have any questions, please do let me know.

Thank you,
Sandip.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 17, 2012 11:42 AM
To: Basu, Sandip
Cc: O'Mara; Brian.McDonough@amwater.com; Deininger, Candice; Nam, Eileen; Cossins, Faye; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Huller, Mary; Ruehl, Matt; Neil.Olenick@amwater.com; Douglas.Brock@amwater.com
Subject: RE: FW: FW: Lexington Meter Reading Schedule

Sandip,

I will send the read dates for the remainder of the year today.

As for timely notification, we will always do our best to make notifications as appropriate. Sometimes that requires us to have a full understanding of the issue before we can do so. When we discussed this issue on Wednesday we had just finished our due diligence and had the full understanding we needed.

Please keep in mind we have adjustments that are made often. Sometimes these are significant and will not always be corrected during the same week's usage data you receive.

If we need to discuss this further or if you have any questions about our effort to notify, I believe that would warrant a special call. Please feel free to set up a time for this so we can all be on the same page.

Thanks.

*****************************************************************************
Bryan Siler
Field Operations Supervisor
Kentucky American Water
From: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>, "Deininger, Candice"
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "O'Mara Bill" <bill.o@lexingtonky.gov>, "Cossins, Faye" <Faye.Cossins@gcww.cincinnati-oh.gov>, "Huller, Mary" <Mary.Huller@gcww.cincinnati-oh.gov>

Date: 08/16/2012 06:41 PM
Subject: RE: FW: FW: Lexington Meter Reading Schedule

Bryan -

Checking for the KAWC Meter Reading schedule for the rest of this year ... have you already sent it to us? Please let me know. If not, please send it by end of this week (Friday Aug 17th). We cannot move too far without the complete meter reading schedule to set up LFUCG's production calendar. Thanks in advance for your timely help with this.

Secondly, I understand that there was a significant volume billing issue in August (from May, June & July). When we received the data file for August last week, we were not made aware of that. It is absolutely important that GCWW is made aware of any invoicing issues on the KAWC/water side - so that GCWW can any necessary steps before the data is loaded and non-water service invoices are generated in GCWW Customer Suite system.

I remember that during testing of conversion, back in June/July, we had a similar situation - when we requested you that GCWW need to be made aware of any error or correction that are made on the water side - which has an impact on non-water services billing. We are requesting again for this communication from KAWC.

Please let us know what can you do to ensure that KAWC will communicate such issues to GCWW on a timely manner. Please advise.

Candice & John -

As you can understand, lack of timely notification of water-side billing issues will have direct impact on LFUCG's sewer invoices. A lot of preventive steps can be put in place with timely communication. Of course, clean & economic resolution cannot not be guaranteed necessarily - but, there are always better possibility to handle large impact - if issues are known ahead of time (before loading the data).

Based on Bryan's response on my above request, you can let us know if you need any further clarification from this project team.

Thank you,
Sandip.

-----Original Message-----
From: Basu, Sandip
Sent: Tuesday, August 07, 2012 12:56 PM
To: 'Bryan.Siler@amwater.com'
Cc: Nam, Eileen; Wiest, Gary; Ruehl, Matt
Subject: RE: FW: FW: Lexington Meter Reading Schedule

Bryan - Couple of items:

1. Please include the Bill Date in the MR schedule as well (I saw that on the August file you sent us, so I am thinking you should be good with that)
2. Regarding changes of schedule/route, can we discuss this over phone at tomorrow's 2PM call? We did not want to distract you from preparing the schedule today ...

Thank you,
Sandip.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 12:38 PM
To: Basu, Sandip
Cc: Nam, Eileen; Wiest, Gary; Ruehl, Matt
Subject: Re: FW: FW: Lexington Meter Reading Schedule

I can get that to you later today. It may change in the future so beware of that. We have looked at combining routes, combining days and moving some from one day to another. No changes are set in stone yet but as they happen we can make you aware. Will those types of changes cause you any problems?

******************************************************************************
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: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>
Date: 08/07/2012 12:26 PM
Subject: FW: FW: Lexington Meter Reading Schedule

Bryan - Keeping you posted ... see below notes from Eileen. Those are our needs.

I think you have all these, but, if there is any questions please call me.

Thank you,
Sandip.

-----Original Message-----
From: Nam, Eileen
Sent: Tuesday, August 07, 2012 12:07 PM
To: Ruehl, Matt; Basu, Sandip
Subject: RE: FW: Lexington Meter Reading Schedule

Route, Current month Read Date - definitely need.
Previous Read Date, Next Read Date - This can help us to get some idea on how fluctuate their reading schedule is.

-----Original Message-----
From: Ruehl, Matt
Sent: Tuesday, August 07, 2012 12:04 PM
To: Nam, Eileen
Subject: FW: FW: Lexington Meter Reading Schedule

Eileen - Can you reply to Sandip?

-----Original Message-----
From: Basu, Sandip
Sent: Tuesday, August 07, 2012 11:48 AM
To: Ruehl, Matt
Subject: RE: FW: Lexington Meter Reading Schedule
Matt - Bryan does not have the KAWC MR schedule prepared yet - except for August. He is working on finishing up that in a day or two.

He wanted to know what columns we need - can you confirm what we need? (Bryan file format is different & has more routes than ARE, he said).

Thanks,
Sandip.

-----Original Message-----
From: Basu, Sandip
Sent: Tuesday, August 07, 2012 10:34 AM
To: Ruehl, Matt
Subject: RE: FW: Lexington Meter Reading Schedule

Matt - Please direct me to the file that you have collected from ARE/VAWC ...

Thanks,
Sandip.

-----Original Message-----
From: Bryan.Siler@arnwater.com [mailto:Bryan.Siler@arnwater.com]
Sent: Tuesday, August 07, 2012 10:17 AM
To: Basu, Sandip
Cc: Brian.McDonough@amwater.com; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
Subject: RE: FW: Lexington Meter Reading Schedule

Give me a call and I will see if I have what you need in another format.

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@arnwater.com

From: "Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Brian.McDonough@amwater.com>, "Deininger, Candice"
<cddeining@lexingtonky.gov>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard"
<jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>,
<Neil.Olenick@amwater.com>, <Rachel.Cole@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>

Date: 08/07/2012 10:13 AM
Subject: RE: FW: Lexington Meter Reading Schedule

Bryan - Thanks ... but, we are looking the entire year's schedule. That is remainder of 2012 and partial/complete 2013 - if you have that available.

Thank you,
Sandip.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 10:03 AM
To: Basu, Sandip  
Cc: Brian.McDonough@arnwater.com; Deininger, Candice; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@arnwater.com; Rachel.Cole@arnwater.com  
Subject: Re: FW: Lexington Meter Reading Schedule

Here you go.

(See attached file: KY DP-2 2012_08.pdf)

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

From: <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@arnwater.com>, <Brian.McDonough@arnwater.com>,
    <Neil.Olenick@arnwater.com>, <Rachel.Cole@arnwater.com>
Cc: <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deininger, Candice" 
    <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>, "John Hoggard" <jhoggard@utiliplan.com>
Date: 08/07/2012 09:39 AM
Subject: Meter Reading Schedule

Bryan, Brian, Neil & Rachel -

Can you please send us KAWC Meter Reading Schedule at your earliest? We sure would appreciate this information by Noon today (8/7). If this takes more time than that, please drop me a note - so we can plan accordingly.

Candice - In case you happen to have this information at your disposal, please share.

Thank you,
Sandip.

From: Ruehl, Matt
Sent: Tuesday, August 07, 2012 9:28 AM
To: Basu, Sandip; Narn, Eileen
Subject: Lexington Meter Reading Schedule

Sandip - Attached is the meter reading schedule for LEX. However, it only covers a few months. Can you get the full meter reading schedule? We need this ASAP so that we can set up our own schedule, which drives batch processing. This is important for the pending parallel tests.

Matt Ruehl
Greater Cincinnati Water Works
513.591.7795
matt.ruehl@gcww.cincinnati-oh.gov
[attachment "R_B Schedule.pdf" deleted by Bryan Siler/KAWC/AWWSC]
Received. Thanks Bryan.

Sandip.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 17, 2012 12:00 PM
To: Deininger, Candice; John Hoggard; marisa@utiliplan.com; Basu, Sandip
Subject: KY 2012 Reading Schedule

Everyone,

Here you go. Let me know if you have any questions. Please remember, this is subject to change if that need arises.

Thanks.

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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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/17/2012 11:58 AM -----
You too.

********************************************

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>, "John Hoggard"
<jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Basu,
Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
Date: 08/17/2012 12:11 PM
Subject: RE: KY 2012 Reading Schedule

Thank you much, Bryan - 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

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bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/17/2012 11:58 AM -----
Subject: Attached Image

(See attached file: 1939_001.pdf)
Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Sunday, August 19, 2012 9:22 PM
To: Bryan Siler @ Amwater; Nam, Eileen; Brian McDonough @ AMWater; Neil Olenick @ AM Water
Cc: Candice Deininger; West, Gary; John Hoggard @ UtiliPlan; Marisa Miralles @ UtiliPlan
Subject: RE: Landlord & Tenant example

Bryan, Neil & Brian -

Can you please assist at your earliest to resolve the below items as requested by Eileen from last Wednesday. We appreciate your prompt response to resolve the matter ASAP. Thanks in advance.

Eileen - If you can work directly with KAWC team to resolve this on Monday - that would be great!

Thank you.
Sandip.

From: Nam, Eileen
Sent: Wednesday, August 15, 2012 4:11 PM
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Cc: Deininger, Candice; Basu, Sandip; Ruehl, Matt
Subject: Landlord & Tenant example

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Here are some example premises for Landlord & Tenant situation.

- 120040138, 120040241, 120137046, 120089576 – These premises were not in closing package account list file (both active and inactive). The usage came in for the landlord account in 8/3 usage file. The interface created the account for sewer only since the premise was not included in the account list file. There are approximately 30+ cases like this in 8/3 usage file.

- 120022423, 120024630, 120050750 – in 8/9 usage file, there are 2 usage records with both transaction type of ‘A’, one for Landlord and one for Tenant.

