

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Monday, August 06, 2012 2:15 PM
To: Bryan.Siler@amwater.com; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com
Cc: Rachel.Cole@amwater.com; William O'Mara; Candice Deininger; Wiest, Gary; Cossins, Faye; Douglas.Brock@amwater.com; John Hoggard; marisa@utiliplan.com; Nam, Eileen; John.Clarkson@amwater.com
Subject: RE: KAWC IT Staff Contact - Urgent

Thanks Bryan ... I have forwarded John's weekly call notice to Brian & Neil. (John must have done that same as well).

We look forward to be in touch with you - Neil, Brian & Rachel for the last leg of these two system implementations.

Thank you,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 03, 2012 3:03 PM
To: Basu, Sandip
Cc: Bill O'Mara @ LFUCG; Brian.McDonough@amwater.com; Deininger, Candice; Douglas.Brock@amwater.com; Nam, Eileen; Cossins, Faye; Wiest, Gary; John Hoggard; John.Clarkson@amwater.com; marisa@utiliplan.com; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
Subject: RE: KAWC IT Staff Contact - Urgent

Thanks Sandip.

With you guys working on multiple states this approach makes the best sense.

Have a great weekend.

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>, <Rachel.Cole@amwater.com>, <Brian.McDonough@amwater.com>, <Neil.Olenick@amwater.com>
Cc: "Bill O'Mara @ LFUCG" <billo@lexingtonky.gov>, "Deininger, Candice" <cdeining@lexingtonky.gov>, <Douglas.Brock@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Cossins, Faye" <Faye.Cossins@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, <John.Clarkson@amwater.com>
Date: 08/03/2012 02:23 PM
Subject: RE: KAWC IT Staff Contact - Urgent

Thanks much Bryan S.

We are proceeding with working directly with Brian M. and Neil. We will keep you posted as we make progress.

Eileen has her initial conversation with Brian & Neil. Brian clarified/discussed some of the issues with Eileen - so Eileen is now able proceed with full conversion steps and with a good level of confidence :)

Brian & Neil -

Thank you. I will take this opportunity to share with you our parallel test, Go Live transition and Post Go Live data exchange timeline, Go Live and post Go Live data exchange timetable (WIP). We might touch base on this sometime next week.

Also, we have used Wed 2:00 PM standing conference call related to discuss/ troubleshoot date items. I will request John Hoggard (LFUCG PM) to extend that meeting invite to both of you.

Additionally, here are Eileen's (513.591.6564) & Sandip's (513.591.7737, mobile: 513.608.8934) phone numbers. Feel free to contact me anytime in case you have any need from your end.

John H. - Please extend the Wed 2PM weekly call invite to Brian & Neil?

Thank you,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 03, 2012 1:17 PM
To: Basu, Sandip
Cc: Bill O'Mara @ LFUCG; Deininger, Candice; Douglas.Brock@amwater.com; Nam, Eileen; Cossins, Faye; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Rachel.Cole@amwater.com; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com; John.Clarkson@amwater.com
Subject: Re: KAWC IT Staff Contact - Urgent

Sandip,

Our IT contacts are:

Brian McDonough
(856) 782-2833

Neil Olenick
(856) 782-2854

We can involve others as needed. I am calling you now to make introductions.

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: "Bill O'Mara @ LFUCG" <billo@lexingtonky.gov>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Cossins, Faye" <Faye.Cossins@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, <Rachel.Cole@amwater.com>, <Douglas.Brock@amwater.com>
Date: 08/03/2012 09:43 AM
Subject: KAWC IT Staff Contact - Urgent

Thanks for your call last evening Bryan. We are waiting to receive further updates from

you this morning.

As per our conversation last night - Eileen has questions/needs clarifications on recent data set - therefore, you are finding a KAWC IT staff who can answer these questions directly.

We appreciate KAWC IT staff availability at the earliest possible time today.

Thank you,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 6:42 PM
To: Basu, Sandip
Cc: Bill O'Mara @ LFUCG; Deininger, Candice; Nam, Eileen; Cossins, Faye; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Rachel.Cole@amwater.com; Douglas.Brock@amwater.com
Subject: RE: Tax Exempt file from Rachel

Sandip,

I thought the files we discussed that were provided today would be what is needed. I have enlisted more help from our IT department to better serve your needs. I will make introductions and provide contact information for these folks tomorrow. If there is anything we can discuss tonight, my cell phone number is (859) 537-0749.

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: <Rachel.Cole@amwater.com>, "Bryan Siler @
Amwater"
<Bryan.Siler@amwater.com>
Cc: "Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest,
Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard"
<jhoggard@utiliplan.com>, "Deininger, Candice"
<cdeining@lexingtonky.gov>, <marisa@utiliplan.com>, "Bill
O'Mara @ LFUCG" <billo@lexingtonky.gov>, "Cossins, Faye"
<Faye.Cossins@gcww.cincinnati-oh.gov>
Date: 08/02/2012 05:10 PM
Subject: RE: Tax Exempt file from Rachel

Thanks Rachel ... we also appreciate you are working on finding a KAWC IT resource to talk to Eileen directly, ASAP.

Bryan - As you know, this is really important for GCWW to proceed with parallel test. Timing is of essence for us. Please help with a right IT resource so that Eileen can proceed ... if there is anything else we can do, please let me know.

Thank you,
Sandip.

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Thursday, August 02, 2012 5:01 PM
To: Basu, Sandip

Cc: Bryan Siler @ Amwater; Nam, Eileen
Subject: RE: Tax Exempt file from Rachel

Sandip,

Please see the tax exempt file attached. Please let me know if you have any questions or concerns. Thanks.

(See attached file: Tax Exemption LFUCG 8-2-2012.xlsx)

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.go
v>
07/31/2012 05:46
PM

"Bryan Siler @ Amwater"
<Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com>

To

cc

Subject

RE: Tax Exempt file from Rachel

Rachel -

Please let us know about the Tax Exempt file ... We are planning on starting a full conversion starting late Wednesday (8/1) ... can you please arrange this file sometime tomorrow by early afternoon?

Thank you much.
Sandip.

From: Nam, Eileen
Sent: Tuesday, July 31, 2012 5:30 PM
To: Basu, Sandip
Subject: Tax Exempt file from Rachel

Sandip,

Please ask Bryan / Rachel tomorrow for Tax Exempt file.

Thanks.
Eileen

[attachment "Usage Data Processing Dates for 2012 GCWW Parallel Test.doc"
deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

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

Candice & Mike,

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

Is there anything else I can help with on this?

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

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

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

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

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

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

I am calling Mike now.

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

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

<Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>,
<marisa@utiliplan.com>
Date: 08/02/2012 12:59 PM
Subject: FW: Data Archiving/look up

Mike/Bryan - Is this something you two could coordinate? You know I'm not that savvy with computer issues, so it would probably be best that you two speak directly with one another. If there's anything I can do on my end to assist, please let me know. Thanks so much for your help!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 12:36 PM
To: Candice Deininger
Subject: Re: Data Archiving/look up

Candice.

They are all text files. The best thing would be for him to download a month's data to see. Info will need to be retrieved from the website.

Let's talk if you like.

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/02/2012 12:10 PM AST
To: Bryan Siler
Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>;
<marisa@utiliplan.com>
Subject: FW: Data Archiving/look up

Good afternoon, Bryan. Marisa and I had a quick meeting with Mike about data archiving and bringing over the last 5-7 years of customer history from KAWC. Mike does needs the information in the email from him that follows. He has no idea of how much information there is and needs to make provisions for its storage, etc. Is this information something that you can send to him or does he have to go out to retrieve from the KAWC site? How do we proceed from here to get this accomplished as quickly as possible?

Thank you!

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

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

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

If we need to schedule a meeting to go over this then please schedule one. Unless we can address the above issues so that I can fully understand what this will take

I will not be able to develop a project and resource plan to implement this need. Without this info this need is not going to be met.

Mike

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

|
| Phone: 859.258.3730
| Fax: 859.258.3399

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

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup. Do you need anything on my end for that?

Thanks
Marisa

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, August 02, 2012 5:11 PM
To: Rachel.Cole@amwater.com; Bryan Siler @ Amwater
Cc: William O'Mara; Candice Deininger; Wiest, Gary; Cossins, Faye; John Hoggard; marisa@utiliplan.com; Nam, Eileen
Subject: RE: Tax Exempt file from Rachel

Thanks Rachel ... we also appreciate you are working on finding a KAWC IT resource to talk to Eileen directly, ASAP.

Bryan - As you know, this is really important for GCWW to proceed with parallel test. Timing is of essence for us. Please help with a right IT resource so that Eileen can proceed ... if there is anything else we can do, please let me know.

Thank you,
Sandip.

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Thursday, August 02, 2012 5:01 PM
To: Basu, Sandip
Cc: Bryan Siler @ Amwater; Nam, Eileen
Subject: RE: Tax Exempt file from Rachel

Sandip,

Please see the tax exempt file attached. Please let me know if you have any questions or concerns. Thanks.

(See attached file: Tax Exemption LFUCG 8-2-2012.xlsx)

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>

07/31/2012 05:46 PM

"Bryan Siler @ Amwater"
<Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com>

To

cc

Subject

RE: Tax Exempt file from Rachel

Rachel -

Please let us know about the Tax Exempt file ... We are planning on starting a full conversion starting late Wednesday (8/1) ... can you please arrange this file sometime

tomorrow by early afternoon?

Thank you much.
Sandip.

From: Nam, Eileen
Sent: Tuesday, July 31, 2012 5:30 PM
To: Basu, Sandip
Subject: Tax Exempt file from Rachel

Sandip,

Please ask Bryan / Rachel tomorrow for Tax Exempt file.

Thanks.
Eileen

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, August 02, 2012 2:34 PM
To: Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; Douglas.Brock@amwater.com; John Hoggard @ UtilPlan; Marisa Miralles @ UtiliPlan; Ruehl, Matt; Nam, Eileen
Subject: RE: LFUCG Parallel Test & GCWW Go Live Transition

Thanks Rachel ... Eileen is pulling the files down now.

Sandip.

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Thursday, August 02, 2012 2:31 PM
To: Basu, Sandip
Cc: Bryan.Siler@amwater.com; Deininger, Candice; Douglas.Brock@amwater.com; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtiliPlan; Ruehl, Matt
Subject: RE: LFUCG Parallel Test & GCWW Go Live Transition

Sandip,

Please look in the ATP site and look for "New Folder 2". Updated information is in OAM. I will get an updated tax exempt file ASAP.

Thanks.

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

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, August 02, 2012 2:00 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com
Cc: Candice Deininger; Wiest, Gary; Douglas.Brock@amwater.com; John Hoggard @ UtiliPlan; Marisa Miralles @ UtiliPlan; Ruehl, Matt; Nam, Eileen
Subject: RE: LFUCG Parallel Test & GCWW Go Live Transition
Importance: High

Bryan - Looking for an update please for the Closing Package and the Tax Exempt file ...

We discussed to have received Closing Package by this morning. We have not heard anything at all today. I have tried to reach & left messages few times

We need to finish the full conversion before the weekend hits ... I am worried here ... please let us know!

Call me directly at 513.608.8934

Thank you,
Sandip.

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

From: Basu, Sandip
Sent: Wednesday, August 01, 2012 5:40 PM
To: 'Bryan.Siler@amwater.com'; 'Rachel.Cole@amwater.com'
Cc: Nam, Eileen; Ruehl, Matt; Wiest, Gary; Deininger, Candice; 'John Hoggard @ UtiliPlan'; 'Marisa Miralles @ UtiliPlan'; 'Douglas.Brock@amwater.com'
Subject: LFUCG Parallel Test & GCWW Go Live Transition

Bryan -

Attached is the discussed & revised data exchange schedule - for parallel test period (August), Go Live weekend and post Go Live through beginning of Jan '13.

If you identify any issues let me know. Also, let us know what you hear back from on your questions to Candice.

Tomorrow, please call me or drop us a note confirming when you have completed the Usage file & Closing package and we will start our conversion activities right away!

Rachel -

You can drop us a note when you have the 'Tax Exempt' file ready tomorrow for Eileen. The next Tax Exempt file we will need from you end of business on August 31st.

Thank you,
Sandip.

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

From: Basu, Sandip
Sent: Wednesday, August 01, 2012 12:18 PM
To: Bryan.Siler@amwater.com
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtiliPlan; Marisa Miralles @ UtiliPlan; Ruehl, Matt; Rachel.Cole@amwater.com; Douglas.Brock@amwater.com
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

Sounds good Bryan, no problems ... look forward to talking to you at 2PM (on John's bridge).

Thanks much.
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, August 01, 2012 12:13 PM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtiliPlan; Ruehl, Matt; Rachel.Cole@amwater.com; Douglas.Brock@amwater.com
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

Sandip,

I apologize for the mix ups with the reschedules. I am planning to be on the call at 2:00pm. I hope to have all the right answers at that point.

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>, <Rachel.Cole@amwater.com>
Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, <Douglas.Brock@amwater.com>

Date: 08/01/2012 10:33 AM

Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

Bryan - We missed you at our 10AM conference ... may be the typo in my bridge information caused the confusion (I sent a corrected email after few minutes) ... my apologies.

However, if you are available for 10-15 minute anytime this morning, that will be very helpful to start with parallel test planning & preparation on our side.

We really need to know from you when you can run the 'closing package' and the first consumption, street index and payments files - so that Eileen & Matt can prepare accordingly.

If you are not available at all this morning, we still need to talk at 2PM (on John's standing bridge).

Please let us know ...

Thank you,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, August 01, 2012 8:10 AM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtiliPlan; Ruehl, Matt; Douglas.Brock@amwater.com
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

Due to our new system going live today and it also being month end I do not think we will be able to run the requested reports off cycle. I just wanted to give you a heads up so we can be prepared at 10:00.

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: "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>
Cc: "Deining, Candice" <cdeining@lexingtonky.gov>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Date: 08/01/2012 07:58 AM
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

FYI - Call with Bryan rescheduled at 10 AM Eastern today.

Thanks.
Sandip.

From: Basu\, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tue 7/31/2012 4:44 PM
To: Basu, Sandip; Basu, Sandip
Subject: Countered: LFUCG Parallel Test & GCWW Go Live Transition

Bryan - As per our discussion today. Thanks for taking this time!

<<Usage Data Processing Dates for 2012 GCWW Parallel .doc>>
513.352.6151 Pass code 622614#

Sandip.

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, August 02, 2012 1:37 PM
To: Bryan.Siler@amwater.com
Cc: Mike Nugent; John Hoggard; marisa@utiliplan.com
Subject: RE: FW: Data Archiving/look up

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

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

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

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

I am calling Mike now.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Mike Nugent" <MikeN@lexingtonky.gov>, <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>
Date: 08/02/2012 12:59 PM
Subject: FW: Data Archiving/look up

Mike/Bryan - Is this something you two could coordinate? You know I'm not that savvy with computer issues, so it would probably be best that you two speak directly with one another. If there's anything I can do on my end to assist, please let me know. Thanks so much for your help!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 12:36 PM
To: Candice Deininger
Subject: Re: Data Archiving/look up

Candice.

They are all text files. The best thing would be for him to download a month's data to see. Info will need to be retrieved from the website.

Let's talk if you like.

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/02/2012 12:10 PM AST
To: Bryan Siler
Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Subject: FW: Data Archiving/look up

Good afternoon, Bryan. Marisa and I had a quick meeting with Mike about data archiving and bringing over the last 5-7 years of customer history from KAWC. Mike does needs the information in the email from him that follows. He has no idea of how much information there is and needs to make provisions for its storage, etc. Is this information something that you can send to him or does he have to go out to retrieve from the KAWC site? How do we proceed from here to get this accomplished as quickly as possible?

Thank you!

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

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

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

If we need to schedule a meeting to go over this then please schedule one. Unless we can address the above issues so that I can fully understand what this will take I will not be able to develop a project and resource plan to implement this need. Without this info this need is not going to be met.

Mike

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

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

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup. Do you need anything on my end for that?

Thanks
Marisa

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Thursday, August 02, 2012 1:03 PM
To: Candice Deininger
Cc: Mike Nugent; John Hoggard; marisa@utiliplan.com
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!

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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>
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04/29/2013

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04/29/2013

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Michael J. Nugent
Director of Computer Services
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From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, August 02, 2012 12:11 PM
To: Bryan.Siler@amwater.com
Cc: Mike Nugent; jhoggard@utiliplan.com; marisa@utiliplan.com
Subject: FW: Data Archiving/look up

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Thanks
Marisa

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 01, 2012 5:40 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com
Cc: Candice Deininger; Wiest, Gary; Douglas.Brock@amwater.com; John Hoggard @ UtilPlan; Marisa Miralles @ UtilPlan; Ruehl, Matt; Nam, Eileen
Subject: LFUCG Parallel Test & GCWW Go Live Transition
Attachments: Usage Data Processing Dates for 2012 GCWW Parallel Test.doc



Usage Data
rocessing Dates fo

Bryan -

Attached is the discussed & revised data exchange schedule - for parallel test period (August), Go Live weekend and post Go Live through beginning of Jan '13.

If you identify any issues let me know. Also, let us know what you hear back from on your questions to Candice.

Tomorrow, please call me or drop us a note confirming when you have completed the Usage file & Closing package and we will start our conversion activities right away!

Rachel -

You can drop us a note when you have the 'Tax Exempt' file ready tomorrow for Eileen. The next Tax Exempt file we will need from you end of business on August 31st.

Thank you,
Sandip.

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

From: Basu, Sandip
Sent: Wednesday, August 01, 2012 12:18 PM
To: Bryan.Siler@amwater.com
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtilPlan; Ruehl, Matt; Rachel.Cole@amwater.com; Douglas.Brock@amwater.com
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

Sounds good Bryan, no problems ... look forward to talking to you at 2PM (on John's bridge).