Thanks.
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RE: KY 2012 Reading Schedule

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Sent: Sunday, August 19, 2012 9:17 PM
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Cc: Wiest, Gary; Nam, Eileen
Subject: RE: KY 2012 Reading Schedule

Importance: High

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Subject: KY 2012 Reading Schedule

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859-268-6374 Fax
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From: kylexiof23
To: "B Siler" <bryan.siler@amwater.com>
Date: 08/17/2012 11:55 AM
Subject: Attached Image

(See attached file: 1939_001.pdf)
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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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Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/17/2012 11:58 AM -----

From: kylexiof23
To: "B Siler" <bryan.siler@amwater.com>
Date: 08/17/2012 11:55 AM
Subject: Attached Image

(See attached file: 1939_001.pdf)
Sandip,

I will send the read dates for the remainder of the year today.

As for timely notification, we will always do our best to make notifications as appropriate. Sometimes that requires us to have a full understanding of the issue before we can do so. When we discussed this issue on Wednesday we had just finished our due diligence and had the full understanding we needed.

Please keep in mind we have adjustments that are made often. Sometimes these are significant and will not always be corrected during the same week's usage data you receive.

If we need to discuss this further or if you have any questions about our effort to notify, I believe that would warrant a special call. Please feel free to set up a time for this so we can all be on the same page.

Thanks.

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

From: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>, "Deininger, Candice"
    <cdeining@lexingtonky.gov>, "John Hoggard @ UtilPlan"
    <jhoggard@utiliplan.com>, <marisa@utiliplan.com>,
    <Brian.McDonough@amwater.com>, <Neil.Olenick@amwater.com>
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Ruehl, Matt"
    <Matt.Ruehl@gcww.cincinnati-oh.gov>, "O'Mara Bill"
    <billeo@lexingtonky.gov>, "Cossins, Faye"
    <Faye.Cossins@gcww.cincinnati-oh.gov>, "Huller, Mary"
    <Mary.Huller@gcww.cincinnati-oh.gov>
Date: 08/16/2012 06:41 PM
Subject: RE: FW: FW: Lexington Meter Reading Schedule

Bryan -

Checking for the KAWC Meter Reading schedule for the rest of this year ...

have you already sent it to us? Please let me know. If not, please send it by end of this week (Friday Aug 17th). We cannot move too far without the complete meter reading schedule to set up LFUCG's production calendar.

Thanks in advance for your timely help with this.

Secondly, I understand that there was a significant volume billing issue in August (from May, June & July). When we received the data file for August last week, we were not made aware of that. It is absolutely important that GCWW is made aware of any invoicing issues
on the KAWC/water side - so that GCWW can any necessary steps before the data is loaded and non-water service invoices are generated in GCWW Customer Suite system.

I remember that during testing of conversion, back in June/July, we had a similar situation - when we requested you that GCWW need to be made aware of any error or correction that are made on the water side - which has an impact on non-water services billing. We are requesting again for this communication from KAWC.

Please let us know what can you do to ensure that KAWC will communicate such issues to GCWW on a timely manner. Please advise.

Candice & John -

As you can understand, lack of timely notification of water-side billing issues will have direct impact on LFUCG's sewer invoices. A lot of preventive steps can be put in place with timely communication. Of course, clean & economic resolution cannot not be guaranteed necessarily - but, there are always better possibility to handle large impact - if issues are known ahead of time (before loading the data).

Based on Bryan's response on my above request, you can let us know if you need any further clarification from this project team.

Thank you,
Sandip.

-----Original Message-----
From: Basu, Sandip
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To: 'Bryan.Siler@amwater.com'
Cc: Nam, Eileen; Wiest, Gary; Ruehl, Matt
Subject: RE: FW: FW: Lexington Meter Reading Schedule

Bryan - Couple of items:

1. Please include the Bill Date in the MR schedule as well (I saw that on the August file you sent us, so I am thinking you should be good with that)

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To: <Bryan.Siler@amwater.com>
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I think you have all these, but, if there is any questions please call me.
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Subject: RE: FW: Lexington Meter Reading Schedule

Route, Current month Read Date - definitely need.
Previous Read Date, Next Read Date - This can help us to get some idea on how fluctuate
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Eileen - Can you reply to Sandip?

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Hoggard; marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com;
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Subject: RE: FW: Lexington Meter Reading Schedule

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    <Neil.Olenick@amwater.com>, <Rachel.Cole@amwater.com>, "Nam, Eileen"
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Subject: Re: FW: Lexington Meter Reading Schedule

Here you go.

(See attached file: KY DP-2 2012_08.pdf)

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<Matt.Ruehl@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deininger, Candice"
    <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>, "John Hoggard" <jhoggard@utiliplan.com>
Date: 08/07/2012 09:39 AM
Subject: 
Meter Reading Schedule

Bryan, Brian, Neil & Rachel -

Can you please send us KAWC Meter Reading Schedule at your earliest? We sure would appreciate this information by Noon today (8/7). If this takes more time than that, please drop me a note - so we can plan accordingly.

Candice - In case you happen to have this information at your disposal, please share.

Thank you,
Sandip.

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Matt Ruehl
Greater Cincinnati Water Works
513.591.7795
matt.ruehl@gcww.cincinnati-oh.gov
[attachment "R_B Schedule.pdf" deleted by Bryan Siler/KAWC/AWWSC]
They will have it today.

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To: Basu, Sandip; Brian.McDonough@amwater.com; Candice Deininger; Nam, Eileen; Cossins, Faye; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Huller, Mary; Ruehl, Matt; Neil.Olenick@amwater.com
Subject: Fw: August 17th preliminary divestiture reports for LFUCG

FYI - Closing package is on the ftp site.

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bryan.siler@amwater.com

------ Forwarded by Bryan Siler/KAWC/AWWSC on 08/17/2012 11:08 AM -------
From: Neil Olenick/IS/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Brian T McDonough/CONSULT/AWWSC@AWW
Bryan,

Attached are the requested preliminary divestiture reports for LFUCG run as of 8/17/2012. Please forward these files to Eileen.

Thank you.

Neil
Accenture Applications Specialist
ITS Voorhees (Cite)
Email: neil.olenick@amwater.com
Phone (856) 782-2854 internal 7-205-2854 Fax: 856-782-2900
Bryan - Did you get my voicemail message? Is there any way you can get the reading schedule for the remainder of the year to GCW ASAP? They are telling us it's crucial to them to have it so as to determine the first day of billings for us - anything that you can do to expedite will be greatly appreciated - 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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From: Neil Olenick/IS/CORP/AWWSC
To: Bryan Siler/KAWC/awnsc
Cc: Brian T McDonough/CONSULT/AWWSC

Date: 08/17/2012 09:09 AM
Subject: August 17th preliminary divestiture reports for LFUCG

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deleted by Bryan Siler/KAWC/awnsc]
[attachment "KYPR_LFUCG_20120831_Premise_Listing_20120817083920_2of2.csv"
deleted by Bryan Siler/KAWC/awnsc]
[attachment "KYPR_LFUCG_20120831_Active_Account_Listing_With_Balances_20120817083920_1of5.csv"
deleted by Bryan Siler/KAWC/awnsc] [attachment "KYPR_LFUCG_20120831_Active_Account_Listing_With_Balances_20120817083920_2of5.csv"
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[attachment "KYPR_LFUCG_20120831_Active_Account_Listing_With_Balances_20120817083920_3of5.csv"
deleted by Bryan Siler/KAWC/awnsc] [attachment "KYPR_LFUCG_20120831_Active_Account_Listing_With_Balances_20120817083920_4of5.csv"
deleted by Bryan Siler/KAWC/awnsc]
[attachment "KYPR_LFUCG_20120831_Active_Account_Listing_With_Balances_20120817083920_5of5.csv"
deleted by Bryan Siler/KAWC/awnsc] [attachment "KYPR_LFUCG_20120831_Closed_Accounts_with_Balances_Listing_20120817083920.csv"
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[attachment "KYPR_LFUCG_20120831_Landlord_Account_Listing_20120817083920.csv"
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[attachment "KYPR_LFUCG_20120831_Account_with_Fixed_Charge_Listing_20120817083920_1of3.csv"
deleted by Bryan Siler/KAWC/awnsc] [attachment "KYPR_LFUCG_20120831_Account_with_Fixed_Charge_Listing_20120817083920_2of3.csv"
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It may not have the rest of the entire year, but it should be what you need for now?

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Cc: Brian.McDonough@amwater.com; Deininger, Candice; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
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Cc: Bryan - 
Subject: RE: FW: FW: Lexington Meter Reading Schedule  
Importance: High

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Sent: Tuesday, August 07, 2012 10:03 AM
To: Basu, Sandip
Cc: Brian.McDonough@amwater.com; Deininger, Candice; Wiest, Gary; John Hoggard;
marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
Subject: Re: FW: Lexington Meter Reading Schedule

Here you go.

(See attached file: KY DF-2 2012_08.pdf)
From: Sandip.Basu@gcww.cincinnati-oh.gov
To: Bryan.Siler@amwater.com,
     Brian.McDonough@amwater.com,
     Neil.Olenick@amwater.com,
     Rachel.Cole@amwater.com
Cc: Matt.Ruehl@gcww.cincinnati-oh.gov,
     Gary.Wiest@gcww.cincinnati-oh.gov,
     Deininger, Candice
     cdeining@lexingtonky.gov,
     marisa@utiliplan.com,
     John.Hoggard@utiliplan.com
Date: 08/07/2012 09:39 AM
Subject: FW: Lexington Meter Reading Schedule

Bryan, Brian, Neil & Rachel -

Can you please send us KAWC Meter Reading Schedule at your earliest? We sure would appreciate this information by Noon today (8/7). If this takes more time than that, please drop me a note - so we can plan accordingly.

Candice - In case you happen to have this information at your disposal, please share.

Thank you,
Sandip.

From: Matt.Ruehl
Sent: Tuesday, August 07, 2012 9:28 AM
To: Sandip, Nam, Eileen
Subject: Lexington Meter Reading Schedule

Sandip - Attached is the meter reading schedule for LEX. However, it only covers a few months. Can you get the full meter reading schedule? We need this ASAP so that we can set up our own schedule, which drives batch processing. This is important for the pending parallel tests.

Matt Ruehl
Greater Cincinnati Water Works
513.591.7795
matt.ruehl@gcww.cincinnati-oh.gov

[attachment "R_B Schedule.pdf" deleted by Bryan Siler/KAWC/AWWSC]
Checking for the KAWC Meter Reading schedule for the rest of this year ... have you already sent it to us? Please let me know. If not, please send it by end of this week (Friday Aug 17th). We cannot move too far without the complete meter reading schedule to set up LFUCG’s production calendar. Thanks in advance for your timely help with this.

Secondly, I understand that there was a significant volume billing issue in August (from May, June & July). When we received the data file for August last week, we were not made aware of that. It is absolutely important that GCWW is made aware of any invoicing issues on the KAWC/water side - so that GCWW can any necessary steps before the data is loaded and non-water service invoices are generated in GCWW Customer Suite system.

I remember that during testing of conversion, back in June/July, we had a similar situation - when we requested you that GCWW need to be made aware of any error or correction that are made on the water side - which has an impact on non-water services billing. We are requesting again for this communication from KAWC.

Please let us know what can you do to ensure that KAWC will communicate such issues to GCWW on a timely manner. Please advise.

Candice & John -

As you can understand, lack of timely notification of water-side billing issues will have direct impact on LFUCG's sewer invoices. A lot of preventive steps can be put in place with timely communication. Of course, clean & economic resolution cannot not be guaranteed necessarily - but, there are always better possibility to handle large impact - if issues are known ahead of time (before loading the data).

Based on Bryan’s response on my above request, you can let us know if you need any further clarification from this project team.

Thank you,
Sandip.

-----Original Message-----
From: Basu, Sandip
Sent: Tuesday, August 07, 2012 12:56 PM
To: 'Bryan.Siler@amwater.com'
Cc: Nam, Eileen; Wiest, Gary; Ruehl, Matt
Subject: RE: FW: FW: Lexington Meter Reading Schedule

Bryan - Couple of items:

1. Please include the Bill Date in the MR schedule as well (I saw that on the August file you sent us, so I am thinking you should be good with that)

2. Regarding changes of schedule/route, can we discuss this over phone at tomorrow's 2PM call? We did not want to distract you from preparing the schedule today ...

Thank you,
Sandip.
-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 12:38 PM
To: Basu, Sandip
Cc: Nam, Eileen; Wiest, Gary; Ruehl, Matt
Subject: Re: FW: FW: Lexington Meter Reading Schedule

I can get that to you later today. It may change in the future so beware of that. We have looked at combining routes, combining days and moving some from one day to another. No changes are set in stone yet but as they happen we can make you aware. Will those types of changes cause you any problems?

********************************************
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

-----Original Message----­
From: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@arnwater.com>
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>
Date: 08/07/2012 12:26 PM
Subject: FW: FW: Lexington Meter Reading Schedule

Bryan - Keeping you posted ... see below notes from Eileen. Those are our needs.

I think you have all these, but, if there is any questions please call me.

Thank you,
Sandip.

-----Original Message-----
From: Nam, Eileen
Sent: Tuesday, August 07, 2012 12:07 PM
To: Ruehl, Matt: Basu, Sandip
Subject: RE: FW: Lexington Meter Reading Schedule

Route, Current month Read Date - definitely need.
Previous Read Date, Next Read Date - This can help us to get some idea on how fluctuate their reading schedule is.

-----Original Message-----
From: Ruehl, Matt
Sent: Tuesday, August 07, 2012 12:04 PM
To: Nam, Eileen
Subject: FW: FW: Lexington Meter Reading Schedule

Eileen - Can you reply to Sandip?

-----Original Message-----
From: Basu, Sandip
Sent: Tuesday, August 07, 2012 11:48 AM
To: Ruehl, Matt
Subject: RE: FW: Lexington Meter Reading Schedule

Matt - Bryan does not have the KAWC MR schedule prepared yet - except for August. He is working on finishing up that in a day or two.

He wanted to know what columns we need - can you confirm what we need? (Bryan file format is different & has more routes than ARE, he said).
Thanks,
Sandip.

-----Original Message-----
From: Basu, Sandip
Sent: Tuesday, August 07, 2012 10:34 AM
To: Ruehl, Matt
Subject: RE: FW: Lexington Meter Reading Schedule

Matt - Please direct me to the file that you have collected from ARE/VAWC...

Thanks,
Sandip.

-----Original Message-----
From: Basu, Sandip
Sent: Tuesday, August 07, 2012 10:34 AM
To: Ruehl, Matt
Subject: RE: FW: Lexington Meter Reading Schedule

Thanks,
Sandip.

-----Original Message-----
From: Basu, Sandip
Sent: Tuesday, August 07, 2012 10:34 AM
To: Ruehl, Matt
Subject: RE: FW: Lexington Meter Reading Schedule

Thanks,
Sandip.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 10:17 AM
To: Basu, Sandip
Cc: Brian.McDonough@amwater.com; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
Subject: RE: FW: Lexington Meter Reading Schedule

Give me a call and I will see if I have what you need in another format.

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: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Brian.McDonough@amwater.com>, "Deininger, Candice"
<ceining@lexingtonky.gov>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard"
<jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>,
<Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>
Date: 08/07/2012 10:13 AM
Subject: RE: FW: Lexington Meter Reading Schedule

Bryan - Thanks ... but, we are looking the entire year's schedule. That is remainder of 2012 and partial/complete 2013 - if you have that available.

Thank you,
Sandip.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 10:03 AM
To: Basu, Sandip
Cc: Brian.McDonough@amwater.com; Deininger, Candice; Wiest, Gary; John Hoggard;
marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
Subject: Re: FW: Lexington Meter Reading Schedule

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(See attached file: KY DP-2 2012_08.pdf)
From: "Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>,
     <Brian.McDonough@amwater.com>,
     <Neil.Olenick@amwater.com>, <Rachel.Cole@amwater.com>
Cc: "Ruehl, Matt"
     <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Wiest,
     Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deininger, Candice"
     <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>, "John
     Hoggard" <jhoggard@utiliplan.com>
Date: 08/07/2012 09:39 AM
Subject: FW: Lexington Meter Reading Schedule

Bryan, Brian, Neil & Rachel -

Can you please send us KAWC Meter Reading Schedule at your earliest? We sure would
appreciate this information by Noon today (8/7). If this takes more time than that, please
drop me a note - so we can plan accordingly.

Candice - In case you happen to have this information at your disposal, please share.

Thank you,
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Subject: Lexington Meter Reading Schedule

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months. Can you get the full meter reading schedule? We need this ASAP so that we can set
up our own schedule, which drives batch processing. This is important for the pending
parallel tests.

Matt Ruehl
Greater Cincinnati Water Works
513.591.7795
matt.ruehl@gcww.cincinnati-oh.gov

[attachment "R_B Schedule.pdf" deleted by Bryan Siler/KAWC/AWWSC]
Hi Candice,

This is the list of all meters in Area Code 1215 including the inactive ones. It does not include the approximately 2,000 non-mutual accounts. You would have to add them on the day you plan to bill them - we usually bill them around the 6th of each month.

This is only a snapshot in time and can change.

Does this help?

(Embedded image moved to file: pic29873.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: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>
Date: 08/14/2012 02:48 PM
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
Yes, I plan to dial in.

********************************************

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: "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>
To: "John Hoggard" <jhoggard@utiliplan.com>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, <Bryan.Siler@amwater.com>, "Deininger, Candice" <cdeininger@lexingtonky.gov>, <marisa@utiliplan.com>, <Rachel.Cole@amwater.com>
Cc: <brian.mcdonough@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>
Date: 08/15/2012 09:22 AM
Subject: RE: Weekly LFUCG/GCWW/KAW call

Just confirming that everyone will be dialing in today at 2:00 for this call. Eileen and I have some questions for American Water, so we will be dialing in for sure.

Thanks

Matt

-----Original Appointment-----
From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Wednesday, May 09, 2012 1:54 PM
To: John Hoggard; Wiest, Gary; Basu, Sandip; Ruehl, Matt; Bryan.Siler@amwater.com; Deininger, Candice; marisa@utiliplan.com; Rachel.Cole@amwater.com
Subject: Weekly LFUCG/GCWW/KAW call
When: Wednesday, August 15, 2012 2:00 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: call in

When: Occurs every Wednesday effective 5/9/2012 until 9/12/2012 from 2:00 PM to 3:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: call in

Note: The GMT offset above does not reflect daylight saving time adjustments.

*~*~*~*~*~*~*~*~*~*~*~*~*~*

605-562-3000 code #255921
Janet Graham

From: Ruehl, Matt [Matt.Ruehl@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 15, 2012 9:22 AM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Basu, Sandip
Cc: Nam, Eileen; Brian.McDonough@amwater.com
Subject: RE: Weekly LFUCG/GCWV/KAW call

Just confirming that everyone will be dialing in today at 2:00 for this call. Eileen and I have some questions for American Water, so we will be dialing in for sure.

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Sent: Wednesday, May 09, 2012 1:54 PM
To: John Hoggard; Wiest, Gary; Basu, Sandip; Ruehl, Matt; Bryan.Siler@amwater.com; Deininger, Candice; marisa@utiliplan.com; Rachel.Cole@amwater.com
Subject: Weekly LFUCG/GCWV/KAW call
When: Wednesday, August 15, 2012 2:00 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).
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Where: call in