Thanks much.
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, August 01, 2012 12:13 PM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtilPlan; Ruehl, Matt; Rachel.Cole@amwater.com; Douglas.Brock@amwater.com
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

Sandip,

I apologize for the mix ups with the reschedules. I am planning to be on the call at 2:00pm. I hope to have all the right answers at that point.

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>, <Rachel.Cole@amwater.com>
Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard @ UtilPlan"
<jhoggard@utiliplan.com>, "Marisa Miralles @ UtiliPlan"
<marisa@utiliplan.com>, "Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>,
<Douglas.Brock@amwater.com>

Date: 08/01/2012 10:33 AM

Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

Bryan - We missed you at our 10AM conference ... may be the typo in my bridge information caused the confusion (I sent a corrected email after few minutes) ... my apologies.

However, if you are available for 10-15 minute anytime this morning, that will be very helpful to start with parallel test planning & preparation on our side.

We really need to know from you when you can run the 'closing package' and the first consumption, street index and payments files - so that Eileen & Matt can prepare accordingly.

If you are not available at all this morning, we still need to talk at 2PM (on John's standing bridge).

Please let us know ...

Thank you,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, August 01, 2012 8:10 AM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtiliPlan; Ruehl, Matt; Douglas.Brock@amwater.com
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

Due to our new system going live today and it also being month end I do not think we will be able to run the requested reports off cycle. I just wanted to give you a heads up so we can be prepared at 10:00.

Bryan Siler
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859-268-6374 Fax
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From: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>
Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @

UtiliPlan" <marisa@utiliplan.com>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>

Date: 08/01/2012 07:58 AM
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live
Transition

FYI - Call with Bryan rescheduled at 10 AM Eastern today.

Thanks.
Sandip.

From: Basu\, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tue 7/31/2012 4:44 PM
To: Basu, Sandip; Basu, Sandip
Subject: Countered: LFUCG Parallel Test & GCWW Go Live Transition

Bryan - As per our discussion today. Thanks for taking this time!

<<Usage Data Processing Dates for 2012 GCWW Parallel .doc>>
513.352.6151 Pass code 622614#

Sandip.

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, August 01, 2012 2:58 PM
To: Candice Deininger
Cc: Basu, Sandip; Nam, Eileen
Subject: Usage Data on 9/28/2012 and 12/28/2012.

Attachments: Usage Data Processing Dates for 2012.doc



Usage Data
rocessing Dates fo

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
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Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, August 01, 2012 8:10 AM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtiliPlan; Ruehl, Matt; Douglas.Brock@amwater.com
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

Due to our new system going live today and it also being month end I do not think we will

be able to run the requested reports off cycle. I just wanted to give you a heads up so we can be prepared at 10:00.

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: "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>
Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Date: 08/01/2012 07:58 AM
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

FYI - Call with Bryan rescheduled at 10 AM Eastern today.

Thanks.
Sandip.

From: Basu\, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tue 7/31/2012 4:44 PM
To: Basu, Sandip; Basu, Sandip
Subject: Countered: LFUCG Parallel Test & GCWW Go Live Transition

Bryan - As per our discussion today. Thanks for taking this time!

<<Usage Data Processing Dates for 2012 GCWW Parallel .doc>>
513.352.6151 Pass code 622614#

Sandip.

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 01, 2012 10:33 AM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com
Cc: Candice Deininger; Wiest, Gary; Douglas.Brock@amwater.com; John Hoggard @ UtilPlan; Marisa Miralles @ UtilPlan; Ruehl, Matt; Nam, Eileen
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

Bryan - We missed you at our 10AM conference ... may be the typo in my bridge information caused the confusion (I sent a corrected email after few minutes) ... my apologies.

However, if you are available for 10-15 minute anytime this morning, that will be very helpful to start with parallel test planning & preparation on our side.

We really need to know from you when you can run the 'closing package' and the first consumption, street index and payments files - so that Eileen & Matt can prepare accordingly.

If you are not available at all this morning, we still need to talk at 2PM (on John's standing bridge).

Please let us know ...

Thank you,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, August 01, 2012 8:10 AM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtilPlan; Ruehl, Matt; Douglas.Brock@amwater.com
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

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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: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>
Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @ UtilPlan" <marisa@utiliplan.com>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Date: 08/01/2012 07:58 AM
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

FYI - Call with Bryan rescheduled at 10 AM Eastern today.

Thanks.
Sandip.

From: Basu\, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tue 7/31/2012 4:44 PM
To: Basu, Sandip; Basu, Sandip
Subject: Countered: LFUCG Parallel Test & GCWW Go Live Transition

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513.352.6151 Pass code 622614#

Sandip.

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, August 01, 2012 8:10 AM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Candice Deininger; Wiest, Gary; Douglas.Brock@amwater.com; John Hoggard @ UtiliPlan; Marisa Miralles @ UtiliPlan; Ruehl, Matt; Nam, Eileen
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

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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: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>
Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "John Hoggard @ UtiliPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Date: 08/01/2012 07:58 AM
Subject: RE: Countered: LFUCG Parallel Test & GCWW Go Live Transition

FYI - Call with Bryan rescheduled at 10 AM Eastern today.

Thanks.
Sandip.

From: Basu\, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tue 7/31/2012 4:44 PM
To: Basu, Sandip; Basu, Sandip
Subject: Countered: LFUCG Parallel Test & GCWW Go Live Transition

Bryan - As per our discussion today. Thanks for taking this time!

<<Usage Data Processing Dates for 2012 GCWW Parallel .doc>>
513.352.6151 Pass code 622614#

Sandip.

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, July 30, 2012 9:33 AM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com
Subject: Re: Previously Unsewered Premises; June 2012 Sewer Tap-On List

These have been completed.

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: <Rachel.Cole@amwater.com>
Date: 07/26/2012 03:40 PM
Subject: Previously Unsewered Premises; June 2012 Sewer Tap-On List

Good afternoon, Bryan. My staff has completed a review of previously submitted LFUCG sewer tap-on lists looking specifically for those locations that had a KIA grant associated with it. These locations were located in unsewered pockets of the city; but with the assistance provided by KIA grants, they have been successfully hooked onto the sanitary sewer system.

I have attached a file containing a list of those locations that have not yet been coded for sewer. I'm also attaching a copy of June's tap-on list; any location on that list with KIA grant funding have been incorporated as part of the list I'm sending you. Kindly let me know if you have any questions. We appreciate your assistance in getting these accounts coded - thank you and have a good day!

Candice

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

[attachment "Previously Unsewered Premises.xls" deleted by Bryan Siler/KAWC/AWWSC]
[attachment "JUNE 2012 TAP-ON LIST.xls" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Monday, July 30, 2012 9:30 AM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com
Subject: Fw: Previously Unsewered Premises; June 2012 Sewer Tap-On List

Attachments: Previously Unsewered Premises.xls; LFUCG.xls; Previously Unsewered Premises.xls; JUNE 2012 TAP-ON LIST.xls



Previously

Unsewered Premises.xls



LFUCG.xls (6 KB)



Previously

Unsewered Premises.xls



JUNE 2012

TAP-ON LIST.xls (6 KB)

FYI- Thanks.

----- Forwarded by Rachel Cole/KAWC/AWWSC on 07/30/2012 09:29 AM -----

Deidra S
Hayden/KAWC/AWWSC

07/27/2012 03:29
PM

Rachel Cole/KAWC/AWWSC@AWW

To

cc

Subject

Re: Fw: Previously Unsewered
Premises; June 2012 Sewer Tap-On
List (Document link: Rachel Cole)

This has been completed
(See attached file: Previously Unsewered Premises.xls) (See attached file:
LFUCG.xls)
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

Rachel
Cole/KAWC/AWWSC

07/26/2012 04:37
PM

Deidra S Hayden/KAWC/AWWSC@AWW

To

cc

Subject

Fw: Previously Unsewered Premises;
June 2012 Sewer Tap-On List

Deidra,

Is this something you can update? (on OT if necessary)

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 07/26/2012 04:36 PM -----

Bryan
Siler/KAWC/AWWSC

07/26/2012 04:14
PM

Rachel Cole/KAWC/AWWSC@AWW

To

cc

Subject
Fw: Previously Unsewered Premises;
June 2012 Sewer Tap-On List

Rachel,

Can you have these set up for sewer. This will likely be our last list to process. Let's let Candice know when they have been processed.

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 07/26/2012 04:12 PM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Rachel.Cole@amwater.com>
Date: 07/26/2012 03:40 PM
Subject: Previously Unsewered Premises; June 2012 Sewer Tap-On List

Good afternoon, Bryan. My staff has completed a review of previously submitted LFUCG sewer tap-on lists looking specifically for those locations that had a KIA grant associated with it. These locations were located in unsewered pockets of the city; but with the assistance provided by KIA grants, they have been successfully hooked onto the sanitary sewer system.

I have attached a file containing a list of those locations that have not yet been coded

for sewer. I'm also attaching a copy of June's tap-on list; any location on that list with KIA grant funding have been incorporated as part of the list I'm sending you. Kindly let me know if you have any questions. We appreciate your assistance in getting these accounts coded - thank you and have a good day!

Candice

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

(See attached file: Previously Unanswered Premises.xls) (See attached file:
JUNE 2012 TAP-ON LIST.xls)

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, July 30, 2012 9:25 AM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com; Sheila Powell
Subject: Re: 30% Discount Coding

Attachments: pic17004.gif



pic17004.gif (6
KB)

Candice,

I took care of these.

Thanks.

(Embedded image moved to file: pic17004.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: "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 07/30/2012 08:56 AM
Subject: 30% Discount Coding

Good morning, Bryan. Attached is the latest file from Adult Services listing the names of clients whose accounts need to be coded to receive the 30% discount. Kindly contact Sheila 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 July 27 2012.xls" deleted by Bryan Siler/KAWC/AWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, July 30, 2012 8:18 AM
To: Mike Smith
Cc: Candice Deininger; Sheila Long
Subject: Re: weekly file

Attachments: pic14518.gif; pic08399.jpg



pic14518.gif (6
KB)



pic08399.jpg (2
KB)

These were processed with no errors.

(Embedded image moved to file: pic14518.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>, "Sheila Long"
<slong@lexingtonky.gov>
Date: 07/30/2012 08:13 AM
Subject: weekly file

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: pic08399.jpg)HDI CERTIFIED

[attachment "HERC0730.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, July 25, 2012 8:44 AM
To: Robert Bowman
Cc: Candice Deininger; John Hoggard; Basu, Sandip
Subject: RE: WQMFee Billing File

Absolutely.

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>, "John Hoggard"
<jhoggard@utiliplan.com>, "Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
Date: 07/24/2012 03:52 PM
Subject: RE: WQMFee Billing File

Will August 24th work OK for you?

Robert

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, July 24, 2012 3:50 PM
To: Robert Bowman
Cc: Candice Deininger; John Hoggard; Basu, Sandip
Subject: RE: WQMFee Billing File

Anytime prior to the 29th.

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>, "Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>, "John Hoggard"
<jhoggard@utiliplan.com>
Date: 07/24/2012 03:46 PM
Subject: RE: WQMFee Billing File

Hello Bryan,

What's the last day that we can send a billing file?

Robert

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, July 24, 2012 3:05 PM
To: Robert Bowman
Cc: Candice Deininger; Basu, Sandip; John Hoggard
Subject: Re: WQMFee Billing File

Candice,

Is this the last update we will be running? We would not be able to run it as usual at the end of August. It would need to be earlier in the month.

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: 07/24/2012 12:38 PM
Subject: WQMFee Billing File

Hello Bryan,

The August billing file is attached.

Thanks, Robert

Robert Bowman
Database Administrator
Lexington-Fayette Urban County Government
Office: 859.425.2456
Email: RBowman2@LexingtonKY.gov
[attachment "August2012.csv" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, July 24, 2012 4:39 PM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Bryan.Siler@amwater.com; William O'Mara; Candice Deininger; Wiest, Gary; Cossins, Faye; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Menkhaus, Mark; Nam, Eileen
Subject: RE: GCWW: Parallel Test & Conversion/Post Go Live Data File Questions

Sandip,

I plan on being 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>

07/24/2012 03:33 PM

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

To

cc

"John Hoggard @ UtilPlan"
<jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Deininger, Candice"
<cdeining@lexingtonky.gov>, "Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>, "Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>, "Menkhaus, Mark"
<Mark.Menkhaus@gcww.cincinnati-oh.gov>, "Cossins, Faye"
<Faye.Cossins@gcww.cincinnati-oh.gov>, "Bill O'Mara @ LFUCG"
<billo@lexingtonky.gov>

Subject

RE: GCWW: Parallel Test & Conversion/Post Go Live Data File Questions

Bryan & Rachel - Can you please confirm your availability tomorrow's for this call?

Thank you.
Sandip.

From: Basu, Sandip
Sent: Monday, July 23, 2012 5:34 PM

To: 'Bryan.Siler@amwater.com'; 'Rachel.Cole@amwater.com'
Cc: 'John Hoggard @ UtilPlan'; 'marisa@utiliplan.com'; Deininger, Candice; Nam, Eileen; Ruehl, Matt; Wiest, Gary; Menkhaus, Mark; Cossins, Faye; 'Bill O'Mara @ LFUCG'
Subject: RE: GCWW: Parallel Test & Conversion/Post Go Live Data File Questions

Bryan - My apologies, I have missed another request. Below is the question:

How does KAWC handle bankruptcies and receiverships? Can you have someone who can explain this process because understanding how KAWC handles these will give GCWW a better idea of what GCWW will need to do to match the customer name and mailing address while still making sure the bills are going to the right places.

Thank you,
Sandip.

From: Basu, Sandip
Sent: Monday, July 23, 2012 5:30 PM
To: 'Bryan.Siler@amwater.com'; 'Rachel.Cole@amwater.com'
Cc: 'John Hoggard @ UtilPlan'; 'marisa@utiliplan.com'; Deininger, Candice; Nam, Eileen; Ruehl, Matt; Wiest, Gary; Menkhaus, Mark; 'Bill O'Mara @ LFUCG'; Cossins, Faye
Subject: GCWW: Parallel Test & Conversion/Post Go Live Data File Questions
Importance: High

Bryan & Rachel - Requesting for a follow up conversation this Wednesday 2PM Eastern ... Please confirm. Conference bridge - as provided by John Hoggard earlier.

Here are the questions/items we need your assistance with:

1. Conversion Data files: Bryan is following up to find out what day's data will be on Aug 31st file? Does that include Friday's billing data? GCWW expects to include Friday 8/31 data - even if it means a later point in time of receipt by GCWW.
2. Month end data files (post Go Live): What does a month end file contain? Whether it's a Friday or not, does it contain up to the day before? Then, the first working day of every month, does it contain for the previous one day's worth of data? Please confirm - because GCWW cannot handle duplicate receipt of any day's data.
3. Parallel Test: You asked whether the locked in test KAWC database for test closing packages will have to be re-run with next day's billing. The answer is No - you do not have to. We believe we can do enough parallel test with a locked in KAWC database, as GCWW will use the consumption figures from that database to GCWW's Customer's Suite. The 8/16 & 6/23 are still good with GCWW for these two rounds of parallel test.

Let's discuss these items for clarifications on both side on Wednesday's call. If you have questions prior to the call, please do not hesitate to let me know.

Thank you much,
Sandip.

From: Basu, Sandip
Sent: Wednesday, July 18, 2012 10:20 AM
To: Bryan.Siler@amwater.com
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com
Subject: RE: GCWW: Parallel Test Questions

Thanks Bryan ... we appreciate all your support here.

Actually, we meant Tax Exempt file (that Rachel was preparing for Eileen). Sorry about that! Please let us know ... we look forward to talking to you later today ...

Thank you.
Sandip.

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wed 7/18/2012 10:02 AM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan;
marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com
Subject: RE: GCWW: Parallel Test Questions

Sandip,

The Stop Penalty files are on the OAM, correct? They are posted at the end of each month. Currently, the latest files are dated 6/30/12.

Are those what you need?

I will let our IT folks to let us know of anything like that in the future.
I apologize for any additional work it created.

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: "Deininger, Candice" <cdeining@lexingtonky.gov>, "Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard @ UtilPlan"
<jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>, <Rachel.Cole@amwater.com>
Date: 07/18/2012 09:32 AM
Subject: RE: GCWW: Parallel Test Questions

Bryan - We also need Penalty Exempt data file before 8/15, please.
Preferably by 8/10.

So you know - because of the fix, you described below, unknown to Eileen, she had to research many, many of these errors one at a time on OAM.
Painful & time consuming. Not a happy situation ... not knowing of the fix.

I request you & Rachel to communicate any such future corrections to GCWW team right away.
We appreciate that.

Thanks you.
Sandip.

From: Basu, Sandip
Sent: Wed 7/18/2012 9:19 AM
To: Bryan.Siler@amwater.com
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan;
marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com
Subject: RE: GCWW: Parallel Test Questions

Bryan - Good to know the fix. Eileen will have to test the data once available. Thanks.

Support: Technical issues - in case of data issues, access to the data, OAM access, etc.
Can we have access to you/Rachel so that in case of any issues/emergency, you can get in touch with a right resource. This is Go Live cut over and we have to cover any emergency situation.

Question: We need test closing package run on 8/16 & 8/23 - for mock Go Live/parallel tests. Can you run these two test closing package for us on these two dates?

We shall talk more on today's 2PM call.

Thank you,
Sandip.

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wed 7/18/2012 9:04 AM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan;
marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com
Subject: Re: GCWW: Parallel Test Questions

Sandip,

I just got this response:

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The final closing package will be created on August 31, 2012. As soon as the processes are complete I will copy the closing files to the FTP server. Hopefully these will be complete by mid to late afternoon on August 31, 2012.