Note: The GMT offset above does not reflect daylight saving time adjustments.

~~~

605-562-3000 code #255921
OMG! .. yea .. I'm still hanging around .. watching the show .. lol.

I'm good .. bet you're about to go over the edge!!! This has been quite a ride .. huh??

Patty is still here .. we are all good. Hanging in there. It is going to be a sad day when everyone is gone .. oh well, you know how it goes.

Best Regards,
Linda K Toussaint
Billing Team Supervisor
Special Accounts Dept Alton IL
M-F 7am to 4pm
ph# 1-866-957-2886 Ext 5018
fax# 1-866-464-0232
linda.toussaint@amwater.com

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Linda.Toussaint@amwater.com>
Date: 08/14/2012 03:28 PM
Subject: RE: Fw: Change in Contacts

OMG!!! I wasn't sure if you were still there - how are you?!!! Is Patty still there? How is everyone? You ready to get rid of us?!!

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: Linda.Toussaint@amwater.com [mailto:Linda.Toussaint@amwater.com]
Sent: Tuesday, August 14, 2012 4:23 PM
To: Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; Candice Deininger
Subject: Re: Fw: Change in Contacts

Hi .. thank you for the update.

Best Regards,
Linda K Toussaint
Billing Team Supervisor
Special Accounts Dept Alton IL
M-F 7am to 4pm
ph# 1-866-957-2886 Ext 5018
fax# 1-866-464-0232
linda.toussaint@amwater.com

From: Rachel Cole/KAWC/AWWSC
To: Linda K Toussaint/SERVCO/AWWSC@AWW
Cc: cdeining@lfucg.com, Bryan Siler/KAWC/AWWSC@AWW
Date: 08/14/2012 03:17 PM
Subject: Fw: Change in Contacts
Linda,

Would you please revise your contact list for LFUCG? Thank you so much!

*************************************************

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 08/14/2012 04:15 PM -----

"Candice
Deininger"

To
<ondeining@lexingt
<ony.gov> <Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com>

cc
08/14/2012 02:27
PM

Subject
Change in Contacts

Good afternoon . . . I wasn't sure who to contact at the Call Center about a change of personnel in my section. Rebecca Burke no longer works for me and has been replaced by Tonia Walters; same telephone number 859-258-3365. Is there someone you can notify at the call center to update their contact information for LFUCG? I'd greatly appreciate it - thank you very much!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov
OMG!! I wasn't sure if you were still there - how are you?!!! Is Patty still there? How is everyone? You ready to get rid of us?!!

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: Linda.Toussaint@amwater.com [mailto:Linda.Toussaint@amwater.com]
Sent: Tuesday, August 14, 2012 4:23 PM
To: Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; Candice Deininger
Subject: Re: Fw: Change in Contacts

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Best Regards,
Linda K Toussaint
Billing Team Supervisor
Special Accounts Dept Alton IL
M-F 7am to 4pm
ph# 1-866-957-2886 Ext 5018
fax# 1-866-464-0232
linda.toussaint@amwater.com

From: Rachel Cole/KAWC/WWSC
To: Linda K Toussaint/SERVCO/WWSC@AWW
Cc: cdeining@lfucg.com, Bryan Siler/KAWC/WWSC@AWW
Date: 08/14/2012 03:17 PM
Subject: Fw: Change in Contacts

Linda,

Would you please revise your contact list for LFUCG? Thank you so much!

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/WWSC on 08/14/2012 04:15 PM -----
"Candice Deininger"
<cdeining@lexingtonky.gov> To
<Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com> cc
08/14/2012 02:27 PM
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Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY  40507
859-258-3364
cdeininger@lexingtonky.gov
Hi .. thank you for the update.

Best Regards,
Linda K Toussaint
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M-F 7am to 4pm
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fax# 1-866-464-0232
linda.toussaint@amwater.com

Would you please revise your contact list for LFUCG? Thank you so much!

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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Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
Janet Graham

From: Rachel.Cole@amwater.com
Sent: Wednesday, August 15, 2012 6:28 AM
To: linda.toussaint@amwater.com
Cc: Candice Deininger; Bryan.Siler@amwater.com
Subject: Fw: Change in Contacts

Linda,

Would you please revise your contact list for LFUCG? Thank you so much!

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/AAWSC on 08/14/2012 04:15 PM ------

"Candice Deininger"
To:

08/14/2012 02:27 PM

Change in Contacts

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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
ACCOUNT COUNT

Due to their geographic location, there are currently three premises in the 1600 routes that are billed the WQ Mgt Fee. As you know, these routes and stops can change at anytime.

(Embedded image moved to file: pic23195.gif)

ACCOUNT COUNT

- This shows our account count in each work cycle, which converted from KAWC route number in service file/STRINDX file. I highlighted the cycle with very few accounts and list those accounts in 'ACCOUNT IN HIGHLIGHTED CYCLE'. I remember while back, per Bryan, route 16 (our cycle 1600) actually does not have any LFUCG accounts for us to bill. However there are 3 listed.

- METER NOT FOUND IN SERVICE FILE - This list includes active accounts with Wastewater but the premise # not found in Service file or the meter # is blank. Since we only can activate the account with water meter to bill sewer, currently those accounts are converted as Inactive account.

- UTILITY TYPE NOT DEFINED - This is probably brand new accounts in KAWC. Those accounts were converted with water/sewer service only and Inactive status.
WQ-NOT FOUND IN FIXEDCHG - This is the list of active accounts with Water Quality but the premise # not found in FIXEDCHG file. Those accounts were converted with ERU = 0.

LANDFILL-NOT FOUND IN FIXEDCHG - This is the list of active accounts with Landfill but the premise # not found in FIXEDCHG file. Those accounts were converted with # of Herbies = 0.

EXTRA DOULBE QUOTE - This is the list of accounts with extra " in the name/address.

INVALID LAST NAME - This is the list of accounts with invalid/missing Last Name, which requires in ICS.

Please let me know if you have any questions.

Thanks.
Eileen [attachment "CONVERSION_DATA_TO_REVIEW.xlsx" deleted by Bryan Siler/KAWC/AWWSC]
I haven't heard from him either. Sorry.

*******************************
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" <jhoqgard@utiliplan.com>, "marisa" <marisa@utiliplan.com>
Date: 08/13/2012 03:15 PM
Subject: RE: FW: Data Archiving/look up

Hi, Bryan - received your message and thank you. What was Mike's reaction to the file layout available? Is he able to make that work, did he say anything to you about alternate ways to download the data? We've heard absolutely nothing from him about this....

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, August 13, 2012 11:45 AM
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" <jhoqgard@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!!
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 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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Is there anything else I can help with on this?

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

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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

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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!

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

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>
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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
Hi, Bryan - received your message and thank you. What was Mike's reaction to the file layout available? Is he able to make that work, did he say anything to you about alternate ways to download the data? We've heard absolutely nothing from him about this.

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Cc: Candice Deininger; John Hoggard
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| Phone: 859.258.3730
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Sent: Monday, August 13, 2012 12:00 PM
To: Mike Nugent
Cc: Bryan.Siler@amwater.com; Candice Deininger; Marisa
Subject: RE: FW: Data Archiving/look up

Mike,
What do you need, if anything, from us to proceed? Marisa is in the office tomorrow/Wed.

John

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Sent: Monday, August 13, 2012 11:33 AM
To: John Hoggard
Cc: marisa@utiliplan.com
Subject: RE: Data Archiving/look up

Just forwarded the last email I think that was in the stream... I'm sure Mike N will fire something back at me.....

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

From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Monday, August 13, 2012 11:11 AM
To: candice Deininger
Cc: marisa@utiliplan.com
Subject: FW: Data Archiving/look up

Candice,
Can you do me a favor and email Mike and ask if this 'coordination' is going ok? (He is not replying to Marisa apparently.) Then Marisa can meet with him tomorrow if needed. He can't keep telling us 'he knows nothing about this'.....

John

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Thursday, August 02, 2012 12:59 PM
To: Mike Nugent; Bryan.Siler@amwater.com
Cc: John Hoggard; marisa@utiliplan.com
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]
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.
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: Bryan.Siler@amwater.com
Sent: Monday, August 13, 2012 7:47 AM
To: Mike Smith
Cc: Candice Deininger
Subject: Re: weekly file

Attachments: pic31754.gif, pic16398.jpg

These were processed with no errors.

(Embedded image moved to file: pic31754.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: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 08/13/2012 07:43 AM
Subject: weekly file

Good Morning Bryan:

The weekly file is attached.

Thank you!

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 712 200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov
(Embedded image moved to file: pic16398.jpg) HDI CERTIFIED

[attachment "HERC0813.TXT" deleted by Bryan Siler/KAWC/AWWSC]
Hi, Rachel. Yes - it is commercial as you suspected. Kindly have the classification changed and the non-residential rates applied.

My thanks to everyone for your assistance - 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, August 10, 2012 12:17 PM
To: Candice Deininger
Cc: Kimberly.Hartman@amwater.com; Deidra.Hayden@amwater.com
Subject: Fw: Dale Torok 112621-Thanks.

Hi Candice,

We have conflicting information which may be why no FWA. Which should it be? I would presume, commercial.

*************************************************
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 08/10/2012 12:14 PM -----
To Deidra S Hayden/KAWC/AWWSC@AWW

cc

Subject

please take a look at the set up for 112621-Thanks.
Hi Candice,

We have conflicting information which may be why no FWA. Which should it be? I would presume, commercial.

*************************************************
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/AAWSC on 08/10/2012 12:14 PM -----

Deidra S Hayden/KAWC/AAWSC
08/10/2012 12:11 PM

To
Rachel Cole/KAWC/AAWSC@AWW

cc

Subject
Re: please take a look at the set up for 112621-Thanks. (Document link: Rachel Cole)

The rate schedules for water and sewer have been changed. Fayette Co PVA has the address listed as commercial (Embedded image moved to file: pic08779.gif)

(Embedded image moved to file: pic30910.gif)

Deidra S Hayden
Operations Clerk
Kentucky American Water
2300 Richmond Rd.
Lexington, KY 40502
Office 859-268-6303
Fax 859-268-6315
Deidra.Hayden@amwater.com

Rachel
To Deidra S Hayden/KAWC/AWWSC@AWW
cc
Subject
please take a look at the set up for 112621-Thanks.

(Embedded image moved to file: pic23552.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
These files were copied to the FTP server in the folder named 20120810 Closing Package LFUCG.

****************************************************

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: Neil Olenick/IS/CORP/AWWSC
To: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>@AWX
Cc: Brian.McDonough@amwater.com, "Bryan Siler @ Amwater"
    <Bryan.Siler@amwater.com>, "Deininger, Candice"
    <cdeining@lexingtonky.gov>, "Wiest, Gary"
    <Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard"
    <jhoggard@utiliplan.com>, "Caldwell, Lisa"
    <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Lynne Webb"
    <lwebb@lexingtonky.gov>, marisa@utiliplan.com, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>, "Basu, Sandip"
    <Sandip.Basu@gcww.cincinnati-oh.gov>
Date: 08/10/2012 09:51 AM
Subject: August 10th preliminary divestiture reports for LFUCG

Eileen,

Attached are the requested preliminary divestiture reports for LFUCG run as of 8/10/2012. The reports for LFUCG2 will follow.

Thank you.

Neil
Accenture Applications Specialist
ITS Voorhees (Cite)
Email:neil.olenick@amwater.com
Phone (856) 782-2854 Internal 7-205-2854 Fax:856-782-2900 [attachment "KYPR_LFUCG_20120831_Premise Listing 20120810075510_1of2.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Premise Listing 20120810075510_2of2.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Active Account Listing With Balances 20120810075510_1of5.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Active Account Listing With Balances 20120810075510_2of5.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Active Account Listing With Balances 20120810075510_3of5.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Active Account Listing With Balances 20120810075510_4of5.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Active Account Listing With Balances 20120810075510_5of5.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Landlord Account Listing 20120810075510.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Services Listing 20120810075510_1of2.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Services Listing 20120810075510_2of2.csv" deleted by Bryan Siler/KAWC/AWWSC]
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  
Sent: Friday, August 10, 2012 10:03 AM  
To: Candice Deininger  
Subject: RE: Help, Please?

Hi Candice,

I'll have that reviewed. 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"  
To <RACHEL.COLE@AMWATER.COM>  
08/10/2012 08:31 AM  
RE: Help, Please?

Good morning! Sorry, no - it appears that the FWA is not computing for this residential account. There's enough historical usage for that to be computed; however, this customer is being billed for the same amount of sewer as well as water.

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

I see a sewer credit of $160.12 on 6/27 and another sewer credit for filling a pond on 7/26 for $81.84. Is that what you were looking for?

*****************************************************************************
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

cc: 08/10/2012 09:15 AM

Subject: RE: Help, Please?

Hello . . . sorry to bug you again!! Would you have someone look into this account? Like to get this investigated and settled before conversion if we can - thanks, Rachel!!

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

From: Candice Deininger
Sent: Monday, June 25, 2012 8:41 AM
To: Rachel.Cole@amwater.com
Subject: Help, Please?

Good morning, Rachel. When you get a chance, would you look at this account for me? It's a residential account but the fall/winter averaging appears not to be calculating . . .

thanks very much!!

(Embedded image moved to file: pic11592.jpg)
Hi Candice,

I'll have that reviewed. 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

Good morning! Sorry, no - it appears that the FWA is not computing for this residential account. There's enough historical usage for that to be computed; however, this customer is being billed for the same amount of sewer as well as water.

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, August 10, 2012 8:29 AM
To: Candice Deininger
Subject: RE: Help, Please?

Hi Candice,

I see a sewer credit of $160.12 on 6/27 and another sewer credit for filling a pond on 7/26 for $81.84. Is that what you were looking for?

******************************************************************************

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
RE: Help, Please?

Hello . . . sorry to bug you again!! Would you have someone look into this account? Like to get this investigated and settled before conversion if we can - thanks, Rachel!!

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

From: Candice Deininger
Sent: Monday, June 25, 2012 8:41 AM
To: Rachel.Cole@amwater.com
Subject: Help, Please?

Good morning, Rachel. When you get a chance, would you look at this account for me? It's a residential account but the fall/winter averaging appears not to be calculating . . . thanks very much!!

(Embedded image moved to file: pic11592.jpg)
Good morning! Sorry, no - it appears that the FWA is not computing for this residential account. There's enough historical usage for that to be computed; however, this customer is being billed for the same amount of sewer as well as water.

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, August 10, 2012 8:29 AM
To: Candice Deininger
Subject: RE: Help, Please?

Hi Candice,

I see a sewer credit of $160.12 on 6/27 and another sewer credit for filling a pond on 7/26 for $81.84. Is that what you were looking for?

******************************************************************************
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@lexingtonky.gov

08/10/2012 08:15 AM
RE: Help, Please?

Hello . . . sorry to bug you again!! Would you have someone look into this account? Like to get this investigated and settled before conversion if we can - thanks, Rachel!!
Good morning, Rachel. When you get a chance, would you look at this account for me? It’s a residential account but the fall/winter averaging appears not to be calculating . . . thanks very much!!

(Embedded image moved to file: pic11592.jpg)

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

I see a sewer credit of $160.12 on 6/27 and another sewer credit for filling a pond on 7/26 for $81.84. Is that what you were looking for?

*************************************************
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> cc
08/10/2012 08:15 AM
RE: Help, Please?

Hello . . . sorry to bug you again!! Would you have someone look into this account? Like to get this investigated and settled before conversion if we can – thanks, Rachel!!

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

From: Candice Deininger
Sent: Monday, June 25, 2012 8:41 AM
To: Rachel.Cole@amwater.com
Subject: Help, Please?

Good morning, Rachel. When you get a chance, would you look at this account for me? It’s a residential account but the fall/winter averaging appears not to be calculating . . . thanks very much!!

(Embedded image moved to file: pic11592.jpg)
Eileen,

I'm still working on the Account and Premise Change piece, but the Usage and Readings have been updated to include 8/1/12 forward.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

Thanks for the file. However, I need to have a usage file for 8/3 without usages prior to 8/2 as we discussed on the phone. I need to run the usage for 8/3 first before I can run 8/9 usage.

Thanks.
Eileen

From: Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]
Sent: Thursday, August 09, 2012 8:25 PM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; kathi@utiliplan.com; marisa@utiliplan.com; Sharon Vanover; Tom Patterson
Subject: RE: Adjustment codes

Hey Sandip,
The usage data files through 8/9/12 should be available now.

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

"Basu, Sandip"  
<Sandip.Basu@gcww.cincinnati-oh.gov>  
08/09/2012 04:49 PM  
To "Candice Deininger" <cdeinning@lexingtonky.gov>, "Sharon Vanover" <sharon.vanover@bgharding.com>, "Tom Patterson" <tom.patterson@bgharding.com>, <Brian.McDonough@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>  
cc "John Hoggard" <jhoggard@utiliplan.com>, <kathi@utiliplan.com>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, <marisa@utiliplan.com>  
Subject RE: Adjustment codes

This is really good news. Thanks Candice & Brian.

I am requesting Eileen to keep this group posted in the morning and at mid-day where exactly we stand with the definite delivery of the bill print file for one full cycle by end of tomorrow.

Eileen - Please keep us posted as you make progress tomorrow.

Sandip

From: Candice Deininger [mailto:cdeinning@lexingtonky.gov]  
Sent: Thu 8/9/2012 4:48 PM  
To: Basu, Sandip; Sharon Vanover; Tom Patterson; Brian.McDonough@amwater.com; Nam, Eileen  
Cc: John Hoggard; kathi@utiliplan.com; Wiest, Gary; marisa@utiliplan.com  
Subject:  RE: Adjustment codes

Hello Sandip. I just got off the phone with Brian McDonough. I talked with him earlier today to see if the processing of today's files could be expedited, and he has worked miracles. (Kudos to you, Brian!) He indicated that today's files should be ready by 6 or 7 this evening and that he will be keeping an eye on the processing. He was kind enough to offer to let you know the status. Since it appears that you won't have to wait for the files for KAVC, can we count on GCW getting the requested bill print file to BGM before the end of the day tomorrow?

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeinning@lexingtonky.gov
If the data is made available tonight, Eileen can get started very first thing in the morning tomorrow.

Then it will take several hours to complete all data loading, checking, running various jobs to complete the all the way to bill print extract procedure.

Sandip.

---

Candice, we are estimating 6-8 hours.

Thanks,
Sandip.
From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Thu 8/9/2012 12:20 PM
To: Basu, Sandip; Sharon Vanover; Tom Patterson
Cc: John Hoggard; kathi@utiliplan.com; Wiest, Gary
Subject: RE: Adjustment codes

Sandip – How long will it take to perform all the necessary steps to generate the bill print file once it's received?

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: Thursday, August 09, 2012 12:09 PM
To: Sharon Vanover; Tom Patterson
Cc: John Hoggard; Candice Deininger; kathi@utiliplan.com; Wiest, Gary
Subject: RE: Adjustment codes

Sharon, you are most welcome.

We have planned to perform all steps necessary to generate the bill print data file by end of business Friday the 10th.

If we encounter issues & unknowns, we may have to work through the weekend and get you the necessary data file on Monday ASAP (this is contingency).

Hope this helps & we do appreciate your patience with this time challenge for all of us.

Thank you.
Sandip.

From: Sharon Vanover [mailto:sharon.vanover@bqmailing.com]
Sent: Thu 8/9/2012 11:53 AM
To: Basu, Sandip; Tom Patterson
Cc: John Hoggard; Deininger, Candice; kathi@utiliplan.com; Wiest, Gary
Subject: RE: Adjustment codes
Sandip –

Thank you for the information.

So if you receive from KAW 8/10 – when would we receive the data file?

Sharon Vanover

Blue Grass Mailing, Data and Fulfillment Services
833 Nandino Blvd.
Lexington, KY 40511
Lexington: (859) 231-7272 | Louisville: (502) 451-7272
Cincinnati: (513) 451-7273 | Toll Free: (800) 928-6245
Fax:
www.bgmailing.com

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, August 09, 2012 11:21 AM
To: Sharon Vanover; Tom Patterson
Cc: John Hoggard; Deininger, Candice; kathi@utiliplan.com; Wiest, Gary
Subject: RE: Adjustment codes

Sharon -

The adjustment list we provided are part of the LExServ Billing system. Any of those codes can be used at various customer billing scenario. Be assured - these codes are all actual.