What type of support might be 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: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>, <Rachel.Cole@amwater.com>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>
Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Date: 07/17/2012 06:27 PM
Subject: GCWW: Parallel Test Questions

Bryan & Rachel -

We wanted to discuss the following with you tomorrow. Sorry, it almost slipped another day before I could pass this on to you, look forward to talking to you Wed 2PM Eastern.

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3. Go Live Logistics - timing of data handover, support personnel contact information, help with any issues/questions.

Thank you,
Sandip.

Janet Graham

From: Robert Bowman [rbowman2@lexingtonky.gov]
Sent: Tuesday, July 24, 2012 3:52 PM
To: Bryan.Siler@amwater.com
Cc: Candice Deininger; John Hoggard; Basu, Sandip
Subject: RE: WQMFee Billing File

Will August 24th work OK for you?

Robert

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, July 24, 2012 3:50 PM
To: Robert Bowman
Cc: Candice Deininger; John Hoggard; Basu, Sandip
Subject: RE: WQMFee Billing File

Anytime prior to the 29th.

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<jhoggard@utiliplan.com>
Date: 07/24/2012 03:46 PM
Subject: RE: WQMFee Billing File

Hello Bryan,

What's the last day that we can send a billing file?

Robert

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To: Robert Bowman
Cc: Candice Deininger; Basu, Sandip; John Hoggard
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Date: 07/24/2012 12:38 PM
Subject: WQMFee Billing File

Hello Bryan,

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Robert Bowman
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Office: 859.425.2456
Email: RBowman2@LexingtonKY.gov
[attachment "August2012.csv" deleted by Bryan Siler/KAWC/AWWSC]

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Cc: Rachel.Cole@amwater.com; William O'Mara; Candice Deininger; Wiest, Gary; Cossins, Faye; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Menkhaus, Mark; Nam, Eileen
Subject: RE: GCWW: Parallel Test & Conversion/Post Go Live Data File Questions

Yes, I am available.

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Date: 07/24/2012 03:33 PM

Subject: RE: GCWW: Parallel Test & Conversion/Post Go Live Data File Questions

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Subject: GCWW: Parallel Test & Conversion/Post Go Live Data File Questions
Importance: High

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Please confirm. Conference bridge - as provided by John Hoggard earlier.

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Subject: RE: GCWW: Parallel Test Questions

Thanks Bryan ... we appreciate all your support here.

Actually, we meant Tax Exempt file (that Rachel was preparing for Eileen).
Sorry about that! Please let us know ... we look forward to talking to you later today ...

Thank you.
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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>, <Rachel.Cole@amwater.com>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>
Cc: "Deining, Candice" <cdeining@lexingtonky.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Date: 07/17/2012 06:27 PM
Subject: GCWW: Parallel Test Questions

Bryan & Rachel –

We wanted to discuss the following with you tomorrow. Sorry, it almost slipped another day before I could pass this on to you, look forward to talking to you Wed 2PM Eastern.

1. Question: Whether data we [GCWW] received on 5/29 from production as of May 29th? It seems like some of active accounts were not included in the file we received on May 29th. After I [Eileen] loaded accounts from Active/Inactive Account list files to ICS, I [Eileen] ran the quick interface process to process Udusg/Udrdg/UdActChg/UdPrmChg file from 6/7. The process identified

over 2,000 accounts to be created, which seems to be a very large number. I [Eileen] reviewed some of accounts in OAM, they are currently active accounts but not included in Active Account file received. The example premises are 120097001, 120090798, 120137588, 120005160 (This premises has landlord account). If the data was not from production, then it explains the discrepancy. However, that leads another question ...

2. Are we [GCWW] receiving conversion data from production for our parallel testing? I [Eileen] was planning to process production Usage file after conversion then compare charges against OAM CBT file.

3. Go Live Logistics – timing of data handover, support personnel contact information, help with any issues/questions.

Thank you,
Sandip.

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, July 24, 2012 3:23 PM
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com
Subject: RE: Premise 120131429

Hello - the current customer hasn't been there very long - just glad the meter will be changed out so it will bill in the future. Thanks again to both of 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: Tuesday, July 24, 2012 7:28 AM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com
Subject: Re: Premise 120131429

Candice,

We found this meter stuck and are looking into back billing 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: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <bryan.siler@amwater.com>, <Rachel.Cole@amwater.com>
Date: 07/16/2012 11:26 AM
Subject: Premise 120131429

Good morning. Would one of you kindly look at this account, please? It appears that it has billed zero consumption for over a year 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: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, July 24, 2012 3:09 PM
To: Robert Bowman; Hilori Morgan
Cc: Bryan.Siler@amwater.com
Subject: FW: WQMFee Billing File

Hi, Robert - kindly see Bryan's email below

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, July 24, 2012 3:05 PM
To: Robert Bowman
Cc: Candice Deininger; Basu, Sandip; John Hoggard
Subject: Re: WQMFee Billing File

Candice,

Is this the last update we will be running? We would not be able to run it as usual at the end of August. It would need to be earlier in the month.

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: 07/24/2012 12:38 PM
Subject: WQMFee Billing File

Hello Bryan,

The August billing file is attached.

Thanks, Robert

Robert Bowman
Database Administrator
Lexington-Fayette Urban County Government
Office: 859.425.2456
Email: RBowman2@LexingtonKY.gov
[attachment "August2012.csv" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, July 24, 2012 3:05 PM
To: Robert Bowman
Cc: Candice Deininger; John Hoggard; Basu, Sandip
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Email: RBowman2@LexingtonKY.gov
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Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Monday, July 23, 2012 5:30 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com
Cc: William O'Mara; Candice Deininger; Wiest, Gary; Cossins, Faye; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Menkhaus, Mark; Nam, Eileen
Subject: GCWW: Parallel Test & Conversion/Post Go Live Data File Questions
Importance: High

Bryan & Rachel – Requesting for a follow up conversation this Wednesday 2PM Eastern ... Please confirm. Conference bridge – as provided by John Hoggard earlier.

Here are the questions/items we need your assistance with:

1. **Conversion Data files:** Bryan is following up to find out what day's data will be on Aug 31st file? Does that include Friday's billing data? GCWW expects to include Friday 8/31 data – even if it means a later point in time of receipt by GCWW.
2. **Month end data files (post Go Live):** What does a month end file contains? Whether it's a Friday or not, does it contain up to the day before? Then, the first working day of every month, does it contact for the previous one day's worth of data? Please confirm – because GCWW cannot handle duplicate receipt of any day's data.
3. **Parallel Test:** You asked whether the locked in test KAWC database for test closing packages will have to be re-run with next day's billing. The answer is No – you do not have to. We believe we can do enough parallel test with a locked in KAWC database, as GCWW will use the consumption figures from that database to GCWW's Customer's Suite. The 8/16 & 6/23 are still good with GCWW for these two rounds of parallel test.

Let's discuss these items for clarifications on both side on Wednesday's call. If you have questions prior to the call, please do not hesitate to let me know.

Thank you much,
Sandip.

From: Basu, Sandip
Sent: Wednesday, July 18, 2012 10:20 AM
To: Bryan.Siler@amwater.com
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com
Subject: RE: GCWW: Parallel Test Questions

Thanks Bryan ... we appreciate all your support here.

Actually, we meant **Tax Exempt** file (that **Rachel** was preparing for Eileen). Sorry about that! Please let us know ... we look forward to talking to you later today ...

Thank you.
Sandip.

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

Sent: Wed 7/18/2012 10:02 AM

To: Basu, Sandip

Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com

Subject: RE: GCWW: Parallel Test Questions

Sandip,

The Stop Penalty files are on the OAM, correct? They are posted at the end of each month. Currently, the latest files are dated 6/30/12.

Are those what you need?

I will let our IT folks to let us know of anything like that in the future. I apologize for any additional work it created.

Bryan Siler
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Kentucky American Water
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To: <Bryan.Siler@amwater.com>
Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, <Rachel.Cole@amwater.com>
Date: 07/18/2012 09:32 AM
Subject: RE: GCWW: Parallel Test Questions

Bryan - We also need Penalty Exempt data file before 8/15, please. Preferably by 8/10.

So you know - because of the fix, you described below, unknown to Eileen, she had to research many, many of these errors one at a time on OAM. Painful & time consuming. Not a happy situation ... not knowing of the fix.

I request you & Rachel to communicate any such future corrections to GCWW team right away. We appreciate that.

Thanks you.
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Subject: RE: GCWW: Parallel Test Questions

Bryan - Good to know the fix. Eileen will have to test the data once available. Thanks.

Support: Technical issues - in case of data issues, access to the data, OAM access, etc. Can we have access to you/Rachel so that in case of any issues/emergency, you can get in touch with a right resource. This is Go Live cut over and we have to cover any emergency situation.

Question: We need test closing package run on 8/16 & 8/23 - for mock Go Live/parallel tests. Can you run these two test closing package for us on these two dates?

We shall talk more on today's 2PM call.

Thank you,
Sandip.

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wed 7/18/2012 9:04 AM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com
Subject: Re: GCWW: Parallel Test Questions

Sandip,

I just got this response:

A fix went in on 6/12/2012 for the query that creates the active accounts with balances report. A problem was found with getting all accounts. We just ran another run of data and the premises referenced are in the csv file report. I will send you a new set of files. All data that has been sent is from the production environment, not test data.

I will put these new files on the FTP server for you today.

The final closing package will be created on August 31, 2012. As soon as the processes are complete I will copy the closing files to the FTP server. Hopefully these will be complete by mid to late afternoon on August 31, 2012.

What type of support might be needed?

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

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Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Date: 07/17/2012 06:27 PM
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3. Go Live Logistics – timing of data handover, support personnel contact information, help with any issues/questions.

Thank you,
Sandip.

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, July 23, 2012 10:29 AM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com
Subject: Fw: LFUCG Updates Complete

Candice,

I meant to copy you on this e-mail.

There are 14 premises without active accounts so we are unable to change them to add/remove any discounts. We will keep checking to see if they become active again and update them at that point. If they do not become active they will not be updated correctly in our closing package we will be sending on 8/31/12.

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 07/23/2012 10:26 AM -----

From: Bryan Siler/KAWC/AWWSC
To: William O'Mara <billo@lexingtonky.gov>
Cc: Douglas Brock/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW
Date: 07/23/2012 10:23 AM
Subject: LFUCG Updates Complete

Bill,

I just wanted to let you know that all of the discount premises have been reviewed and corrected as needed. We also updated the entire list of premises that receive the Landfill and Water Quality Management fees. Thanks again for helping us get those lists.

As we continue to receive changes we will make sure they get updated right up until August 30th. We will then run the closing package on August 31st as planned.

Please let me know if you have any questions.

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: Bryan.Siler@amwater.com
Sent: Monday, July 23, 2012 10:10 AM
To: Mike Smith
Cc: Candice Deininger
Subject: Re: weekly file

Attachments: pic15338.gif; pic17342.jpg



pic15338.gif (6 KB) pic17342.jpg (2 KB)

These were processed with no errors.

(Embedded image moved to file: pic15338.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: 07/23/2012 07:58 AM
Subject: weekly file

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: pic17342.jpg)HDI CERTIFIED

[attachment "HERC0723.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, July 18, 2012 3:49 PM
To: Rachel.Cole@amwater.com; Takisha.Walker@amwater.com; Candice Deininger; Robin Adams; Mary.Money@amwater.com; Susan.Lee@amwater.com; AW_-_MI_Requests/AWWSC@amwater.net; Al'Netta.Bennett@amwater.com
Subject: Managed Contract Billing
Attachments: LFUCG 0612 MI Request.doc; Sadieville 0612 MI Request.doc; pic05398.gif



LFUCG 0612 MI Request.doc (6 K... MI Request.doc...
Sadieville 0612 MI Request.doc...
pic05398.gif (6 KB)

Attached are the MI requests for the LFUCG and Sadieville monthly billings. Please process and send the LFUCG .pdf file to Candice Deininger at the LFUCG and send the Sadieville .pdf file to Cindy Foster at the City of Sadieville.

Thanks.

(See attached file: LFUCG 0612 MI Request.doc) (See attached file: Sadieville 0612 MI Request.doc)

(Embedded image moved to file: pic05398.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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, July 18, 2012 3:46 PM
To: Candice Deininger; James Hoskins; William O'Mara; Deborah Gerardi; Rachel.Cole@amwater.com; Stephen Mulligan; Takisha.Walker@amwater.com; Lori Vahle; Cecily Chan; Renee Wallingford; Kimberly Bryan; Robin Adams; Susan.Lee@amwater.com
Subject: June Reports
Attachments: LFUCG 0612 Report.xls



LFUCG 0612
Report.xls (6 KB)

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 10 residential and OPA accounts that were billed \$66.76 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0612 Report.xls)

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Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: 2012 Usage Data Schedule

Attachments: Usage Data Processing Dates for 2012.doc



Usage Data
rocessing Dates fo

(See attached file: Usage Data Processing Dates for 2012.doc)

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What type of support might be needed?

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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

From: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>, <Rachel.Cole@amwater.com>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>
Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Date: 07/17/2012 06:27 PM
Subject: GCWW: Parallel Test Questions

Bryan & Rachel -

We wanted to discuss the following with you tomorrow. Sorry, it almost slipped another day before I could pass this on to you, look forward to talking to you Wed 2PM Eastern.

1. Question: Whether data we [GCWW] received on 5/29 from production as of May 29th? It seems like some of active accounts were not included in the file we received on May 29th. After I [Eileen] loaded accounts from Active/Inactive Account list files to ICS, I [Eileen] ran the quick interface process to process Udusg/Udrdg/UdActChg/UdPrmChg file from 6/7. The process identified over 2,000 accounts to be created, which seems to be a very large number. I [Eileen] reviewed some of accounts in OAM, they are currently active accounts but not included in Active Account file received. The example premises are 120097001, 120090798, 120137588, 120005160 (This premises has landlord account). If the data was not from production, then it explains the discrepancy. However, that leads another question ...
2. Are we [GCWW] receiving conversion data from production for our parallel testing? I [Eileen] was planning to process production Usage file after conversion then compare charges against OAM CBT file.
3. Go Live Logistics - timing of data handover, support personnel contact information, help with any issues/questions.

Thank you,
Sandip.

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, July 18, 2012 10:03 AM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: RE: GCWW: Parallel Test Questions

Sandip,

The Stop Penalty files are on the OAM, correct? They are posted at the end of each month. Currently, the latest files are dated 6/30/12.

Are those what you need?

I will let our IT folks to let us know of anything like that in the future.
I apologize for any additional work it created.

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Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, <Rachel.Cole@amwater.com>
Date: 07/18/2012 09:32 AM
Subject: RE: GCWW: Parallel Test Questions

Bryan - We also need Penalty Exempt data file before 8/15, please.
Preferably by 8/10.

So you know - because of the fix, you described below, unknown to Eileen, she had to research many, many of these errors one at a time on OAM.
Painful & time consuming. Not a happy situation ... not knowing of the fix.

I request you & Rachel to communicate any such future corrections to GCWW team right away.
We appreciate that.

Thanks you.
Sandip.

From: Basu, Sandip
Sent: Wed 7/18/2012 9:19 AM
To: Bryan.Siler@amwater.com
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com
Subject: RE: GCWW: Parallel Test Questions

Bryan - Good to know the fix. Eileen will have to test the data once available. Thanks.

Support: Technical issues - in case of data issues, access to the data, OAM access, etc.
Can we have access to you/Rachel so that in case of any issues/emergency, you can get in touch with a right resource. This is Go Live cut over and we have to cover any emergency

situation.

Question: We need test closing package run on 8/16 & 8/23 - for mock Go Live/parallel tests. Can you run these two test closing package for us on these two dates?

We shall talk more on today's 2PM call.

Thank you,
Sandip.

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wed 7/18/2012 9:04 AM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com
Subject: Re: GCWW: Parallel Test Questions

Sandip,

I just got this response:

A fix went in on 6/12/2012 for the query that creates the active accounts with balances report. A problem was found with getting all accounts. We just ran another run of data and the premises referenced are in the csv file report. I will send you a new set of files. All data that has been sent is from the production environment, not test data.

I will put these new files on the FTP server for you today.

The final closing package will be created on August 31, 2012. As soon as the processes are complete I will copy the closing files to the FTP server. Hopefully these will be complete by mid to late afternoon on August 31, 2012.

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To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
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Sandip.

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, July 18, 2012 9:02 AM
To: Candice Deininger
Subject: Fw: WQMF File and Landfill File

I think we're good on this 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

----- Forwarded by Bryan Siler/KAWC/AWWSO on 07/18/2012 09:01 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/18/2012 08:54 AM
Subject: RE: WQMF File and Landfill File

Ok so I was really confused - sorry - now I have it

And no, with the larger file done, you would not need to do the smaller one.

Thanks Bryan....again - sorry for the confusion.

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, July 18, 2012 8:53 AM
To: Mike Smith
Cc: Candice Deininger
Subject: RE: WQMF File and Landfill File

You sent two files on 7/16. I processed the large file with 95,000+ premises.

Did I need to process the weekly file that was sent before the large file?

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bryan.siler@amwater.com

From: "Mike Smith" <mikes@lexingtonky.gov>

To: <Bryan.Siler@amwater.com>
Date: 07/18/2012 08:50 AM
Subject: RE: WQMF File and Landfill File

OH...so it wasn't the whole file, just the weekly one I send....glad I asked...sorry 'bout that.

Thank you!

Michael S. Smith
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Sent: Wednesday, July 18, 2012 8:48 AM
To: Mike Smith
Subject: RE: WQMF File and Landfill File

The file from 7/16.

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From: "Mike Smith" <mikes@lexingtonky.gov>
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Subject: RE: WQMF File and Landfill File

So that was the file I sent yesterday that you processed correct? (I've learned NEVER to assume :))

Thank you!

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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, July 18, 2012 8:10 AM
To: Mike Smith
Cc: William O'Mara; Candice Deininger; Hilori Morgan; Robert Bowman
Subject: RE: WQMF File and Landfill File

Here you go.

Thanks.

(Embedded image moved to file: pic25697.gif)

Bryan Siler
Field Operations Supervisor

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2300 Richmond Road
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859-268-6350 Office
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<cdeining@lexingtonky.gov>, "Hilori Morgan"
<hmorgan@lexingtonky.gov>, "Robert Bowman"
<rbowman2@lexingtonky.gov>
Date: 07/18/2012 07:59 AM
Subject: RE: WQMF File and
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Hmmmmmm.....I didn't get the "usual" picture of the accounts that I get....just got the HDI picture from my email?

Thank you!

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These were processed with no errors.

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Cc: "William O'Mara"
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Bowman"
<rbowman2@lexingtonky.gov>, "Hilori Morgan"
<hmorgan@lexingtonky.gov>

Date:

07/16/2012 03:13 PM

Subject:

RE: WQMF File and

Landfill File

Bryan:

Please find attached the file request by Candice Deininger.

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: pic11979.jpg)HDI CERTIFIED

From: Candice Deininger

Sent: Friday, July 13, 2012 4:41 PM

To: 'bryan.siler@amwater.com'

Cc: William O'Mara; Robert Bowman; Hilori Morgan; Mike Smith

Subject: WQMF File and Landfill File

Importance: High

Good afternoon, Bryan. Per Bill, I'm forwarding the entire water quality management fee file to reconcile with what KAWC currently has. I've spoken with Mike Smith, and he will send the entire landfill file by the end of next week.

Bill also mentioned your request about suspending all adjustment requests the last week of August prior to go live. We certainly have no problem with this, and I will make sure folks here know to comply with your request. In addition, I wanted to let you know that LFUCG sent out a mailing earlier this week notifying those customers who usually submit exclusion requests that LFUCG will be suspending the submission of those requests for the month of August but will resume submissions once we go live. Like you, we're trying to keep the number of adjustments down in an attempt to keep activity to a minimum.

Kindly let me know if you have any questions. Thanks again for your assistance. Have a great weekend

Candice J. Deininger

Revenue Supervisor

LFUCG Division of Revenue

200 East Main Street

Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

From: Robert Bowman

Sent: Friday, July 13, 2012 9:31 AM

To: Candice Deininger

Cc: Hilori Morgan

Subject: RE: WQMF File

Candice,

I have the file attached that contains every premise and the billed ERUs. It contains over 118,000 records.

Thanks, Robert [attachment "HER_LANDFILL.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
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Subject: RE: WQMF File and Landfill File

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To: <Bryan.Siler@amwater.com>
Date: 07/18/2012 08:50 AM
Subject: RE: WQMF File and Landfill File

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Attachments: pic25697.gif



pic25697.gif (6 KB)

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Bryan:

Please find attached the file request by Candice Deininger.

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: pic11979.jpg)HDI CERTIFIED

From: Candice Deininger
Sent: Friday, July 13, 2012 4:41 PM
To: 'bryan.siler@amwater.com'
Cc: William O'Mara; Robert Bowman; Hilori Morgan; Mike Smith
Subject: WQMF File and Landfill File
Importance: High

Good afternoon, Bryan. Per Bill, I'm forwarding the entire water quality management fee file to reconcile with what KAWC currently has. I've spoken with Mike Smith, and he will send the entire landfill file by the end of next week.

Bill also mentioned your request about suspending all adjustment requests the last week of August prior to go live. We certainly have no problem with this, and I will make sure folks here know to comply with your request. In addition, I wanted to let you know that LFUCG sent out a mailing earlier this week notifying those customers who usually submit exclusion requests that LFUCG will be suspending the submission of those requests for the month of August but will resume submissions once we go live. Like you, we're trying to keep the number of adjustments down in an attempt to keep activity to a minimum.

Kindly let me know if you have any questions. Thanks again for your assistance. Have a great weekend

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

From: Robert Bowman
Sent: Friday, July 13, 2012 9:31 AM
To: Candice Deininger
Cc: Hilori Morgan
Subject: RE: WQMF File

Candice,

I have the file attached that contains every premise and the billed ERUs.
It contains over 118,000 records.

Thanks, Robert [attachment "HER_LANDFILL.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, July 18, 2012 7:59 AM
To: Bryan.Siler@amwater.com; Mike Smith
Cc: William O'Mara; Robert Bowman; Hilori Morgan
Subject: RE: WQMF File and Landfill File

Good morning, Bryan, and thanks very much!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, July 18, 2012 7:55 AM
To: Mike Smith
Cc: William O'Mara; Candice Deininger; Hilori Morgan; Robert Bowman
Subject: RE: WQMF File and Landfill File

These were processed with no errors.

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: "Mike Smith" <mikes@lexingtonky.gov>
To: "Candice Deininger" <cdeining@lexingtonky.gov>, <bryan.siler@amwater.com>
Cc: "William O'Mara" <billo@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>
Date: 07/16/2012 03:13 PM
Subject: RE: WQMF File and Landfill File

Bryan:

Please find attached the file request by Candice Deininger.

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
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Sent: Wednesday, July 18, 2012 7:59 AM
To: Bryan.Siler@amwater.com
Cc: William O'Mara; Candice Deininger; Robert Bowman; Hilori Morgan
Subject: RE: WQMF File and Landfill File

Hmmmm.....I didn't get the "usual" picture of the accounts that I get....just got the HDI picture from my email?

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

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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: "Mike Smith" <mikes@lexingtonky.gov>
To: "Candice Deininger" <cdeining@lexingtonky.gov>, <bryan.siler@amwater.com>
Cc: "William O'Mara" <billo@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>
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Bryan:

Please find attached the file request by Candice Deininger.

Thank you!

Michael S. Smith
Computer Operations Manager
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Division of Computer Services - Suite # 712 200 East Main Street - Lexington, KY 40507
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Kindly let me know if you have any questions. Thanks again for your assistance. Have a great weekend

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

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Subject: RE: WQMF File and Landfill File

Attachments: pic11979.jpg



pic11979.jpg (2
KB)

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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: "Mike Smith" <mikes@lexingtonky.gov>
To: "Candice Deininger" <cdeining@lexingtonky.gov>,
<bryan.siler@amwater.com>
Cc: "William O'Mara" <billo@lexingtonky.gov>, "Robert Bowman"
<rbowman2@lexingtonky.gov>, "Hilori Morgan"
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200 East Main Street
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Thanks, Robert [attachment "HER_LANDFILL.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Mike Smith [mikes@lexingtonky.gov]
Sent: Monday, July 16, 2012 3:13 PM
To: Bryan.Siler@amwater.com; Candice Deininger
Cc: William O'Mara; Robert Bowman; Hilori Morgan
Subject: RE: WQMF File and Landfill File
Attachments: HER_LANDFILL.TXT

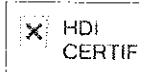
Bryan:

Please find attached the file request by Candice Deininger.

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*



From: Candice Deininger
Sent: Friday, July 13, 2012 4:41 PM
To: 'bryan.siler@amwater.com'
Cc: William O'Mara; Robert Bowman; Hilori Morgan; Mike Smith
Subject: WQMF File and Landfill File
Importance: High

Good afternoon, Bryan. Per Bill, I'm forwarding the *entire* water quality management fee file to reconcile with what KAWC currently has. I've spoken with Mike Smith, and he will send the *entire* landfill file by the end of next week.

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Kindly let me know if you have any questions. Thanks again for your assistance. Have a great weekend .

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

From: Robert Bowman
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Cc: Hilori Morgan
Subject: RE: WQMF File

Candice,

I have the file attached that contains every premise and the billed ERUs. It contains over 118,000 records.

Thanks, Robert

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, July 16, 2012 1:34 PM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com
Subject: Re: Premise 120131429

Candice,

We worked a zero consumption order in February and verified the meter was not stuck. I created another order just to check it out since someone new has started service.

I will let you know the results as soon as they come 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: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <bryan.siler@amwater.com>, <Rachel.Cole@amwater.com>
Date: 07/16/2012 11:26 AM
Subject: Premise 120131429

Good morning. Would one of you kindly look at this account, please? It appears that it has billed zero consumption for over a year 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: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Friday, July 13, 2012 10:08 PM
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: RE: GCWW: Parallel & Mock Go Live Tests

Thanks Bryan - we will talk on Wednesday and send you some items for your review on Monday.

We need to address test closing packages prior to the final 8/31 one.

Thanks,
Sandip.

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Fri 7/13/2012 2:05 PM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com
Subject: RE: GCWW: Parallel & Mock Go Live Tests

Yes, I plan to be on the call.

We plan to send the entire closing package on 8/31/2012 in the afternoon.
E-mail should be fine but i may need to use 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

From: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>, <Rachel.Cole@amwater.com>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, <marisa@utiliplan.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: 07/13/2012 11:14 AM
Subject: RE: GCWW: Parallel & Mock Go Live Tests

Rachel - Thanks much.

Bryan - Are you on for the call? Please confirm.

John, Candice, Marisa - I may NOT be able to do anymore follow up on this. Please ensure that we have right representations from KAWC for Wednesday's call.

On Monday, we will send you specific items for discussion on the call.

Thank you,
Sandip.

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]

Sent: Thursday, July 12, 2012 2:55 PM

To: Basu, Sandip

Cc: Bryan.Siler@amwater.com; Deininger, Candice; Nam, Eileen; Wiest, Gary;

John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt

Subject: Re: GCWW: Parallel & Mock Go Live Tests

Sandip,

Next Wednesday @ 2:00 works for me. 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

"Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
v> To
<Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com>
07/12/2012 12:26 PM cc
"Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>
, "Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>
, "John Hoggard @ UtilPlan"
<jhoggard@utiliplan.com>,
<marisa@utiliplan.com>, "Deininger,
Candice"
<cdeining@lexingtonky.gov>, "Wiest,
Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>
Subject
GCWW: Parallel & Mock Go Live Tests

Bryan & Rachel – Hope all is well!

As things are moving towards more rigorous testing for new system transition, we wanted to touch base with you on the below items. Can we schedule a call next Wednesday July 18th @ 2Pm eastern?

We like to discuss the Closing Package, availability of closing data as samples/test in early August (on a weekly basis), logistics of the Go Live weekend (cut off time, file availability time, contact person for issues/questions).

I believe John's meeting is still on all of our calendars ... so, please let us that you are available and we will get on the bridge next Wednesday. If we need anyone else from KAWC side - would please extend the invite on John's behalf?

If you are available before the 18th, please let me know – we will make that arrangement.

Thank you,
Sandip.

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, July 13, 2012 4:41 PM
To: Bryan.Siler@amwater.com
Cc: William O'Mara; Mike Smith; Robert Bowman; Hilori Morgan
Subject: WQMF File and Landfill File
Importance: High
Attachments: WQMFee_All20120713.csv

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 200 East Main Street
 Lexington, KY 40507
 859-258-3364
cdeining@lexingtonky.gov

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To: Candice Deininger
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Subject: RE: WQMF File

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Thanks, Robert

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, July 13, 2012 2:06 PM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: RE: GCWW: Parallel & Mock Go Live Tests

Yes, I plan to be on the call.

We plan to send the entire closing package on 8/31/2012 in the afternoon.
E-mail should be fine but i may need to use the FTP site.

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From: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>, <Rachel.Cole@amwater.com>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, <marisa@utiliplan.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>
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Thank you,
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Sent: Thursday, July 12, 2012 2:55 PM
To: Basu, Sandip
Cc: Bryan.Siler@amwater.com; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt
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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

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

07/12/2012 12:26
PM

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

cc

"Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>
, "Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>
, "John Hoggard @ UtilPlan"
<jhoggard@utiliplan.com>,
<marisa@utiliplan.com>, "Deining, Candice"
<cdeining@lexingtonky.gov>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>

Subject

GCWW: Parallel & Mock Go Live Tests

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Thank you,
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Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, July 13, 2012 2:01 PM
To: Candice Deininger
Cc: William O'Mara; Sheila Powell; Connie Godfrey
Subject: Re: FW: Clients put on 30% discount since 2008

Thank you very much. We will have our system matched to this list by next Friday.

Have a great weekend.

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>, "William O'Mara" <billo@lexingtonky.gov>, "Connie Godfrey" <cgodfrey@lexingtonky.gov>
Date: 07/13/2012 01:48 PM
Subject: FW: Clients put on 30% discount since 2008

Good afternoon, Bryan. Here's the master list of clients from Adult Services whose accounts were eligible for the 30% discount. If you have any questions, please contact Sheila Powell directly. Thanks very much and have a good weekend!!

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

From: Sheila Powell
Sent: Friday, July 13, 2012 1:28 PM
To: Candice Deininger; William O'Mara
Cc: Connie Godfrey
Subject: Clients put on 30% discount since 2008

[attachment "Master file of Premises-30% disc customers.xls" deleted by Bryan Siler/KAWC/AWWS]

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, July 13, 2012 1:48 PM
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Cc: William O'Mara; Sheila Powell; Connie Godfrey
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Importance: High

Attachments: Master file of Premises-30% disc customers.xls

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200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Sheila Powell
Sent: Friday, July 13, 2012 1:28 PM
To: Candice Deininger; William O'Mara
Cc: Connie Godfrey
Subject: Clients put on 30% discount since 2008

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Thursday, July 12, 2012 2:55 PM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: Re: GCWW: Parallel & Mock Go Live Tests

Sandip,

Next Wednesday @ 2:00 works for me. 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

"Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
v>
07/12/2012 12:26 PM
"Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>
, "Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>
, "John Hoggard @ UtilPlan"
<jhoggard@utiliplan.com>,
<marisa@utiliplan.com>, "Deininger,
Candice"
<cdeining@lexingtonky.gov>, "Wiest,
Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>
Subject
GCWW: Parallel & Mock Go Live Tests

Bryan & Rachel - Hope all is well!

As things are moving towards more rigorous testing for new system transition, we wanted to touch base with you on the below items. Can we schedule a call next Wednesday July 18th @ 2Pm eastern?

We like to discuss the Closing Package, availability of closing data as samples/test in early August (on a weekly basis), logistics of the Go Live weekend (cut off time, file availability time, contact person for issues/questions).

I believe John's meeting is still on all of our calendars ... so, please let us that you are available and we will get on the bridge next Wednesday. If we need anyone else from KAWC side - would please extend the invite on John's behalf?

If you are available before the 18th, please let me know - we will make that arrangement.

Thank you,
Sandip.

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, July 12, 2012 12:27 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com
Cc: Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: GCWW: Parallel & Mock Go Live Tests
Importance: High

Bryan & Rachel – Hope all is well!

As things are moving towards more rigorous testing for new system transition, we wanted to touch base with you on the below items. Can we schedule a call next Wednesday July 18th @ 2Pm eastern?

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If you are available before the 18th, please let me know – we will make that arrangement.

Thank you,
Sandip.

Janet Graham

From: christiane.mckemy@amwater.com
Sent: Thursday, July 05, 2012 10:33 AM
To: Elaine Dionne; Candice Deininger; Cecily Chan; James Hoskins; Lori Vahle; Linda Phipps; Lynne Webb
Cc: Pedro.Marucci@amwater.com
Subject: Monthly Kentucky Disbursement Totals
Attachments: ACHRec12.xls



ACHRec12.xls (6
KB)

Good Morning,

Your monthly spreadsheet totals are attached.

(See attached file: ACHRec12.xls)

Thank you,

Christiane McKemy

Cash Operations Analyst
American Water Shared Services Center
131 Woodcrest Rd.
Cherry Hill, NJ 08003
(856) 310-5750

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, July 05, 2012 11:12 AM
To: Bryan.Siler@amwater.com; Ruehl, Matt; Nam, Eileen
Cc: Rachel.Cole@amwater.com; Candice Deininger; Laura Harris; Wiest, Gary; Cossins, Faye; John Hoggard @ UtilPlan; Marisa Miralles @ UtilPlan; Menkhaus, Mark; McGarry, Mimi; Huller, Mary
Subject: RE: GCWW Quesitions - Regarding Payments Updates

Thanks **Bryan**. So, GCWW should plan to process the weekly payment update data from KAWC through the middle of October. If we are able to handle this effectively, we may not have to discuss the 'second report of balances' options.

Matt, Eileen - Please review this change in data availability. Let me know should we set up a call with Bryan to discuss further logistics on this.

John & Candice: I am thinking this will be better approach overall ... Let us wait to hear back from Matt & Eileen and we can follow up with you/KAWC as necessary. I am sure should there be any other data/conversion related changes/requests made to KAWC by LFUCG, you will let us know.

Mark, Faye, Mimi & Mary - FYI.

Thank you.
Sandip.

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thu 7/5/2012 9:01 AM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; Harris, Laura; Marisa Miralles @ UtilPlan; Ruehl, Matt; Rachel.Cole@amwater.com
Subject: Re: GCWW Quesitions - Regarding Payments Updates

Sandip,

Weekly updates will be provided. We will also continue processing payments for 45 days instead of 30 days. The LFUCG made this request - if it may cause problems please let us know. A second report of balances seems problematic.

I am available this afternoon if needed. Please let me know if you would like to have a call.

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>, <Rachel.Cole@amwater.com>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @ UtilPlan" <marisa@utiliplan.com>
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deining, Candice" <cdeining@lexingtonky.gov>, "Harris, Laura" <lharris@lexingtonky.gov>
Date: 07/03/2012 05:52 PM
Subject: GCWW Questions - Regarding Payments Updates

Bryan & Rachel –

We have couple of questions on the above subject topic. Please let us know if we can have a 30 min. conference call on this on Monday 3PM Eastern.