What may not that real here is the actual consumption, payments and adjustment transactional data. Makes sense?

What we provided so far is a small cross section of real data - with made up transactions. The good volume real transactional data (Aug 3 through Aug 9) is scheduled to be delivered by KAWC tomorrow morning (8/10). GCWW will process those and several thousands invoices will be generated based on that real transactions data.

Please call me if this is not clear - 513.608.8934

Thanks,
Sandip.

From: Sharon Vanover [mailto:sharon.vanover@bgmailing.com]
Sent: Thu 8/9/2012 11:12 AM
To: Basu, Sandip; Tom Patterson
Cc: John Hoggard; Deininger, Candice; kathi@utiliplan.com
Subject: RE: Adjustment codes
Sandip –

We have a question...

What of this list of codes are actually used for the LExserv project?
We can only assume most are not used (based upon the 7 samples we received)
But we can’t be sure since we have no real data

Sharon Vanover

Blue Grass Mailing, Data and Fulfillment Services
833 Nandino Blvd.
Lexington, KY 40511
Lexington: (859) 231-7272 | Louisville: (502) 451-7272
Cincinnati: (513) 451-7273 | Toll Free: (800) 928-6245
Fax: www.bgmailing.com

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 08, 2012 5:11 PM
To: Sharon Vanover; Tom Patterson
Cc: John Hoggard; Deininger, Candice; kathi@utiliplan.com
Subject: RE: Adjustment codes

Sharon – Attached. Finalized earlier in the afternoon. We needed to do some research to make sure we gave you the correct set of information. Thanks for staying on top of this.

One confirmation – All adjustments are summed up and the net $$$ amount is printed as a single ‘Adjustment’ line on LFUCG invoices – correct?
In other words, do not print individual adjustment entries on the invoice. All adjustment codes will be aggregated to print as a one line on the invoice.

Let us know for anything else ...

(I am working on to see what we can do to provide volume data – even if that means no-realistic, quality data – for your test runs).

Thank you,
Sandip.

From: Sharon Vanover [mailto:sharon.vanover@bgmailing.com]
Sent: Wednesday, August 08, 2012 4:03 PM
To: Basu, Sandip
Cc: John Hoggard; Deininger, Candice; kathi@utiliplan.com; Tom Patterson
Subject: Adjustment codes

Sandip –

Just a reminder – as of today, we have not received the list of adjustment codes.

If you could forward those to Tom and/or myself, that would be great!

Thank you

Sharon Vanover

Blue Grass Mailing, Data and Fulfillment Services
833 Nandino Blvd.
Lexington, KY 40511
Lexington: (859) 231-7272 | Louisville: (502) 451-7272
Cincinnati: (513) 451-7273 | Toll Free: (800) 928-6245
Fax: www.bgmailing.com
NOTICE: This message may contain confidential information and is intended for the person/entity to which it was originally addressed. Any use by others is strictly prohibited. If you received this email in error, please permanently delete and disregard.
Hey Sandip,

The usage data files through 8/9/12 should be available now.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

This is really good news. Thanks Candice & Brian.

I am requesting Eileen to keep this group posted in the morning and at mid-day where exactly we stand with the definite delivery of the bill print file for one full cycle by end of tomorrow.

Eileen - Please keep us posted as you make progress tomorrow.

Sandip.
From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, August 09, 2012 1:47 PM
To: Candice Deininger; Sharon Vanover; Tom Patterson
Cc: John Hoggard; kathi@utiliplan.com; Wiest, Gary
Subject: RE: Adjustment codes

If the data is made available tonight, Eileen can get started very first thing in the morning tomorrow.

Then it will take several hours to complete all data loading, checking, running various jobs to complete the all the way to bill print extract procedure.

Sandip.

---

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Thu 8/9/2012 1:06 PM
To: Basu, Sandip; Sharon Vanover; Tom Patterson
Cc: John Hoggard; kathi@utiliplan.com; Wiest, Gary
Subject: RE: Adjustment codes

Question – what if the files are available tonight? If they are, would that mean that GCW could then send to BGM before the end of the business day tomorrow?

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: Thursday, August 09, 2012 12:25 PM
To: Candice Deininger; Sharon Vanover; Tom Patterson
Cc: John Hoggard; kathi@utiliplan.com; Wiest, Gary
Subject: RE: Adjustment codes
Candice, we are estimating 6-8 hours.

Thanks,
Sandip.

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Thu 8/9/2012 12:20 PM
To: Basu, Sandip; Sharon Vanover; Tom Patterson
Cc: John Hoggard; kathi@utiliplan.com; Wiest, Gary
Subject: RE: Adjustment codes
Sandip – How long will it take to perform all the necessary steps to generate the bill print file once it’s received?

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

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Sent: Thursday, August 09, 2012 12:09 PM
To: Sharon Vanover; Tom Patterson
Cc: John Hoggard; Candice Deininger; kathi@utiliplan.com; Wiest, Gary
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Janet Graham

From: Sharon Vanover [sharon.vanover@bgmailing.com]
Sent: Thursday, August 09, 2012 5:32 PM
To: Candice Deininger
Subject: Re: Adjustment codes
You're my hero!
Sharon Vanover

From: Candice Deininger <cdeining@lexingtonky.gov>
Date: Thu, 9 Aug 2012 17:17:28 -0400
To: Sharon Vanover<sharon.vanover@bgmailing.com>
Subject: RE: Adjustment codes

Don't think I won't keep bugging him .... you WILL get that file before the end of the day on Friday ....

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From: Nam, Eileen [Eileen.Nam@gcww.cincinnati-oh.gov]

Sent: Thursday, August 09, 2012 8:53 PM

To: Basu, Sandip; Brian.McDonough@amwater.com

Cc: Candice Deininger; Tom Patterson; Wiest, Gary; John Hoggard; marisa@utiliplan.com; kathi@utiliplan.com; Sharon Vanover

Subject: RE: Adjustment codes

Brian,

Thanks for the file. However, I need to have a usage file for 8/3 without usages prior to 8/2 as we discussed on the phone. I need to run the usage for 8/3 first before I can run 8/9 usage.

Thanks.

Eileen

From: Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]

Sent: Thursday, August 09, 2012 8:25 PM

To: Basu, Sandip

Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; kathi@utiliplan.com; marisa@utiliplan.com; Sharon Vanover; Tom Patterson

Subject: RE: Adjustment codes

Hey Sandip,

The usage data files through 8/9/12 should be available now.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

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I am requesting Eileen to keep this group posted in the morning and at mid-day where exactly we stand with the definite delivery of the bill print file for one full cycle by end of tomorrow.

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To: Candice Deininger<cdeining@lexingtonky.gov>; Sharon Vanover<sharon.vanover@bgmailing.com>; Tom Patterson<tom.patterson@bgmailing.com>; <Brian.McDonough@amwater.com>; Nam, Eileen<Eileen.Nam@gcww.cincinnati-oh.gov>
Cc: John Hoggard<jhoggard@utiliplan.com>; <kathi@utiliplan.com>; Wiest, Gary<Gary.Wiest@gcww.cincinnati-oh.gov>; <marisa@utiliplan.com>
Subject: RE: Adjustment codes

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I am requesting Eileen to keep this group posted in the morning and at mid-day where exactly we stand with the definite delivery of the bill print file for one full cycle by end of tomorrow.

Eileen - Please keep us posted as you make progress tomorrow.

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04/29/2013
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Cc: Rachel Cole @ Amwater; Bryan Siler @ Amwater; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Nam, Eileen; Lynne Webb; Caldwell, Lisa; Neil Olenick @ AM Water

Subject: RE: Data Issues Identified by LFUCG Testing

Hi Sandip,

What is the user id that is getting the not authorized message, and also if you can send me the list of all the users I can review the security setup.

Brian McDonough
(859)-782-2833 Office
(609)-933-2212 Cell

Lynne Webb <lwebb@lexingtonky.gov>, marisa@utiliplan.com, Deininger, Candice <deininger@lexingtonky.gov>, Bryan Siler @ Amwater <Bryan.Siler@amwater.com>, Brian McDonough @ AM Water <Brian.McDonough@amwater.com>, Neil Olenick @ AM Water <Neil.Olenick@amwater.com>, Rachel Cole @ Amwater <Rachel.Cole@amwater.com>, John Hoggard <jhoggard@utiliplan.com>, Caldwell, Lisa <Caldwell, Lisa@gcww.cincinnati-oh.gov>, Nam, Eileen <Nam@gcww.cincinnati-oh.gov>, West, Gary <Gary.West@gcww.cincinnati-oh.gov>

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To: Basu, Sandip; marisa@utiliplan.com; Deininger, Candice
Cc: John Hoggard; Caldwell, Lisa; Nam, Eileen

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Sandip & Marisa --
Good Morning!
Below is a screen shot of the sewer history I can see when I look up premise #120131774. Not sure why it is saying you aren't authorized to view this usage data, but this is a huge issue if there are accounts with history that you all can't see...

Lynne
859.258.3363

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 08, 2012 5:26 PM
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Cc: John Hoggard; Caldwell, Lisa
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Marisa – Very prompt response from Eileen below 😊

Hope this helps ... let us know if you would want to discuss on any of these any further.

Thank you,
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Subject: FW: Data Issues Identified by LFUCG Testing

• Samples of TGAL instead of CCU – TGAL was entered in sewer consumption history for ‘billed unit of measure’ field. The conversion script is corrected. However, Just want to let you know that this will not affect any future charges/bill amount in parallel since all of water meters are in CCF. (Sandip: Thanks for catching this one.)
• Accounts with issues – Account 11094334-2109319 is converted from KAWC premise # 120131774 account # 555965. For this premise/account, there were no history on last 24 months of usage data downloaded from KAWC OAM. I just logged into KAWC OAM and try to view the usage data and below is what I am getting. (Sandip: Let us know if this observation is not correct).

WQMF history – The Water Quality (and also for Landfill) does not have consumption history since it’s not charged based on consumption. When all of 24 months of CBT data are available, then WQMF charge ($$) history can be viewed in the look up report (Sandip: this report is almost getting ready).

Thanks.
Eileen

From: Basu, Sandip
Sent: Wednesday, August 08, 2012 4:26 PM
To: Nam, Eileen; Ruehl, Matt
Cc: Wiest, Gary; Caldwell, Lisa
Subject: Data Issues Identified by LFUCG Testing
Eileen – I am keeping you posted on these feedback items ... in case any of these points conversion script and/or KAWC data files.

Thank you.
Sandip.[attachment "image002.png" deleted by Brian T McDonough/CONSULT/AWWSC] [attachment "image003.png" deleted by Brian T McDonough/CONSULT/AWWSC]
From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, August 09, 2012 11:23 AM
To: Rachel Cole @ Amwater; Bryan Siler @ Amwater; Candice Deininger; marisa@utilityplan.com; Lynne Webb; Brian McDonough @ AM Water; Neil Olenick @ AM Water
Cc: West, Gary; John Hoggard; Nem, Eileen; Caldwell, Lisa
Subject: RE: Data Issues Identified by LFUCG Testing

Importance: High

Basu & KAWC Team - Please see below thread regarding sewer history. Can there be a data delivery issue with KAWC to GCWW? Or something else that we do not see?

Please help addressing LFUCG's concern - so GCWW can convert necessary correctly.

Please call Eileen directly to discuss any questions/recommendations.

Thank you,

Sandip.

---

From: Lynne Webb [mailto:lwebb@lexingtonky.gov]
Sent: Thu 8/9/2012 8:07 AM