GCWW is developing 'best solution alternative' for LFUCG in regards to +/- balance brought forward scenario to minimize impact on the LFUCG customers, customer service and overall billing services implementation transition process.

There are couple of alternatives to resolve this issue in best manner possible. One - is to get weekly payment file data update. I understand that KAWC will be able to provide weekly payments update during September 2012. That simplifies a lot of things!

We can discuss some other alternatives based on data availability from KAWC (like, another credit/debit load on Oct 1st, etc.) – but there are many related complications and we would of course want to take the shortest path to the best solution.

So ... please let us know if we can get on the phone on Monday 3PM to talk this through. You can confirm the weekly data availability as well and we will test that piece out in the coming days ... just let know!

Happy ID!

Thank you,
Sandip.

Janet Graham

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Sent: Thursday, July 05, 2012 9:01 AM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Rachel.Cole@amwater.com; Candice Deininger; Laura Harris; Wiest, Gary; John Hoggard @ UtiliPlan; Marisa Miralles @ UtiliPlan; Ruehl, Matt; Nam, Eileen
Subject: Re: GCWW Questions - Regarding Payments Updates

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I am available this afternoon if needed. Please let me know if you would like to have a call.

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>, <Rachel.Cole@amwater.com>, "John Hoggard @ UtiliPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "Harris, Laura" <lharris@lexingtonky.gov>
Date: 07/03/2012 05:52 PM
Subject: GCWW Questions - Regarding Payments Updates

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So ... please let us know if we can get on the phone on Monday 3PM to talk this through. You can confirm the weekly data availability as well and we will test that piece out in the coming days ... just let know!

Happy ID!

Thank you,
Sandip.

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, July 03, 2012 5:48 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; John Hoggard @ UtilPlan; Marisa Miralles @ UtiliPlan
Cc: Candice Deininger; Laura Harris; Wiest, Gary; Ruehl, Matt; Nam, Eileen
Subject: GCWW Quesitions - Regarding Payments Updates
Importance: High

Bryan & Rachel –

We have couple of questions on the above subject topic. Please let us know if we can have a 30 min. conference call on this on Monday 3PM Eastern.

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So ... please let us know if we can get on the phone on Monday 3PM to talk this through. You can confirm the weekly data availability as well and we will test that piece out in the coming days ... just let know!

Happy ID!

Thank you,
Sandip.

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, June 29, 2012 12:08 PM
To: Candice Deininger
Cc: William O'Mara; John Hoggard
Subject: Re: Transfer of Payments from KAWC 09/01 - 10/15

Hi Candice,

I received confirmation that we are able to provide payment information on a weekly basis during September 1- October 15. Hope this helps!

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

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

<Rachel.Cole@amwater.com>

To

cc

06/29/2012 12:02
PM

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

Subject

Transfer of Payments from KAWC
09/01 - 10/15

Good afternoon, Rachel, and thank you for getting back to me so quickly. I did get your message in which you indicated that LFUCG will receive weekly payment files during the period September 1 through October 15, which is great news to us!! If you would, please confirm by return email.

Thanks, Rachel - much appreciated as always!!!

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]

Sent: Friday, June 29, 2012 12:02 PM

To: Rachel.Cole@amwater.com

Cc: William O'Mara; John Hoggard

Subject: Transfer of Payments from KAWC 09/01 - 10/15

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Thanks, Rachel – much appreciated as always!!!

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, June 26, 2012 4:01 PM
To: Candice Deininger
Subject: Fw: Wed Meeting Cancelled

FYI

----- Forwarded by Bryan Siler/KAWC/AWWS on 06/26/2012 04:00 PM -----

From: jhoggard@utiliplan.com
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com
Date: 06/26/2012 03:41 PM
Subject: Re: Wed Meeting

Hi Bryan, thanks for checking in. I checked with GCWW and he said we can cancel the 2pm meeting tomorrow. They will contact you directly if they have any questions.

Thanks
John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 26, 2012 03:02 PM
To: 'John Hoggard'
Cc: Rachel.Cole@amwater.com
Subject: Wed Meeting

Hi John, Are we having the weekly call tomorrow?

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, June 26, 2012 5:00 PM
To: Bryan.Siler@amwater.com
Subject: RE: Wed Meeting Cancelled

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-----

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Sent: Tuesday, June 26, 2012 03:02 PM
To: 'John Hoggard'
Cc: Rachel.Cole@amwater.com
Subject: Wed Meeting

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

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Monday, June 18, 2012 6:06 PM
To: Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; Candice Deininger; John Hoggard
Subject: RE: LFUCG: Daily Payments Received Fund Transfer by KAWC

Thanks much Rachel.

Sandip.

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Monday, June 18, 2012 6:05 PM
To: Basu, Sandip
Cc: Bryan.Siler@amwater.com; Deininger, Candice; John Hoggard
Subject: Re: LFUCG: Daily Payments Received Fund Transfer by KAWC

Good Evening Sandip,

KAW transmits various payments received (via lockbox, credit card, EFT, and any third party vendors ie. Shell stations) to LFUCG by ACH on a daily basis.

Let me know if you need more information. 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

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

06/18/2012 02:13
PM

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

To

cc

"Deininger, Candice"
<cdeining@lexingtonky.gov>, "John
Hoggard" <jhoggard@utiliplan.com>

Subject

LFUCG: Daily Payments Received Fund
Transfer by KAWC

Rachel - I have a request below. Can you please help here or, refer to someone who can? We really would appreciate.

Based on what we understand, KAWC/American Water is currently depositing/transferring LFUCG customers' payments to LFUCG bank account the very same day. Meaning, if the KAWC/AmWater receives \$100K from Lockbox checks on Day 1, the same night those \$100K is transferred to LFUCG's bank account.

Can you please let us know what method KAWC bank uses for the daily transfer? EFT, Wire Transfer, or something else?

Thank you,
Sandip.

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Monday, June 18, 2012 6:05 PM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Bryan.Siler@amwater.com; Candice Deininger; John Hoggard
Subject: Re: LFUCG: Daily Payments Received Fund Transfer by KAWC

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

"Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
v> To
<Rachel.Cole@amwater.com>,
<Bryan.Siler@amwater.com>
06/18/2012 02:13 PM cc
"Deininger, Candice"
<cdeining@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>
Subject
LFUCG: Daily Payments Received Fund Transfer by KAWC

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Can you please let us know what method KAWC bank uses for the daily transfer? EFT, Wire Transfer, or something else?

Thank you,
Sandip.

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Monday, June 18, 2012 5:29 PM
To: Candice Deininger
Cc: Maryann.Concilio@amwater.com; William O'Mara
Subject: Fw: Estimated SAP Go Live Payments

Good Morning,

At the end of July, our cash management team will be "freezing" operations for that week due to the financial conversion to SAP. Please consider how LFUCG would like that week's estimated payments to be calculated. It could be based upon June's last week of payments, or July 2011's last week of payments, or whatever you deem to be reasonable. ,

KAW will send this amount on July 25. The plan is to true up the payments in August, once the ACH system is operational.

Just let us know your preference, thoughts or concerns about the payment calculation. Thank you!

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/18/2012 05:01 PM -----

Maryann
Concilio/SHARVCS
/AWWSC

06/14/2012 10:59
AM

To
Rachel Cole/KAWC/AWWSC@AWW
cc
Thomas M Gildea/SHARVCS/AWWSC@AWW
Subject
Estimated SAP Go Live Payments

Hi Rachel, just a follow-up on our phone conversation this morning. There will be a freeze for making ACH and check payments the end of July 25, 26, 27, 30, 31, and Aug. 1st. This means we will not be able to make any payments during this time.

What we would like to do is send 1 payment on the 25th of July including estimated amounts for this period and true up once we go live. Please let me know your feelings on this and if you would like to notify LFUCG on this matter.

Thank you and have a great day.

Mary Ann Concilio-Sbraga
Cash Operations Analyst
American Water Shared Services Center
131 Woodcrest Rd.
Cherry Hill, NJ 08003
(856)310-5886

We are committed to be a high-value, reliable, customer -focused service provider to support our American Water Business Partners.

"We are American Water Shared Services!"

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, June 18, 2012 4:55 PM
To: Bryan.Siler@amwater.com
Cc: Hilori Morgan
Subject: RE: Thank you

Hi, Bryan - this looks like a water quality management fee issue, so I'm copying Hilori on this email so she can give you a call - she is our resident expert on this one!!!

Have a good evening!

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, June 18, 2012 4:35 PM
To: Candice Deininger
Subject: Fw: Thank you

Candice,

Can you call me on this tomorrow? 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/AWWS on 06/18/2012 04:34 PM -----

From: "Kathleen Young" <kyoung@dellamgmt.com>
To: <Bryan.Siler@AMwater.com>
Date: 06/18/2012 04:24 PM
Subject: RE: Thank you

Mr. Siler,

I appreciate your call. We thought the fee was based on the actual square footage and that it was a yearly charge, divided into 12 payments. I believe we must have been mistaken though if it is true that we can shut off that service and not be billed. Can you explain this to me to the best of your ability.

Thanks,

Kathleen H. Young

(Embedded image moved to file: pic00292.jpg) cid:image001.jpg@01CD4812.B3C0F170

4080 Clearwater Way
Lexington, KY 40515

P: 859.273.6000
F: 859.272.2911
kyoung@dellamgmt.com
www.DellaValleMgmt.com

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, June 18, 2012 4:35 PM
To: Candice Deininger
Subject: Fw: Thank you

Attachments: pic00292.jpg



pic00292.jpg (4
KB)

Candice,

Can you call me on this tomorrow? 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 06/18/2012 04:34 PM -----

From: "Kathleen Young" <kyoung@dellamgmt.com>
To: <Bryan.Siler@AMwater.com>
Date: 06/18/2012 04:24 PM
Subject: RE: Thank you

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Thanks,

Kathleen H. Young

(Embedded image moved to file: pic00292.jpg) cid:image001.jpg@01CD4812.B3C0F170

4080 Clearwater Way
Lexington, KY 40515
P: 859.273.6000
F: 859.272.2911
kyoung@dellamgmt.com
www.DellaValleMgmt.com

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, June 15, 2012 3:52 PM
To: Rachel.Cole@amwater.com; Takisha.Walker@amwater.com; Candice Deininger; Robin Adams; Mary.Money@amwater.com; Susan.Lee@amwater.com; AW_-_MI_Requests/AWWSC@amwater.net; Al'Netta.Bennett@amwater.com
Subject: Managed Contract Billing
Attachments: Sadieville 0512 MI Request.doc; LFUCG 0512 MI Request.doc; pic24696.gif



Sadieville 0512 MI Request.doc... Request.doc (6 K... KB) pic24696.gif (6 KB)

Attached are the MI requests for the LFUCG and Sadieville monthly billings. Please process and send the LFUCG .pdf file to Candice Deininger at the LFUCG and send the Sadieville .pdf file to Cindy Foster at the City of Sadieville.

Thanks.

(See attached file: Sadieville 0512 MI Request.doc) (See attached file: LFUCG 0512 MI Request.doc)

(Embedded image moved to file: pic24696.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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, June 15, 2012 3:49 PM
To: Candice Deininger; James Hoskins; William O'Mara; Deborah Gerardi;
Rachel.Cole@amwater.com; Stephen Mulligan; Takisha.Walker@amwater.com; Lori Vahle;
Cecily Chan; Renee Wallingford; Kimberly Bryan; Robin Adams; Susan.Lee@amwater.com
Subject: May Reports
Attachments: LFUCG 0512 Report.xls



LFUCG 0512
Report.xls (6 KB)

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 8 OPA accounts that were billed \$37.15 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0512 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: Rachel.Cole@amwater.com
Sent: Friday, June 15, 2012 10:14 AM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; Ruehl, Matt; Nam, Eileen; Theresa.Duba@amwater.com
Subject: RE: LFUCG/KAWC/GCWW: Wednesday Data Call

Sandip,

I believe I've replied to Eileen, in that we plan to include all school accounts on Sue Thomas' list on the tax exempt file. We are still compiling some data and hope to have this additional file very soon.

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

"Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
v> To
<Rachel.Cole@amwater.com>,
<Bryan.Siler@amwater.com>
06/14/2012 06:28 PM cc
"Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>
, "Deininger, Candice"
<cdeining@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>,
"Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>
, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>
Subject
RE: LFUCG/KAWC/GCWW: Wednesday Data Call

Rachel - Have you gotten a chance to get back with Eileen on this?

So you know, GCWW has completed a full size conversion this week ... we are diving in interfaces & custom coding now ... any loose ends on the data items will be necessary to close out now.

Please let us know at your earliest availability.

Thank you,
Sandip.

From: Nam, Eileen
Sent: Tuesday, June 12, 2012 8:23 PM
To: Basu, Sandip; Deininger, Candice; 'John Hoggard'; 'Rachel.Cole@amwater.com';

'Bryan.Siler@amwater.com'; Ruehl, Matt
Cc: Wiest, Gary
Subject: RE: LFUCG/KAWC/GCWW: Wednesday Data Call

I only have one question for Rachel (please see attached e-mail I sent on 6/11). If I can get that answer by e-mail, I don't have any other items to discuss.

Thanks.
Eileen

From: Basu, Sandip
Sent: Tuesday, June 12, 2012 7:23 PM
To: Deininger, Candice; 'John Hoggard'; 'Rachel.Cole@amwater.com';
'Bryan.Siler@amwater.com'; Nam, Eileen; Ruehl, Matt
Cc: Wiest, Gary
Subject: LFUCG/KAWC/GCWW: Wednesday Data Call

Candice & John - I am checking to see if there is any need for this Wednesday's Data Items call?

Matt, Eileen - Any items on your side?

Bryan, Rachel - Any items on your side?

Thank you,
Sandip.

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, June 13, 2012 11:13 AM
To: specialaccts@amwater.com
Cc: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Carolyn E Knoll
Subject: Request To Apply Sewer User Exclusion Credits
Attachments: ex060112.XLS

Good morning. Please find attached one spreadsheet containing 28 sewer user exclusion credits to be applied to customer accounts. Kindly let me 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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, June 13, 2012 9:56 AM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: RE: LFUCG/KAWC/GCWW: Wednesday Data Call

Sounds good. Let us know if anything comes up before next week.

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: "John Hoggard" <jhoggard@utiliplan.com>
Cc: "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deininger, Candice" <cdeining@lexingtonky.gov>, <Rachel.Cole@amwater.com>, <Bryan.Siler@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, <marisa@utiliplan.com>
Date: 06/13/2012 09:26 AM
Subject: RE: LFUCG/KAWC/GCWW: Wednesday Data Call

Thanks John. Please send the cancel notice for the 2:00PM KAWC call.

And, LFUCG & GCWW teams will talk at 1:00 PM, nevertheless.

Thanks much,
Sandip.

From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Wed 6/13/2012 7:19 AM
To: Basu, Sandip
Cc: Wiest, Gary; Deininger, Candice; Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Nam, Eileen; Ruehl, Matt; marisa@utiliplan.com
Subject: RE: LFUCG/KAWC/GCWW: Wednesday Data Call

Good morning, Sandip.

We don't need the KAWC 2pm call if you don't.

As for the 1pm call, let's still plan to have a call today even if your whole team doesn't need to be there -- we still would like to catch up. Kathi was at BGM yesterday and wants to give an update. It may only take 15 minutes. We can talk then about a possible BOP call for tomorrow as well. We should know by this afternoon where we stand with the BOP review with Bill/Candice. Almost done.

Is not having the 2pm, and still having a brief 1pm, ok with you?

Thanks
John

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, June 12, 2012 7:23 PM
To: Deininger, Candice; John Hoggard; Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Nam, Eileen; Ruehl, Matt

Cc: Wiest, Gary
Subject: LFUCG/KAWC/GCWW: Wednesday Data Call

Candice & John - I am checking to see if there is any need for this Wednesday's Data Items call?

Matt, Eileen - Any items on your side?

Bryan, Rachel - Any items on your side?

Thank you,
Sandip.

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, June 13, 2012 9:25 AM
To: John Hoggard
Cc: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: RE: LFUCG/KAWC/GCWW: Wednesday Data Call

Thanks John. Please send the cancel notice for the 2:00PM KAWC call.

And, LFUCG & GCWW teams will talk at 1:00 PM, nevertheless.

Thanks much,
 Sandip.

From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Wed 6/13/2012 7:19 AM
To: Basu, Sandip
Cc: Wiest, Gary; Deininger, Candice; Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Nam, Eileen; Ruehl, Matt; marisa@utiliplan.com
Subject: RE: LFUCG/KAWC/GCWW: Wednesday Data Call

Good morning, Sandip.

We don't need the KAWC 2pm call if you don't.

As for the 1pm call, let's still plan to have a call today even if your whole team doesn't need to be there - we still would like to catch up. Kathi was at BGM yesterday and wants to give an update. It may only take 15 minutes. We can talk then about a possible BOP call for tomorrow as well. We should know by this afternoon where we stand with the BOP review with Bill/Candice. Almost done.

Is not having the 2pm, and still having a brief 1pm, ok with you?

Thanks
 John

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, June 12, 2012 7:23 PM
To: Deininger, Candice; John Hoggard; Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Nam, Eileen; Ruehl, Matt
Cc: Wiest, Gary
Subject: LFUCG/KAWC/GCWW: Wednesday Data Call

Candice & John – I am checking to see if there is any need for this Wednesday's Data Items call?

Matt, Eileen – Any items on your side?

Bryan, Rachel – Any items on your side?

Thank you,
Sandip.

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Wednesday, June 13, 2012 8:54 AM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; Ruehl, Matt; Nam, Eileen
Subject: Re: LFUCG/KAWC/GCWW: Wednesday Data Call

Sandip,

I don't have anything except for answering Eileen's question. Will do that today via email.

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

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

06/12/2012 07:23
PM

To
"Deininger, Candice"
<cdeining@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <Rachel.Cole@amwater.com>, <Bryan.Siler@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>
cc

"Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>
Subject
LFUCG/KAWC/GCWW: Wednesday Data Call

Candice & John - I am checking to see if there is any need for this Wednesday's Data Items call?

Matt, Eileen - Any items on your side?

Bryan, Rachel - Any items on your side?

Thank you,
Sandip.

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Wednesday, June 13, 2012 7:19 AM
To: Basu, Sandip
Cc: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: RE: LFUCG/KAWC/GCWW: Wednesday Data Call

Good morning, Sandip.

We don't need the KAWC 2pm call if you don't.

As for the 1pm call, let's still plan to have a call today even if your whole team doesn't need to be there - we still would like to catch up. Kathi was at BGM yesterday and wants to give an update. It may only take 15 minutes. We can talk then about a possible BOP call for tomorrow as well. We should know by this afternoon where we stand with the BOP review with Bill/Candice. Almost done.

Is not having the 2pm, and still having a brief 1pm, ok with you?

Thanks
 John

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, June 12, 2012 7:23 PM
To: Deininger, Candice; John Hoggard; Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Nam, Eileen; Ruehl, Matt
Cc: Wiest, Gary
Subject: LFUCG/KAWC/GCWW: Wednesday Data Call

Candice & John – I am checking to see if there is any need for this Wednesday's Data Items call?

Matt, Eileen – Any items on your side?

Bryan, Rachel – Any items on your side?

Thank you,
 Sandip.

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, June 12, 2012 9:37 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; John Hoggard; Ruehl, Matt; Nam, Eileen
Cc: Wiest, Gary
Subject: RE: LFUCG/KAWC/GCWW: Wednesday Data Call

Thanks Eileen ...

Rachel - We appreciate if you may address Eileen's question via email response sometime tomorrow.

If you would prefer a call tomorrow instead, just let me know.

Thanks again,
Sandip.

From: Nam, Eileen
Sent: Tue 6/12/2012 8:22 PM
To: Basu, Sandip; Deininger, Candice; 'John Hoggard'; 'Rachel.Cole@amwater.com'; 'Bryan.Siler@amwater.com'; Ruehl, Matt
Cc: Wiest, Gary
Subject: RE: LFUCG/KAWC/GCWW: Wednesday Data Call

I only have one question for Rachel (please see attached e-mail I sent on 6/11). If I can get that answer by e-mail, I don't have any other items to discuss.

Thanks.
Eileen

From: Basu, Sandip
Sent: Tuesday, June 12, 2012 7:23 PM
To: Deininger, Candice; 'John Hoggard'; 'Rachel.Cole@amwater.com'; 'Bryan.Siler@amwater.com'; Nam, Eileen; Ruehl, Matt
Cc: Wiest, Gary
Subject: LFUCG/KAWC/GCWW: Wednesday Data Call

Candice & John – I am checking to see if there is any need for this Wednesday's Data Items call?

Matt, Eileen – Any items on your side?

Bryan, Rachel – Any items on your side?

Thank you,
Sandip.

Janet Graham

From: Nam, Eileen [Eileen.Nam@gcww.cincinnati-oh.gov]
Sent: Tuesday, June 12, 2012 8:23 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; John Hoggard; Basu, Sandip; Ruehl, Matt
Cc: Wiest, Gary
Subject: RE: LFUCG/KAWC/GCWW: Wednesday Data Call
Attachments: RE: Tax Exempt file-LFUCG

I only have one question for Rachel (please see attached e-mail I sent on 6/11). If I can get that answer by e-mail, I don't have any other items to discuss.

Thanks.
Eileen

From: Basu, Sandip
Sent: Tuesday, June 12, 2012 7:23 PM
To: Deininger, Candice; 'John Hoggard'; 'Rachel.Cole@amwater.com'; 'Bryan.Siler@amwater.com'; Nam, Eileen; Ruehl, Matt
Cc: Wiest, Gary
Subject: LFUCG/KAWC/GCWW: Wednesday Data Call

Candice & John – I am checking to see if there is any need for this Wednesday's Data Items call?

Matt, Eileen – Any items on your side?

Bryan, Rachel – Any items on your side?

Thank you,
Sandip.

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, June 12, 2012 7:23 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; John Hoggard; Ruehl, Matt; Nam, Eileen
Cc: Wiest, Gary
Subject: LFUCG/KAWC/GCWW: Wednesday Data Call

Candice & John – I am checking to see if there is any need for this Wednesday's Data Items call?

Matt, Eileen – Any items on your side?

Bryan, Rachel – Any items on your side?

Thank you,
Sandip.

Janet Graham

From: specialaccts@amwater.com
Sent: Thursday, June 07, 2012 10:55 AM
To: Candice Deininger
Subject: Re: Unapplied Exclusions

Attachments: ex042712.XLS; ex050912 (2).XLS



ex042712.XLS (6 KB)



ex050912 (2).XLS (6 KB)

Hello Candice,

The two exclusion credits will be applied this evening....sorry!

Marilyn Bolling
Special Accounts

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

06/07/2012 09:10
AM

<specialaccts@amwater.com>

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

To

cc

Subject

Unapplied Exclusions

Good morning. Attached are two spreadsheets on which I've highlighted accounts that have not had their exclusion credits applied. Kindly apply these as soon as possible. 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

(See attached file: ex042712.XLS) (See attached file: ex050912 (2).XLS)

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, June 05, 2012 6:11 PM
To: Eileen.Nam@gcww.cincinnati-oh.gov
Cc: Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Basu, Sandip; Ruehl, Matt; Theresa.Duba@amwater.com
Subject: RE: Tax Exempt file-LFUCG

Hello Eileen,

Please disregard the yellow highlighted fields. The yellow indicates that we sent a pdf of the tax exemption form.

All accounts should have premises. I'm not sure why some are blank. We can add the premises and resend. 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

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

06/04/2012 09:14
AM

To
<Rachel.Cole@amwater.com>, "John Hoggard" <jhoggard@utiliplan.com>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, <Bryan.Siler@amwater.com>, "Deininger, Candice" <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
>

cc
<Theresa.Duba@amwater.com>
Subject
RE: Tax Exempt file-LFUCG

Rachel,

Thanks for the file. I believe the column 'UMACT' is the account number and column 'UPPRM' is the premises number. There are several rows with premises # missing. Should I match the account in the file with the converted account in our system with account number only and disregard the premises #? Does yellow highlighted account # have any special meaning?

Thanks.
Eileen

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, June 01, 2012 5:26 PM
To: John Hoggard; Ruehl, Matt; Bryan.Siler@amwater.com; Deininger, Candice;
marisa@utiliplan.com; Rachel.Cole@amwater.com; Wiest, Gary; Nam, Eileen; Basu, Sandip
Cc: Theresa.Duba@amwater.com
Subject: Tax Exempt file-LFUCG

All,

Please find attached, the tax exempt file that we discussed on our call on Wednesday. There is still more research and clean up in progress, so we will send additions in a subsequent file. Please let me know if you have any further questions. Thank you.

(See attached file: KY Tax Exempt Accounts Spreadsheet 06.01.12.xlsx)

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: christiane.mckemy@amwater.com
Sent: Tuesday, June 05, 2012 10:11 AM
To: Elaine Dionne; Candice Deininger; Cecily Chan; James Hoskins; Linda Phipps; Lynne Webb; Pedro.Marucci@amwater.com
Cc: Pedro.Marucci@amwater.com
Subject: Monthly Totals spreadsheet

Attachments: ACHRec12.xls



ACHRec12.xls (6
KB)

Thank you and have a great day!

(See attached file: ACHRec12.xls)

Christiane McKemy

Cash Operations Analyst
American Water Shared Services Center
131 Woodcrest Rd.
Cherry Hill, NJ 08003
(856) 310-5750

Janet Graham

From: christiane.mckemy@amwater.com
Sent: Tuesday, June 05, 2012 10:11 AM
To: Elaine Dionne; Candice Deininger; Cecily Chan; James Hoskins; Linda Phipps; Lynne Webb; Pedro.Marucci@amwater.com
Cc: Pedro.Marucci@amwater.com
Subject: Monthly Totals spreadsheet

Attachments: ACHRec12.xls



ACHRec12.xls (6
KB)

Thank you and have a great day!

(See attached file: ACHRec12.xls)

Christiane McKemy

Cash Operations Analyst
American Water Shared Services Center
131 Woodcrest Rd.
Cherry Hill, NJ 08003
(856) 310-5750

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Monday, June 04, 2012 5:51 PM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: RE: Update

Hello, I will find out about missing premise numbers. Haven't had a chance today, but should be able to update tomorrow. Thanks.

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

"Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
>
06/04/2012 05:02 PM
"Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>
, "Deininger, Candice"
<cdeining@lexingtonky.gov>, "Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>
, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>
, "John Hoggard @ UtilPlan"
<jhoggard@utiliplan.com>,
<marisa@utiliplan.com>
To
<Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com>
cc
Subject
RE: Update

OK, we have not heard from anyone - except Eileen's following up email to Rachel's earlier today.

Bryan & Rachel - Can you please provide your responses for below items and Eileen question?

I am confirming that we should have our Wednesday 2:00 Pm Eastern conference call as well. Please let us know if otherwise.

Thank you,
Sandip.

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

From: Basu, Sandip
Sent: Friday, June 01, 2012 5:57 PM
To: 'Bryan.Siler@amwater.com'; 'Rachel.Cole@amwater.com'
Cc: Ruehl, Matt; Deininger, Candice; Nam, Eileen; Wiest, Gary; 'John Hoggard @ UtilPlan';

'marisa@utiliplan.com'

Subject: RE: Update

Bryan - I was wondering if you could response to Matt's question below via an email. That way we can proceed with GCWW conversion programming accordingly - we are now embarked on the system testing phase of the project, so I do need these loose ends tied.

Also, can you please let us know about the conference call time with Cheryl (related to UdUsgPrd discussion) - or, are we not having that call no more?

I guess, it depends on your response to Matt's questions below. Please let us know on Monday - if you would.

Rachel - Received the initial electronic list of the Tax Exempt customers. Thank you. I will wait to hear from Eileen for any questions on this.

All - Attached is the updated items list. I am hoping we get further updates on Monday via email during Monday. If not, I will propose that we schedule a call on Tuesday afternoon - after 2:00 PM Eastern (I won't want to wait till Wednesday as we need that time for BOPP review between GCWW & LFUCG teams).

I will look forward to updates from Bryan on Monday.

Thank you,
Sandip.

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

From: Ruehl, Matt

Sent: Thursday, May 31, 2012 3:48 PM

To: Bryan.Siler@amwater.com; Basu, Sandip

Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan;

marisa@utiliplan.com; Rachel.Cole@amwater.com

Subject: RE: Update

Thanks Bryan.

One clarifying question and then we can put this to rest.

You sent us a closing package already and planned to send another in the next few weeks. I assume that this UdUsgPrd file will only be available in the FINAL closing package we get at the end of August, not in any intermittent closing packages that we are testing with over the next few months. Is that correct?

The reason I ask is because if we are not going to see this file until the end of August in the FINAL closing package then we won't really be able to use it because we won't have been able to test with it throughout our development and testing process. We'll make do either way, I just want to verify that this is the case.

Thanks
Matt

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

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

Sent: Thursday, May 31, 2012 3:40 PM

To: Basu, Sandip

Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan;

marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com

Subject: Update

I just wanted to provide an update with what I found out. Please let me know if we need to discuss this and we can make time on Friday.

The UdUsgPrd file will only be available once we close and send the closing package. After that it will be available until we go to SAP. Once we go to SAP the data will be available in those files.

At this time, we are unable to provide the Service Address in separate fields in the closing package.

Still working on the Tax Exempt list.

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>, <Rachel.Cole@amwater.com>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>
Cc: "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deininge, Candice" <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>
Date: 05/30/2012 05:03 PM
Subject: RE: Closing Package Files are on the FTP Site.

FYI - Notes updated from today's call.

Bryan, Rachel - Please let me know for the time we should get on the call with Cheryl on Friday.

Thanks,
Sandip.

From: Basu, Sandip
Sent: Wednesday, May 30, 2012 3:30 PM
To: 'Bryan.Siler@amwater.com'; 'Rachel.Cole@amwater.com'; Ruehl, Matt; Nam, Eileen
Cc: Wiest, Gary; Deininge, Candice; 'marisa@utiliplan.com'
Subject: RE: Closing Package Files are on the FTP Site.

Bryan & Rachel -

Attached is the latest list of items with Eileen's updates. Eileen has asked for couple of more items as below.

Please address these remaining items. We will talk about these at 4:00 PM call.

Thank you.
Sandip.

From: Nam, Eileen
Sent: Wednesday, May 30, 2012 11:45 AM
To: Basu, Sandip; 'Bryan.Siler@amwater.com'; Ruehl, Matt
Cc: Wiest, Gary; Deininge, Candice; 'marisa@utiliplan.com'; 'Rachel.Cole@amwater.com'
Subject: RE: Closing Package Files are on the FTP Site.

Thanks Bryan, yes we have files in FTP. Couple of questions.

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Thanks.
Eileen

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To: 'Bryan.Siler@amwater.com'; Nam, Eileen; Ruehl, Matt
Cc: Wiest, Gary; Deininger, Candice; 'marisa@utiliplan.com'; 'Rachel.Cole@amwater.com'
Subject: RE: Closing Package Files are on the FTP Site.

Thanks Bryan ... I will wait to hear from Eileen and Matt to ensure the files are received OK.

We will have the status update on call at 4:00 PM Easter on Thursday to review any/all remaining items.

Thank you,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, May 29, 2012 5:14 PM
To: Wiest, Gary; Basu, Sandip; Ruehl, Matt; Bryan.Siler@amwater.com; Deininger, Candice; marisa@utiliplan.com; Rachel.Cole@amwater.com
Subject: Closing Package 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

[attachment "KAWC Data Items.docx" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Monday, June 04, 2012 5:32 PM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com
Subject: Re: Service On File Entry

Attachments: pic15255.gif



pic15255.gif (6 KB)

Hi Candice,

I'll have to look into it a little bit more. The addresses for FC look like they start with 2661.

(Embedded image moved to file: pic15255.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@lexingt
onky.gov>

06/04/2012 04:55
PM

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

To

cc

Subject

Service On File Entry

Good afternoon. I'm in the process of creating the file for GIS coding and saw the entry below. Should this have a Region code of 1220 since it's located in Lexington and not 1210?

1210 120060598 W 2255 Hstn-Antch Rd Lexington ONSET 20120517
Swayze Chris

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

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Friday, June 01, 2012 5:57 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com
Cc: Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: RE: Update

Attachments: KAWC Data Items.docx



KAWC Data
Items.docx (6 KB)

Bryan - I was wondering if you could response to Matt's question below via an email. That way we can proceed with GCWW conversion programming accordingly - we are now embarked on the system testing phase of the project, so I do need these loose ends tied.

Also, can you please let us know about the conference call time with Cheryl (related to UdUsgPrd discussion) - or, are we not having that call no more? I guess, it depends on your response to Matt's questions below. Please let us know on Monday - if you would.

Rachel - Received the initial electronic list of the Tax Exempt customers. Thank you. I will wait to hear from Eileen for any questions on this.

All - Attached is the updated items list. I am hoping we get further updates on Monday via email during Monday. If not, I will propose that we schedule a call on Tuesday afternoon - after 2:00 PM Eastern (I won't want to wait till Wednesday as we need that time for BOPP review between GCWW & LFUCG teams).

I will look forward to updates from Bryan on Monday.

Thank you,
Sandip.

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

From: Ruehl, Matt
Sent: Thursday, May 31, 2012 3:48 PM
To: Bryan.Siler@amwater.com; Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Rachel.Cole@amwater.com
Subject: RE: Update

Thanks Bryan.

One clarifying question and then we can put this to rest.

You sent us a closing package already and planned to send another in the next few weeks. I assume that this UdUsgPrd file will only be available in the FINAL closing package we get at the end of August, not in any intermittent closing packages that we are testing with over the next few months. Is that correct?

The reason I ask is because if we are not going to see this file until the end of August in the FINAL closing package then we won't really be able to use it because we won't have been able to test with it throughout our development and testing process. We'll make do either way, I just want to verify that this is the case.

Thanks
Matt

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

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

Sent: Thursday, May 31, 2012 3:40 PM

To: Basu, Sandip

Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com

Subject: Update

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Still working on the Tax Exempt list.

Thanks.

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Cc: "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deininger, Candice" <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>
Date: 05/30/2012 05:03 PM
Subject: RE: Closing Package Files are on the FTP Site.

FYI - Notes updated from today's call.

Bryan, Rachel - Please let me know for the time we should get on the call with Cheryl on Friday.

Thanks,
Sandip.

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Eileen

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

[attachment "KAWC Data Items.docx" deleted by Bryan Siler/KAWC/AWWS]

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, June 01, 2012 5:26 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Basu, Sandip; Ruehl, Matt; Nam, Eileen
Cc: Theresa.Duba@amwater.com
Subject: Tax Exempt file-LFUCG

Attachments: KY Tax Exempt Accounts Spreadsheet 06.01.12.xlsx



KY Tax Exempt
Accounts Spreads..

All,

Please find attached, the tax exempt file that we discussed on our call on Wednesday. There is still more research and clean up in progress, so we will send additions in a subsequent file. Please let me know if you have any further questions. Thank you.

(See attached file: KY Tax Exempt Accounts Spreadsheet 06.01.12.xlsx)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
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Fax: 859-335-3307

Janet Graham

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FYI - Notes updated from today's call.