To: Basu, Sandip; marisa@utilityplan.com; Deininger, Candice
Cc: John Hoggard; Caldwell, Lisa; Nem, Eileen
Subject: RE: Data Issues Identified by LFUCG Testing

Sandip & Marisa -

Good Morning,

Below is a screen shot of the sewer history I can see when I look up premise #120111774. Not sure why it is saying you aren’t authorized to view this usage data, but this is a huge issue if there are accounts with history that you all can’t see....
From: Basu, Sandip Basu@GCIW.cincinnati-oh.gov
Sent: Wednesday, August 08, 2012 5:26PM
To: marisa@utiliplan.com; Lynne Webb; Candice Denninger
Cc: John Hoggard; Caldwell, Lisa
Subject: FW: Data Issues Identified by LFUCG Testing

Marisa—Very prompt response from Eileen below.

Hope this helps...let us know if you would want to discuss on any of these any further.

Thank you,
Sandip.

From: Nam, Eileen
Sent: Wednesday, August 08, 2012 5:10PM
To: Basu, Sandip; Caldwell, Lisa
Cc: Ruehl, Matt; West, Gary
Subject: FW: Data Issues Identified by LFUCG Testing

- Samples of TGAL instead of CCU—TGAL was entered in sewer consumption history for 'billed unit of measure' field. The conversion script is corrected. However, just want to let you know that this will not affect any future charges/bill amount in parallel since all of water meters are in CCU. (Sandip: Thanks for catching this one.)
- Accounts with issues—Account 1109434-2109319 is converted from KAWC premise # 120131774 account # 555665. For this premise/account, there were no history on last 24 months of usage data downloaded from KAWC OAM. I just logged into KAWC OAM and try to view the usage data and below is what I am getting. (Sandip: Let us know if this observation is not correct)
- WQMF history – The Water Quality (and also for Landfill) does not have consumption history since it's not charged based on consumption. When all of 24 months of CBP data are available, then WQMF charge ($) history can be viewed in the look-up report (Sandip: this report is almost getting ready).

Thanks.
Eileen
Janet Graham

From: Lynne Webb [webb@lexingtonky.gov]
Sent: Thursday, August 09, 2012 11:59 AM
To: Basu, Sandip; Brian.McDonough@amwater.com
Cc: Rachel Cole @ Amwater; Bryan Siler @ Amwater; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Nam, Eileen; Caldwell, Lisa; Neil Olenick @ AM Water
Subject: RE: Data Issues Identified by LFUCG Testing

Sandip/ Brian,

I can see the sewer data just fine – it’s Eileen who can’t see the data. But shouldn’t that information be in the data download from KAWC anyway?

Lynne
859.258.3363

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, August 09, 2012 11:50 AM
To: Brian.McDonough@amwater.com
Cc: Bryan Siler @ Amwater; Candice Deininger; Nam, Eileen; Wiest, Gary; John Hoggard; Caldwell, Lisa; Lynne Webb; marisa@utiliplan.com; Neil Olenick @ AM Water; Rachel Cole @ Amwater
Subject: RE: Data Issues Identified by LFUCG Testing

Brian - I believe it is Lynne Webb on LFUCG side. On GCWW side, it is Eileen Nam & Lisa Caldwell. Eileen is the one who got those error messages. But, Lynne could see the data she referred below.

Are there any other data extract (closing, CBT, usage) related issue here? Eileen can pin point exactly where the gaps are.

Eileen - Please comment.

Lynne - Please help for any other LFUCG users information.

Thanks.
Sandip.

From: Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]
Sent: Thu 8/9/2012 11:47 AM
To: Basu, Sandip
Cc: Bryan Siler @ Amwater; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; Caldwell, Lisa; Lynne Webb; marisa@utiliplan.com; Neil Olenick @ AM Water; Rachel Cole @ Amwater
Subject: RE: Data Issues Identified by LFUCG Testing

Hi Sandip,

What is the user id that is getting the not authorized message, and also if you can send me the list of all the users I can review the security setup.

Brian McDonough
(859)-782-2833 Office
(609)-933-2212 Cell
From: Lynne Webb [mailto:lwebb@lexingtonky.gov]
Sent: Thu 8/9/2012 8:07 AM
To: Basu, Sandip; marisa@utiliplan.com; Deininger, Candice
Cc: John Hoggard; Caldwell, Lisa; Nam, Eileen
Subject: RE: Data Issues Identified by LFUCG Testing

Sandip & Marisa –

Good Morning!
Below is a screen shot of the sewer history I can see when I look up premise #120131774. Not sure why it is saying you aren't authorized to view this usage data, but this is a huge issue if there are accounts with history that you all can't see...

Lynne
859.258.3363

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 08, 2012 5:26 PM
To: marisa@utiliplan.com; Lynne Webb; Candice Deininger
Cc: John Hoggard; Caldwell, Lisa
Subject: FW: Data Issues Identified by LFUCG Testing

Marisa – Very prompt response from Eileen below 😊

Hope this helps ... let us know if you would want to discuss on any of these any further.
• Samples of TGAL instead of CCU – TGAL was entered in sewer consumption history for 'billed unit of measure' field. The conversion script is corrected. However, just want to let you know that this will not affect any future charges/bill amount in parallel since all of water meters are in CCF. (Sandip: Thanks for catching this one.)

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• WQMF history – The Water Quality (and also for Landfill) does not have consumption history since it’s not charged based on consumption. When all of 24 months of CBT data are available, then WQMF charge ($$) history can be viewed in the look up report (Sandip: this report is almost getting ready).

Thanks.
Eileen

From: Basu, Sandip
Sent: Wednesday, August 08, 2012 4:26 PM
To: Nam, Eileen; Ruehl, Matt
Cc: Wiest, Gary; Caldwell, Lisa
Subject: Data Issues Identified by LFUCG Testing

Eileen – I am keeping you posted on these feedback items ... in case any of these points conversion script and/or KAWC data files.

Thank you.
Sandip.
From: Nam, Eileen [Eileen.Nam@gcww.cincinnati-oh.gov]
Sent: Thursday, August 09, 2012 11:57 AM
To: Basu, Sandip; Brian.McDonough@amwater.com
Cc: Rachel Cole @ Amwater; Bryan Siler @ Amwater; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Lynne Webb; Caldwell, Lisa; Neil Olenick @ AM Water
Subject: RE: Data Issues Identified by LFUCG Testing

Brian,

Actually I am using Candice user id to log on to OAM, which is cdeining@lfugc.com. It's not only that the Candice user id gives me the error in OAM, the usage data for this premise was not in any of usage data down load files for last 24 months.

Thanks.
Eileen

From: Basu, Sandip
Sent: Thursday, August 09, 2012 11:50 AM
To: Brian.McDonough@amwater.com
Cc: Bryan Siler @ Amwater; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; Caldwell, Lisa; Lynne Webb; marisa@utiliplan.com; Neil Olenick @ AM Water; Rachel Cole @ Amwater
Subject: RE: Data Issues Identified by LFUCG Testing

Brian - I believe it is Lynne Webb on LFUCG side. On GCWW side, it is Eileen Nam & Lisa Caldwell. Eileen is the one who got those error messages. But, Lynne could see the data she referred below.

Are there any other data extract (closing, CBT, usage) related issue here? Eileen can pin point exactly where the gaps are.

Eileen - Please comment.

Lynne - Please help for any other LFUCG users information.

Thanks.
Sandip
Brian & KAWC Team - Please see below thread regarding sewer history. Can there be a data delivery issue? (from KAWC to GCWW). Or something else that we do not see?

Please help addressing LFUCG’s concern - so GCWW can convert necessary correctly.

Please call Eileen directly to discuss any questions/recommendations.

Thanks,
Sandip.

Lynne
859.258.3363

Marisa –

Good Morning!
Below is a screen shot of the sewer history I can see when I look up premise #120131774. Not sure why it is saying you aren’t authorized to view this usage data, but this is a huge issue if there are accounts with history that you all can’t see...

From: Lynne Webb [mailto:lwebb@lexingtonky.gov]
Sent: Thu 8/9/2012 8:07 AM
To: Basu, Sandip; marisa@utiliplan.com; Deininger, Candice
Cc: John Hoggard; Caldwell, Lisa; Nam, Eileen
Subject: RE: Data Issues Identified by LFUCG Testing

Sandip & Marisa –

Hope this helps ... let us know if you would want to discuss on any of these any further.
Thank you,
Sandip.

From: Nam, Eileen
Sent: Wednesday, August 08, 2012 5:10 PM
To: Basu, Sandip; Caldwell, Lisa
Cc: Ruehl, Matt; West, Gary
Subject: FW: Data Issues Identified by LFUCG Testing

- Samples of TGAL instead of CCU - TGAL was entered in sewer consumption history for 'billed unit of measure' field. The conversion script is corrected. However, Just want to let you know that this will not affect any future charges/bill amount in parallel since all of water meters are in CCF. (Sandip: Thanks for catching this one.)
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Eileen - I am keeping you posted on these feedback items ... in case any of these points conversion script and/or KAWC data files.

Thank you.
Sandip.[attachment "image002.png" deleted by Brian T McDonough/CONSULT/AWWSC] [attachment "image003.png" deleted by Brian T McDonough/CONSULT/AWWSC]
From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, August 09, 2012 11:50 AM
To: Brian.McDonough@amwater.com
Cc: Rachel Cole @ Amwater; Bryan Siler @ Amwater; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Nam, Eileen; Lynne Webb; Caldwell, Lisa; Neil Olenick @ AM Water
Subject: RE: Data Issues Identified by LFUCG Testing
Attachments: ATT6064501.png; ATT6064502.png

Brian - I believe it is Lynne Webb on LFUCG side. On GCWW side, it is Eileen Nam & Lisa Caldwell. Eileen is the one who got those error messages. But, Lynne could see the data she referred below.

Are there any other data extract (closing, CBT, usage) related issue here? Eileen can pin point exactly where the gaps are.

Eileen - Please comment.

Lynne - Please help for any other LFUCG users information.

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From: Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]
Sent: Thu 8/9/2012 11:47 AM
To: Basu, Sandip
Cc: Bryan Siler @ Amwater; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; Caldwell, Lisa; Lynne Webb; marisa@utiliplan.com; Neil Olenick @ AM Water; Rachel Cole @ Amwater
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Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

"Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
Brian & KAWC Team - Please see below thread regarding sewer history. Can there be a data delivery issue? (from KAWC to GCWW). Or something else that we do not see?

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Cc: John Hoggard; Caldwell, Lisa; Nam, Eileen
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Sandip & Marisa –

Good Morning!
Below is a screen shot of the sewer history I can see when I look up premise #120131774. Not sure why it is saying you aren’t authorized to view this usage data, but this is a huge issue if there are accounts with history that you all can’t see...

Lynne
859.258.3363

From: Basu, Sandip [mailto:SandipBasu@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 08, 2012 5:26 PM
To: marisa@utiliplan.com; Lynne Webb; Candice Deininger
Cc: John Hoggard; Caldwell, Lisa
Subject: FW: Data Issues Identified by LFUCG Testing

Marisa – Very prompt response from Eileen below 😊

Hope this helps ... let us know if you would want to discuss on any of these any further.

Thank you,
Sandip.

From: Nam, Eileen
Sent: Wednesday, August 08, 2012 5:10 PM
To: Basu, Sandip; Caldwell, Lisa
Cc: Ruehl, Matt; Wiest, Gary
Subject: FW: Data Issues Identified by LFUCG Testing

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Thanks.
Eileen

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Sent: Wednesday, August 08, 2012 4:26 PM
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Cc: Wiest, Gary; Caldwell, Lisa
Subject: Data Issues Identified by LFUCG Testing

Eileen – I am keeping you posted on these feedback items ... in case any of these points conversion script and/or KAWC data files.

Thank you.
Sandip.