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Thanks,
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Janet Graham

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To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Ruehl, Matt; Nam, Eileen
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04/29/2013

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bryan.siler@amwater.com

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, May 30, 2012 3:30 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Ruehl, Matt; Nam, Eileen
Cc: Candice Deininger; Wiest, Gary; marisa@utiliplan.com
Subject: RE: Closing Package Files are on the FTP Site.
Attachments: KAWC Data Items.docx

Bryan & Rachel –

Attached is the latest list of items with Eileen's updates. Eileen has asked for couple of more items as below.

Please address these remaining items. We will talk about these at 4:00 PM call.

Thank you.
 Sandip.

From: Nam, Eileen
Sent: Wednesday, May 30, 2012 11:45 AM
To: Basu, Sandip; 'Bryan.Siler@amwater.com'; Ruehl, Matt
Cc: Wiest, Gary; Deininger, Candice; 'marisa@utiliplan.com'; 'Rachel.Cole@amwater.com'
Subject: RE: Closing Package Files are on the FTP Site.

Thanks Bryan, yes we have files in FTP. Couple of questions.

1. What are the files under the folder "Closing Area 1210"? Do we need to convert these accounts to our system?
2. KYPR_LFUCG_20121001_Active Account Listing With Balances – My understanding of the data is that this file contains all of active accounts & utility types (Wastewater, Stormwater, and Landfill) and balance if exists. I was planning to use this file to generate active accounts, services, and balances if exists. But it looks like this file specifies utility type only when it has a balance. The account '72592' has listed only Stormwater since it has balance. From other files (STRINDEX, CBT..), I can see this account also has Wastewater. The account '72599' has listed once with balance 0 and nothing specified for utility type. From other files, I can see this account has Wastewater and Stormwater. Please verify this file only can be used to build Active accounts and balances if exists. For building service, I need to look "KYPR_LFUCG_20121001_Services Listing" for Wastewater and "KYPR_LFUCG_20121001_Account With Fixed Charge Listing" for Stormwater and Landfill.

✘

Thanks.
Eileen

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

From: Basu, Sandip
Sent: Tuesday, May 29, 2012 8:35 PM
To: 'Bryan.Siler@amwater.com'; Nam, Eileen; Ruehl, Matt
Cc: Wiest, Gary; Deininger, Candice; 'marisa@utiliplan.com'; 'Rachel.Cole@amwater.com'
Subject: RE: Closing Package Files are on the FTP Site.

Thanks Bryan ... I will wait to hear from Eileen and Matt to ensure the files are received OK.

We will have the status update on call at 4:00 PM Easter on Thursday to review any/all remaining items.

Thank you,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, May 29, 2012 5:14 PM
To: Wiest, Gary; Basu, Sandip; Ruehl, Matt; Bryan.Siler@amwater.com; Deininger, Candice; marisa@utiliplan.com; Rachel.Cole@amwater.com
Subject: Closing Package 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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, May 30, 2012 11:30 AM
To: Eileen.Nam@gcww.cincinnati-oh.gov
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Basu, Sandip; Ruehl, Matt
Subject: RE: UdUsgPrd File

That's great. Talk to you this afternoon.

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: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>, "Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>, <marisa@utiliplan.com>,
"Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>,
<Rachel.Cole@amwater.com>
Date: 05/30/2012 11:12 AM
Subject: RE: UdUsgPrd File

Bryan,

The attached is the file layout Cheryl Disanti sent to us. The "Usage" file has column "Reason Code" (column U), which map to the field "UDRSN" in UdUsgPrd.txt file. This is very important piece of data we can use to distinguish the type of adjustments.

Thanks.
Eileen

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, May 30, 2012 9:20 AM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com
Subject: UdUsgPrd File

Adjustments

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Everyone,

There will be two files after we go to SAP. One will include usage, readings, adjustments, etc. The other will include address and premise changes.

Cheryl Disanti said she sent the new file layouts. If you have any further questions about the SAP files we can get her involved to answer them.

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

[attachment "File Layout Premise-Customer Change (2).xlsx" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Nam, Eileen [Eileen.Nam@gcww.cincinnati-oh.gov]
Sent: Wednesday, May 30, 2012 11:12 AM
To: Bryan.Siler@amwater.com; Basu, Sandip
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; marisa@utiliplan.com; Ruehl, Matt
Subject: RE: UdUsgPrd File
Attachments: File Layout Premise-Customer Change (2).xlsx



File Layout .
emise-Customer C

Bryan,

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Sent: Wednesday, May 30, 2012 9:20 AM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com
Subject: UdUsgPrd File

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

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, May 30, 2012 10:17 AM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Ruehl, Matt
Cc: Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan
Subject: RE: G1M4A

Thanks for forwarding Matt.

Rachel - Requesting to keep me included in all communications.

Bryan - Also, please keep John included in all communications as well.

Thanks,
Sandip.

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

From: Ruehl, Matt
Sent: Wednesday, May 30, 2012 8:10 AM
To: Basu, Sandip
Subject: FW: G1M4A

FYI...noticed you weren't on the list.

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, May 29, 2012 1:42 PM
To: Deininger, Candice; John Hoggard; Ruehl, Matt; Bryan.Siler@amwater.com; marisa@utiliplan.com; Rachel.Cole@amwater.com; Wiest, Gary; Nam, Eileen
Subject: Fw: G1M4A

Everyone,

This print screen should meet the rate schedule information that has been requested. I am still following up on the tax exempt file. Thank you!

(Embedded image moved to file: pic21985.gif)

Bryan Siler
Field Operations Supervisor
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bryan.siler@amwater.com

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To: Eileen.Nam@gcww.cincinnati-oh.gov
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Basu, Sandip; Ruehl, Matt
Subject: RE: UdUsgPrd File

That's great. Talk to you this afternoon.

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bryan.siler@amwater.com

From: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>, "Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>, <marisa@utiliplan.com>,
"Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>,
<Rachel.Cole@amwater.com>
Date: 05/30/2012 11:12 AM
Subject: RE: UdUsgPrd File

Bryan,

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Thanks.
Eileen

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Sent: Wednesday, May 30, 2012 9:20 AM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com
Subject: UdUsgPrd File

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859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

[attachment "File Layout Premise-Customer Change (2).xlsx" deleted by Bryan Siler/KAWC/AWWSA]

Janet Graham

From: Nam, Eileen [Eileen.Nam@gcww.cincinnati-oh.gov]
Sent: Wednesday, May 30, 2012 11:12 AM
To: Bryan.Siler@amwater.com; Basu, Sandip
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; marisa@utiliplan.com; Ruehl, Matt
Subject: RE: UdUsgPrd File

Attachments: File Layout Premise-Customer Change (2).xlsx



File Layout
emise-Customer C

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Sent: Wednesday, May 30, 2012 9:20 AM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; marisa@utiliplan.com; Ruehl, Matt; Rachel.Cole@amwater.com
Subject: UdUsgPrd File

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

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, May 30, 2012 10:17 AM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Ruehl, Matt
Cc: Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan
Subject: RE: G1M4A

Thanks for forwarding Matt.

Rachel - Requesting to keep me included in all communications.

Bryan - Also, please keep John included in all communications as well.

Thanks,
Sandip.

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

From: Ruehl, Matt
Sent: Wednesday, May 30, 2012 8:10 AM
To: Basu, Sandip
Subject: FW: G1M4A

FYI...noticed you weren't on the list.

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, May 29, 2012 1:42 PM
To: Deininger, Candice; John Hoggard; Ruehl, Matt; Bryan.Siler@amwater.com; marisa@utiliplan.com; Rachel.Cole@amwater.com; Wiest, Gary; Nam, Eileen
Subject: Fw: G1M4A

Everyone,

This print screen should meet the rate schedule information that has been requested. I am still following up on the tax exempt file. Thank you!

(Embedded image moved to file: pic21985.gif)

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, May 30, 2012 9:20 AM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: UdUsgPrd File

Adjustments

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bryan.siler@amwater.com

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, May 29, 2012 8:35 PM
To: Bryan.Siler@amwater.com; Ruehl, Matt; Nam, Eileen
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; marisa@utiliplan.com
Subject: RE: Closing Package Files are on the FTP Site.

Thanks Bryan ... I will wait to hear from Eileen and Matt to ensure the files are received OK.

We will have the status update on call at 4:00 PM Easter on Thursday to review any/all remaining items.

Thank you,
Sandip.

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Sent: Tuesday, May 29, 2012 5:14 PM
To: Wiest, Gary; Basu, Sandip; Ruehl, Matt; Bryan.Siler@amwater.com; Deininger, Candice; marisa@utiliplan.com; Rachel.Cole@amwater.com
Subject: Closing Package 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

Janet Graham

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Sent: Tuesday, May 29, 2012 5:14 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger;
gary.wiest@gcww.cincinnati-oh.gov; marisa@utiliplan.com; sandip.basu@gcww.cincinnati-oh.gov; Matt.Ruehl@gcww.cincinnati-oh.gov
Subject: Closing Package Files are on the FTP Site.

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

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Sent: Tuesday, May 29, 2012 1:42 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: Fw: G1M4A
Attachments: pic21985.gif



pic21985.gif (6 KB)

Everyone,

This print screen should meet the rate schedule information that has been requested. I am still following up on the tax exempt file. Thank you!

(Embedded image moved to file: pic21985.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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, May 25, 2012 11:17 AM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com
Subject: New Rates for Sewer and Water Quality

Hi Candice,

I know you are out of the office - I hope you enjoy your weekend.

I just wanted to check and see if there will be an increase for 2012.

Kindly let me know by June 9th to make a July 1, 2012 effective date. Anything after that date may cause problems with the testing and implementation of the new rates.

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/AWWS on 05/25/2012 11:11 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "William O'Mara" <billo@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 05/18/2011 07:58 AM
Subject: RE: New Rates for Sewer and Water Quality

Good morning, Bryan, and thank you very much!!

Candice 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, May 17, 2011 4:06 PM
To: Candice Deininger
Cc: William O'Mara; Takisha.Walker@amwater.com
Subject: Re: New Rates for Sewer and Water Quality

Candice,

We would greatly appreciate them by June 9, 2011 if at all possible. Anything after that date may cause problems with the testing and implementation of the new rates.

Thank you...

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "William O'Mara" <billo@lexingtonky.gov>
Date: 05/17/2011 02:16 PM
Subject: New Rates for Sewer and Water Quality

Good afternoon, Bryan. As you know, the rates for sewer change effective July 1 of every year, and the water quality management fee will be adjusted the same way with the same effective date. What is the deadline for LFUCG to get these rates to KAWC for the July 1 implementation? I just want to make sure we get them to you in plenty of time. Thanks very much and have a good afternoon!!

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, May 24, 2012 4:04 PM
To: Wiest, Gary; John Hoggard; Lynne Webb
Cc: <Rachel.Cole@amwater.com>; <Bryan.Siler@amwater.com>; <marisa@utiliplan.com>; Basu, Sandip; Ruehl, Matt; Nam, Eileen
Subject: RE: Weekly LFUCG/GCWW/KAW call - NOTES.

I'll be out of the office tomorrow, but will have Lynne call in.

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: Thursday, May 24, 2012 3:37 PM
To: Wiest, Gary
Cc: <Rachel.Cole@amwater.com>; Basu, Sandip; <Bryan.Siler@amwater.com>; Candice Deininger; Nam, Eileen; <marisa@utiliplan.com>; Ruehl, Matt
Subject: Re: Weekly LFUCG/GCWW/KAW call - NOTES.

Yes for me.

Sent from my iPhone

On May 24, 2012, at 2:33 PM, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov> wrote:

> How about 9:30?

>

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

> **From:** Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
> **Sent:** Thursday, May 24, 2012 3:30 PM
> **To:** Basu, Sandip
> **Cc:** Bryan.Siler@amwater.com; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt
> **Subject:** RE: Weekly LFUCG/GCWW/KAW call - NOTES.

>

> Everyone,

>

> Would it be possible to get a conference call for 9:00 am tomorrow morning?

> Should we use the same conference call number that we use weekly?

> Please

> advise and we can probably knock out most, if not all, items.

>

> 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

>

>

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>
>
>
> "Basu, Sandip"
> <Sandip.Basu@gcww
> .cincinnati-
> oh.go
> v>
> "Ruehl,
> 05/23/2012 02:37
> PM
> >
>
> To
> "John Hoggard"
> <jhoggard@utiliplan.com>,
> Matt"
> <Matt.Ruehl@gcww.cincinnati-oh.gov
> , <Bryan.Siler@amwater.com>,
> "Deining, Candice"
> <cdeining@lexingtonky.gov>,
> <marisa@utiliplan.com>,
> <Rachel.Cole@amwater.com>,
> "Wiest,
> Gary"
> <Gary.Wiest@gcww.cincinnati-oh.gov
> >
> , "Nam, Eileen"
> <Eileen.Nam@gcww.cincinnati-oh.gov
> >

cc

> Subject
> RE: Weekly LFUCG/GCWW/KAW call -
> NOTES.

> <<KAWC Data Items.docx>>

> FYI - Today's notes updated in the attached.

> Thank you.

> Sandip.

> -----Original Appointment-----

> From: John Hoggard [mailto:jhoggard@utiliplan.com]
> Sent: Wednesday, May 09, 2012 1:54 PM
> To: John Hoggard; Basu, Sandip; Ruehl, Matt; Bryan.Siler@amwater.com;
> Deining, Candice; marisa@utiliplan.com; Rachel.Cole@amwater.com;
> Wiest, Gary
> Subject: Weekly LFUCG/GCWW/KAW call
> When: Wednesday, May 23, 2012 2:00 PM-3:00 PM (GMT-05:00) Eastern Time
> (US & Canada).
> Where: call in

>
>
> 605-562-3000 code #255921[attachment "KAWC Data Items.docx" deleted by
> Rachel Cole/KAWC/AWWSO]
>

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, May 24, 2012 4:04 PM
To: Wiest, Gary; John Hoggard; Lynne Webb
Cc: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; marisa@utiliplan.com; Basu, Sandip; Ruehl, Matt; Nam, Eileen
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Sent: Thursday, May 24, 2012 3:37 PM
To: Wiest, Gary
Cc: <Rachel.Cole@amwater.com>; Basu, Sandip; <Bryan.Siler@amwater.com>; Candice Deininger; Nam, Eileen; <marisa@utiliplan.com>; Ruehl, Matt
Subject: Re: Weekly LFUCG/GCWW/KAW call - NOTES.

Yes for me.

Sent from my iPhone

On May 24, 2012, at 2:33 PM, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov> wrote:

> How about 9:30?

>

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

> **From:** Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
> **Sent:** Thursday, May 24, 2012 3:30 PM
> **To:** Basu, Sandip
> **Cc:** Bryan.Siler@amwater.com; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt
> **Subject:** RE: Weekly LFUCG/GCWW/KAW call - NOTES.

>

> Everyone,

>

> Would it be possible to get a conference call for 9:00 am tomorrow morning?

> Should we use the same conference call number that we use weekly?

> Please

> advise and we can probably knock out most, if not all, items.

>

> 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

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>
> "Basu, Sandip"
> <Sandip.Basu@gcww
> .cincinnati-
> oh.go
> v>
> "Ruehl,
> 05/23/2012 02:37
> PM
> >
>
> To
> "John Hoggard"
> <jhoggard@utiliplan.com>,
> Matt"
> <Matt.Ruehl@gcww.cincinnati-oh.gov
> , <Bryan.Siler@amwater.com>,
> "Deining, Candice"
> <cdeining@lexingtonky.gov>,
> <marisa@utiliplan.com>,
> <Rachel.Cole@amwater.com>,
> "Wiest,
> Gary"
> <Gary.Wiest@gcww.cincinnati-oh.gov
> >
>
> , "Nam, Eileen"
> <Eileen.Nam@gcww.cincinnati-oh.gov
> >
>
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> cc
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> Subject
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> RE: Weekly LFUCG/GCWW/KAW call -
> NOTES.
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>
> <<KAWC Data Items.docx>>
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>
> FYI - Today's notes updated in the attached.
>
>
> Thank you.
>
>
> Sandip.
>
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> From: John Hoggard [mailto:jhoggard@utiliplan.com]
> Sent: Wednesday, May 09, 2012 1:54 PM
> To: John Hoggard; Basu, Sandip; Ruehl, Matt; Bryan.Siler@amwater.com;
> Deining, Candice; marisa@utiliplan.com; Rachel.Cole@amwater.com;
> Wiest, Gary
> Subject: Weekly LFUCG/GCWW/KAW call
> When: Wednesday, May 23, 2012 2:00 PM-3:00 PM (GMT-05:00) Eastern Time
> (US & Canada).
> Where: call in

>
>
> 605-562-3000 code #255921[attachment "KAWC Data Items.docx" deleted by
> Rachel Cole/KAWC/AWWSC]
>

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Thursday, May 24, 2012 3:37 PM
To: Wiest, Gary
Cc: <Rachel.Cole@amwater.com>; <Bryan.Siler@amwater.com>; Candice Deininger; <marisa@utiliplan.com>; Basu, Sandip; Ruehl, Matt; Nam, Eileen
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Sent from my iPhone

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> Sent: Thursday, May 24, 2012 3:30 PM

> To: Basu, Sandip

> Cc: Bryan.Siler@amwater.com; Deininger, Candice; Nam, Eileen; Wiest,

> Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt

> Subject: RE: Weekly LFUCG/GCWW/KAW call - NOTES.