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, August 09, 2012 7:58 AM
To: Rachel Cole @ Amwater; Bryan Siler @ Amwater; Candice Deininger; Ruehl, Matt; Nam, Eileen; Brian McDonough @ AMWater; Neil Olenick @ AM Water
Cc: William O'Mara; Wiest, Gary; Cossins, Faye; John Hoggard; marisa@utiliplan.com

Importance: High

Thanks Candice.

Bryan, Brian, Neil & Rachel - Please see below thread of initial take on receiving month end/beginning data.

We will practice this approach this month as discussed yesterday through our parallel tests. we shall let you know what issues may arise.

Let us know for your feedback/comments

Thank you.
Sandip.

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Thu 8/9/2012 7:46 AM
To: Basu, Sandip; Nam, Eileen; Ruehl, Matt
Cc: John Hoggard; marisa@utiliplan.com; William O'Mara; Wiest, Gary; Cossins, Faye

Good morning, and thank you, Sandip. Kindly communicate this to the folks at American Water (Brian and Neil) and to Bryan at KAWC so he knows what has been decided. 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

-----Original Message-----
From: Basu, Sandip [mailto:Sw1dip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 08, 2012 4:57 PM
To: Candice Deininger; Nam, Eileen; Ruehl, Matt
Cc: John Hoggard; marisa@utiliplan.com; William O'Mara; Wiest, Gary; Cossins, Faye

Thanks Candice. OK, let's do this then ...

GCWW already planned & asked KAWC to provide all those dates' data files. Meaning - those end of month, middle of the week - as listed on the attached schedule document. KAWC said they can do that. So, that is good.

04/29/2013
GCWW will build production schedule with this approach. In case GCWW have issues, we will let you & KAWC know & re-visit.

We will have a better degree of confidence through the parallel tests phase.

Please let me know for any questions ...

Thank you,
Sandip.

-----Original Message-----
From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Wednesday, August 08, 2012 4:49 PM
To: Basu, Sandip; Nam, Eileen; Ruehl, Matt
Cc: John Hoggard; marisa@utiliplan.com; William O'Mara
Importance: High

Sandip - Please see Bill's email immediately following. Please let us know your thoughts/preference and communicate to appropriate parties.
Thank you, Sandip!

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: Wednesday, August 08, 2012 4:45 PM
To: Candice Deininger
Cc: 'John Hoggard'; 'marisa@utiliplan.com'

I don't have a preference. What is best for the GCWW processing of data?

Bill O

-----Original Message-----
From: Candice Deininger
Sent: Wednesday, August 08, 2012 4:44 PM
To: William O'Mara
Cc: John Hoggard; marisa@utiliplan.com
Importance: High

Bill - this issue came up on the call today with KAWC; KAWC/GCW would like an answer - probably sooner than later.

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, August 01, 2012 3:01PM
To: William O'Mara
Cc: 'John Hoggard'; 'marisa@utiliplan.com'

Your call . . .

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
Sent: Wednesday, August 01, 2012 2:58PM
To: Candice Deininger
Cc: Basu, Sandip; Nam, Eileen

Candice,

Does the LFUCG want to have usage data on these dates or wait until after the weekend for the month end usage data files. I thought Bill originally wanted a special run of usage data but later said the schedule is okay as it stands.

Thanks.

(See attached file: Usage Data Processing Dates for 2012.doc)

********************************************
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: Nam, Eileen [Eileen.Nam@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 08, 2012 5:42 PM
To: Brian.McDonough@amwater.com; Neil.Olenick@amwater.com
Cc: Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Basu, Sandip; Ruehl, Matt

Attachments: CONVERSION_DATA_TO_REVIEW.xlsx

Brian,

Per our phone conversation this afternoon, the attached has several data items you can review and guide us to convert them to ICS correctly.

- ACCOUNT COUNT – This shows our account count in each work cycle, which converted from KAWC route number in service file/STRINDEX file. I highlighted the cycle with very few accounts and list those accounts in ‘ACCOUNT IN HIGHLIGHTED CYCLE’. I remember while back, per Bryan, route 16 (our cycle 1600) actually does not have any LFUCG accounts for us to bill. However there are 3 listed.
- METER NOT FOUND IN SERVICE FILE – This list includes active accounts with Wastewater but the premise # not found in Service file or the meter # is blank. Since we only can activate the account with water meter to bill sewer, currently those accounts are converted as Inactive account.
- UTILITY TYPE NOT DEFINED – This is probably brand new accounts in KAWC. Those accounts were converted with water/sewer service only and Inactive status.
- WQ-NOT FOUND IN FIXEDCHG – This is the list of active accounts with Water Quality but the premise # not found in FIXEDCHG file. Those accounts were converted with ERU = 0.
- LANDFILL-NOT FOUND IN FIXEDCHG – This is the list of active accounts with Landfill but the premise # not found in FIXEDCHG file. Those accounts were converted with # of Herbies = 0.
- EXTRA DOULBE QUOTE – This is the list of accounts with extra “ in the name/address.
- INVALID LAST NAME – This is the list of accounts with invalid/missing Last Name, which requires in ICS.

Please let me know if you have any questions.

Thanks.
Eileen
Thanks, Bryan!

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: Tuesday, August 07, 2012 11:53 AM  
To: Candice Deininger  
Cc: Sheila Powell; Rachel.Cole@amwater.com  
Subject: Re: 30% Discount Coding

I added the discount to this premise.

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: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>  
Date: 08/07/2012 11:44 AM  
Subject: 30% Discount Coding

Good morning, Bryan. Attached is the latest file from Adult Services with the names of clients listed to receive the 30% discount coding. Kindly let Sheila know if you have any questions. 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

[attachment "Friday August 3 2012.xls" deleted by Bryan Siler/KAWC/AWWSC]
I added the discount to this premise.

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: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 08/07/2012 11:44 AM
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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

[attachment "Friday August 3 2012.xls" deleted by Bryan Siler/KAWC/AWSC]
Alton 2012 Reading Schedule - Alex.xls

Bryan - I have left you message and will wait for your call back.

To let you know, attached VAWC 2012 meter schedule, as we received. This format works for us.

Thank you,
Sandip.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 10:17 AM
To: Basu, Sandip
Cc: Brian.McDonough@amwater.com; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
Subject: RE: FW: Lexington Meter Reading Schedule

Give me a call and I will see if I have what you need in another format.

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: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Brian.McDonough@amwater.com>, "Deininger, Candice"
    <cdeining@lexingtonky.gov>, "Wiest, Gary"
    <Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard"
    <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Ruehl, Matt"
    <Matt.Ruehl@gcww.cincinnati-oh.gov>, <Neil.Olenick@amwater.com>, <Rachel.Cole@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>
Date: 08/07/2012 10:13 AM
Subject: RE: FW: Lexington Meter Reading Schedule

Bryan - Thanks ... but, we are looking the entire year's schedule. That is remainder of 2012 and partial/complete 2013 - if you have that available.

Thank you,
Sandip.

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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 10:03 AM
To: Basu, Sandip
Cc: Brian.McDonough@amwater.com; Deininger, Candice; Wiest, Gary; John Hoggard;
marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
Subject: Re: FW: Lexington Meter Reading Schedule

Here you go.

(See attached file: KY DP-2 2012_08.pdf)

********************************************
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Field Operations Supervisor
Kentucky American Water
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Date: 08/07/2012 09:39 AM
Subject: FW: Lexington Meter Reading Schedule

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Can you please send us KAWC Meter Reading Schedule at your earliest? We sure would appreciate this information by Noon today (8/7). If this takes more time than that, please drop me a note - so we can plan accordingly.

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From: Ruehl, Matt
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Matt Ruehl
Greater Cincinnati Water Works
513.591.7795
matt.ruehl@gcww.cincinnati-oh.gov
[attachment "R_B Schedule.pdf" deleted by Bryan Siler/KAWC/AWWSC]
Give me a call and I will see if I have what you need in another format.

Thanks.

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Greater Cincinnati Water Works
513.591.7795
matt.ruehl@gcww.cincinnati-oh.gov

[attachment "R_B Schedule.pdf" deleted by Bryan Siler/KAWC/AWWSC]
Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, August 07, 2012 10:12 AM
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen; Brian.McDonough@amwater.com; Neii.Olenick@amwater.com
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matt.ruehl@gcww.cincinnati-oh.gov

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To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com
Subject: Re: FW: Lexington Meter Reading Schedule

Attachments: KY DP-2 2012_08.pdf

KY DP-2
2012_08.pdf (6 KB)

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Matt Ruehl
Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, August 07, 2012 9:45 AM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Basu, Sandip; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com
Cc: Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt
Subject: RE: Lexington Meter Reading Schedule

Good morning, Sandip. I do not believe I have this – best retrieved from KAWC to get the latest schedule.

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: Tuesday, August 07, 2012 9:40 AM
To: Bryan.Siler@amwater.com; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
Cc: Ruehl, Matt; Wiest, Gary; Candice Deininger; marisa@utiliplan.com; John Hoggard
Subject: FW: Lexington Meter Reading Schedule
Importance: High

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Matt Ruehl
Greater Cincinnati Water Works
513.591.7795
matt.ruehl@gcww.cincinnati-oh.gov
Thanks, Bryan. We will wait to hear from Brian.

John

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 06, 2012 11:07 AM
To: jhoggard@utiliplan.com; Brian.McDonough@amwater.com
Cc: 'Candice Deininger'; marisa@utiliplan.com; Rachel.Cole@amwater.com
Subject: Re: bill message question

John,

I have forwarded this question to the primary IT contact Brian McDonough. He will be able to provide the answer and discuss any issues that may be involved with the Cash Transactions file received on Saturday, September 1, 2012. Part of the answer depends on how that file is handled.

******************************************************************************
Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
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From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>
Date: 08/06/2012 10:52 AM
Subject: bill message question

Bryan,

We would like to add a message on the first LFUCG bill that tells customers that the balance shown is as of a certain date, and does not reflect payments made after a certain date.

What date is the correct date for x/x below?

Thanks
John

"The balance shown is your balance as of x/x/12. Payments made after x/x/12 are not reflected in this account balance amount."
Janet Graham

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