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> Rachel S. Cole

> Kentucky American Water

> Field Services Supervisor

> Customer Advocacy Office

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> Ph: 859-268-6307

> Fax: 859-335-3307

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"Basu, Sandip"

<Sandip.Basu@gcww

.cincinnati-

oh.gov

v>

"Ruehl,

05/23/2012 02:37

PM

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To

"John Hoggard"

<jhoggard@utiliplan.com>,

Matt"

<Matt.Ruehl@gcww.cincinnati-oh.gov

, <Bryan.Siler@amwater.com>,

"Deininger, Candice"

<cdeining@lexingtonky.gov>,

<marisa@utiliplan.com>,

<Rachel.Cole@amwater.com>,

> Gary"
>
> <Gary.Wiest@gcww.cincinnati-oh.gov
> >
> , "Nam, Eileen"
>
> <Eileen.Nam@gcww.cincinnati-oh.gov
> >
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> cc
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> Subject
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> Rachel Cole/KAWC/AWWS]
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Sent: Thursday, May 24, 2012 3:30 PM
To: Basu, Sandip
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"Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
v>

05/23/2012 02:37 PM

To
"John Hoggard"
<jhoggard@utiliplan.com>, "Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>
, <Bryan.Siler@amwater.com>, "Deininger, Candice"
<cdeining@lexingtonky.gov>, <marisa@utiliplan.com>, <Rachel.Cole@amwater.com>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>, "Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>
cc

Subject
RE: Weekly LFUCG/GCWW/KAW call - NOTES.

<<KAWC Data Items.docx>>

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When: Wednesday, May 23, 2012 2:00 PM-3:00 PM (GMT-05:00) Eastern Time (US & Canada).

Where: call in

605-562-3000 code #255921[attachment "KAWC Data Items.docx" deleted by Rachel Cole/KAWC/AWWSC]

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Sent: Thursday, May 24, 2012 3:30 PM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: RE: Weekly LFUCG/GCWW/KAW call - NOTES.

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Field Services Supervisor
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Email: rachel.cole@amwater.com
Ph: 859-268-6307
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"Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
>

05/23/2012 02:37
PM

To
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<jhoggard@utiliplan.com>, "Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>
, <Bryan.Siler@amwater.com>,
"Deininger, Candice"
<cdeining@lexingtonky.gov>,
<marisa@utiliplan.com>,
<Rachel.Cole@amwater.com>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>
, "Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>
cc

Subject
RE: Weekly LFUCG/GCWW/KAW call -
NOTES.

<<KAWC Data Items.docx>>

FYI - Today's notes updated in the attached.

Thank you.

Sandip.

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Sent: Wednesday, May 09, 2012 1:54 PM
To: John Hoggard; Basu, Sandip; Ruehl, Matt; Bryan.Siler@amwater.com; Deininger, Candice; marisa@utiliplan.com; Rachel.Cole@amwater.com; Wiest, Gary
Subject: Weekly LFUCG/GCWW/KAW call
When: Wednesday, May 23, 2012 2:00 PM-3:00 PM (GMT-05:00) Eastern Time (US & Canada).
Where: call in

605-562-3000 code #255921[attachment "KAWC Data Items.docx" deleted by Rachel Cole/KAWC/AWWSC]

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, May 24, 2012 1:57 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Cc: Cossins, Faye
Subject: RE: Weekly LFUCG/GCWW/KAW call - NOTES.
Attachments: KAWC Data Items.docx

Candice --

GCWW is equally worried by not receiving these files yet. As of 1:45 PM today, GCWW did not receive any other files from Rachel or Bryan (Eileen just checked again)

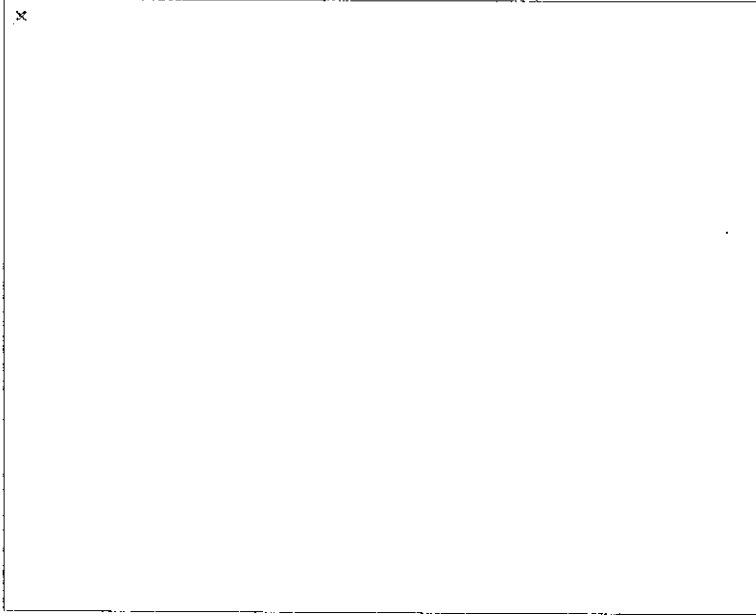
Based on yesterday's conference call, I understood that Rachel Cole (KAWC) will follow up with Bryan to collect all these data files and let us know when to pick them up from the FTP site. We are standing by for that action.

FYI - I have attached the latest version of the data items list for everyone's easy review.

Thank you,
Sandip.

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Thursday, May 24, 2012 12:21 PM
To: Basu, Sandip; John Hoggard; Ruehl, Matt; Bryan.Siler@amwater.com; marisa@utiliplan.com; Rachel.Cole@amwater.com; Wiest, Gary; Nam, Eileen
Subject: RE: Weekly LFUCG/GCWW/KAW call - NOTES.
Importance: High

Good afternoon, all. I was reviewing Sandip's notes and have a few follow-up questions for Bryan . . . maybe Eileen. I'm referencing the following entry originally dated 03/29/12 with a 05/17 update. From whom will I receive this file? Or will I need to retrieve it from some place? Will I be able to convert this file into a spreadsheet or some other type of document? How large a file are we talking about? I'm understandably curious (and concerned) about what I'm in for



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: Wednesday, May 23, 2012 2:37 PM
To: John Hoggard; Ruehl, Matt; Bryan.Siler@amwater.com; Candice Deininger; marisa@utiliplan.com; Rachel.Cole@amwater.com; Wiest, Gary; Nam, Eileen
Subject: RE: Weekly LFUCG/GCWW/KAW call - NOTES.

<<KAWC Data Items.docx>>

FYI - Today's notes updated in the attached.

Thank you.

Sandip.

-----Original Appointment-----

From: John Hoggard [<mailto:jhoggard@utiliplan.com>]

Sent: Wednesday, May 09, 2012 1:54 PM

To: John Hoggard; Basu, Sandip; Ruehl, Matt; Bryan.Siler@amwater.com; Delninger, Candice; marisa@utiliplan.com; Rachel.Cole@amwater.com; Wiest, Gary

Subject: Weekly LFUCG/GCWW/KAW call

When: Wednesday, May 23, 2012 2:00 PM-3:00 PM (GMT-05:00) Eastern Time (US & Canada).

Where: call in

605-562-3000 code #255921

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, May 22, 2012 10:26 AM
To: Candice Deininger
Cc: Kari.Bettorf@amwater.com
Subject: RE: Couple Quick Questions

Thanks, Kari for the clarification! I appreciate your help!

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>
<Kari.Bettorf@amwater.com>, <Rachel.Cole@amwater.com>
RE: Couple Quick Questions

To
cc
Subject

05/22
/2012
09:18
AM

Good morning, Kari, and thanks so very much!! This is greatly appreciated. And Rachel - thank you as well . . . hope things are okay with 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: Kari.Bettorf@amwater.com [mailto:Kari.Bettorf@amwater.com]
Sent: Tuesday, May 22, 2012 9:16 AM
To: Rachel.Cole@amwater.com
Cc: Candice Deininger
Subject: Re: Couple Quick Questions

Hi Candice

American Water performs Write off once an account is closed with a debit owed. The Account is closed either by the customer directly or by AW through termination for nonpayment. Once Closed between 30-45 days the account is sent to a Third Party Agency for Collection Attempts. At this time the account status is moved from Closed Status to Sent to Agency Status. After an additional 45 days, the account is formally written off the American Water book and is statused Charge off.

All of three of these codes are considered Inactive Accounts.

Best Regards,

Kari Bettorf
Collection Supervisor
P: 618.433.4633
F: 618.433.4552

From: Rachel Cole/KAWC/AWWS
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
Cc: Kari A Bettorf/CALLCTR/CORP/AWWS@AWW
Date: 05/21/2012 04:50 PM
Subject: Re: Couple Quick Questions

Hi Candice,

No bother, really.

Over 90 days, accounts are written off. The status at that time is AG-sent to agency. I would consider this status as inactive. They would not have water service.

Kari, Would you please confirm or correct, whether I've answered correctly? Thank you.

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

"Candice

Deininger"

To <cdeining@lexingt
onky.gov> <Rachel.Cole@amwater.com>

cc
05/21/2012 03:31

Subject
PM

Couple Quick Questions

Hi, Rachel . . . I really do hate to bother you, but I was wondering if you would help me with a couple of questions:

After how many days is an account written-off?

Are these accounts considered inactive?

Thank you!!

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

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To

05/21/2012 03:31
PM

cc

Couple Quick Questions

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05/21/2012 03:31
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To
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Couple Quick Questions

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859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Monday, May 21, 2012 5:51 PM
To: Candice Deininger
Cc: Kari.Bettorf@amwater.com
Subject: Re: Couple Quick Questions

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"Candice
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onky.gov>

<Rachel.Cole@amwater.com>

To

cc

05/21/2012 03:31
PM

Subject

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cdeining@lexingtonky.gov

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Monday, May 21, 2012 10:00 AM
To: Bryan.Siler@amwater.com; Basu, Sandip; Ruehl, Matt
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; Nam, Eileen
Subject: RE: open items with KAW

Sandip,
Did Bryan get you what you needed, or confirm he will get you what you need by today as you requested below?

John

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

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, May 17, 2012 4:46 PM
To: Bryan.Siler@amwater.com; jhoggard@utiliplan.com; Ruehl, Matt
Cc: Deininger, Candice; Wiest, Gary; Rachel.Cole@amwater.com; Nam, Eileen
Subject: RE: open items with KAW

All, Today's status call updates are reflected on the attached Word document. Please follow items highlighted in yellow with today's date (5/17). If anyone has any edits/corrections, let me/Matt know.

Bryan -

GCWW team is gearing up for the custom development and completion of the configuration of the billing system to initiate testing effort immediately after Memorial weekend. At this time, GCWW team has several items for interface development, conversion scripting and data mapping - which directly rely on data availability and sample work files from KAWC.

Availability of the remaining sets of data/questions items from KAWC, greatly helps us completion of the above items and move into system acceptance testing phase. Can we expect to receive the remaining items before Monday May 21st? Please let us know.

Very much appreciate your continuing help with all these.

Thank you.
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, May 15, 2012 6:31 PM
To: jhoggard@utiliplan.com
Cc: Deininger, Candice; Wiest, Gary; Ruehl, Matt; Rachel.Cole@amwater.com; Basu, Sandip
Subject: RE: open items with KAW

John,

I plan to have most, if not all, of this to you tomorrow before our Thursday call.

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: "'Basu, Sandip'" <Sandip.Basu@gcww.cincinnati-oh.gov>, "'Wiest, Gary'" <Gary.Wiest@gcww.cincinnati-oh.gov>, "'Deininger, Candice'" <cdeining@lexingtonky.gov>, "'Ruehl, Matt'" <Matt.Ruehl@gcww.cincinnati-oh.gov>, <Rachel.Cole@amwater.com>

Date: 05/15/2012 09:33 AM

Subject: RE: open items with KAW

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Maybe you were out yesterday - please let us know today by when you will be responding to these open items. Rachel, if Bryan is not in can you please let us know.

We are getting in crunch time now and your timely input on these items, and future items, is absolutely critical to us going live on schedule.

Thanks

John

From: Ruehl, Matt [mailto:Matt.Ruehl@gcww.cincinnati-oh.gov]

Sent: Monday, May 14, 2012 9:59 AM

To: John Hoggard; Bryan.Siler@amwater.com

Cc: Basu, Sandip; Wiest, Gary; Deininger, Candice

Subject: RE: open items with KAW

I have not heard or closed out any of the below items.

From: John Hoggard [mailto:jhoggard@utiliplan.com]

Sent: Monday, May 14, 2012 9:26 AM

To: Bryan.Siler@amwater.com; Ruehl, Matt

Cc: Basu, Sandip; Wiest, Gary; Deininger, Candice

Subject: open items with KAW

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Have any of the items below closed out since our call last week? I think some of them closed out...

Bryan, for remaining open items can you give us an estimate of when you can get GCWW the information they need?

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3/29/12	Verify the new account process and ensure that	Bryan (KAWC) is	Matt/Eileen (GCWW)	Phone Discussion

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| site like they are today to up
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4/3/12

| Life Support are these
| coming across in the data
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Bryan to
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Phone
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| Does KAWC have any bill
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Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, May 17, 2012 4:46 PM
To: Bryan.Siler@amwater.com; jhoggard@utiliplan.com; Ruehl, Matt
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; Nam, Eileen
Subject: RE: open items with KAW

Attachments: KAWC Data Items.docx



KAWC Data
Items.docx (6 KB)

All, Today's status call updates are reflected on the attached Word document. Please follow items highlighted in yellow with today's date (5/17). If anyone has any edits/corrections, let me/Matt know.

Bryan -

GCWW team is gearing up for the custom development and completion of the configuration of the billing system to initiate testing effort immediately after Memorial weekend. At this time, GCWW team has several items for interface development, conversion scripting and data mapping - which directly rely on data availability and sample work files from KAWC.

Availability of the remaining sets of data/questions items from KAWC, greatly helps us completion of the above items and move into system acceptance testing phase. Can we expect to receive the remaining items before Monday May 21st? Please let us know.

Very much appreciate your continuing help with all these.

Thank you.
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, May 15, 2012 6:31 PM
To: jhoggard@utiliplan.com
Cc: Deininger, Candice; Wiest, Gary; Ruehl, Matt; Rachel.Cole@amwater.com; Basu, Sandip
Subject: RE: open items with KAW

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Bryan Siler
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From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, May 14, 2012 10:35 AM
To: John Hoggard
Subject: RE: open items with KAW
Importance: High

Hey there! This is really good . . . I think you should have also copied Bill . . .

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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	<p>regarding the NPOFS process. Currently it is a manual process handled by the Special Accounts Department. They check for Health Alerts and would not issue the order and the sewer authority would be notified. Bryan has someone looking into the automated process to verify if the system checks and will let you know.</p>			
4/3/12	<p>How are partial bills handled / prorated?</p> <p>Any bills that fall outside of the 25-35 DOS range are prorated based on the number of days. This applies for landfill and water quality fees. Sewer is also prorated for each step based on DOS - Eileen recommends using normalization of rate / service.</p>	<p>Bryan to send some examples of this</p>	<p>Eileen (GCWW)</p>	<p>Phone Discussion</p>
4/3/12	<p>Does KAWC have any bill calculation methodology documents that GCWW can review? Reference manual?</p> <p>Bryan is not aware of an official manual but will check with billing dept. to see if something exists.</p> <p>Bryan also verified that there is a different rate schedule for DISCOUNTS.</p>	<p>Bryan to send same examples as item above</p> <p>Bryan to send example bill account for each rate and billing type</p>	<p>Eileen (GCWW)</p>	<p>Phone Discussion</p>
4/17/12	<p>Adjustments</p> <p>We are under the impression that after conversion, you will no longer be supplying us with the UdUsgPrd file. Without this file we have no way of identifying what type of adjustment (cancel, rebill, etc.) occurred on the account. Is it possible that we continue to receive this file? Or, is there some other place in another data file that we can get this same information?</p>	<p>Bryan to respond</p>	<p>Mike (GCWW)</p>	<p>Email</p>
4/11/12	<p>In the active account file there is</p>	<p>Bryan to</p>	<p>Eileen</p>	<p>Email</p>

	no balance. Can the balance be included in this file just like it is in the inactive file.	respond		
4/11/12	The premises listing file still contains the service address in one field. Can this be broken out like the STRINDEX file?	Bryan to respond	Eileen	Email
5/3/12	Payments update (for carry forward debit items) Interface <ul style="list-style-type: none"> - Will KAWC carry forward the sewer, landfill and Water Quality charges if customer doesn't pay last combined bill (Aug). If so the customer will get duplicate previous balances from both GCWW and KAWC. 	Bryan?	Mike (GCWW)	To be Discussed

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, May 10, 2012 12:04 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com
Subject: KAWC New Services for April 2012
Attachments: ONSET-NEW TAPS FOR APRIL 2012.xls

Good afternoon. Attached is the file of geocoded new services for April 2012. Kindly let me 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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, May 09, 2012 11:54 AM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com; Laura Harris; Hilori Morgan; Lynne Cross; John Hoggard
Subject: Re: Collection Agency Calls

Candice,

I am checking into this. Examples would help if you have any.

I will try to have an answer for our call this afternoon.

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>, <rachel.cole@amwater.com>
Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Lynne Cross"
<ccross@lexingtonky.gov>, "Laura Harris"
<lharris@lexingtonky.gov>, "John Hoggard"
<jhoggard@utiliplan.com>
Date: 05/09/2012 11:38 AM
Subject: Collection Agency Calls

Good morning . . . Hilori and Lynne on staff here have received calls from irate customers who said they received a collection call from an out-of-town collection agency requesting credit card information for payment their of unpaid water quality management fee. Lynne said the caller she dealt with didn't identify from the where the call originated; Hilori indicated her caller said something about Florida. Can either of you shed some light on this? If AmWater's collection agencies are not making these calls, then I'm concerned this is something much more . . . kindly get back to me ASAP so I can pass along the information to our call takers. Thank you!

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, May 08, 2012 1:43 PM
To: Rachel.Cole@amwater.com; Takisha.Walker@amwater.com; Candice Deininger; Robin Adams; Mary.Money@amwater.com; Susan.Lee@amwater.com; AW_-_MI_Requests/AWWSC@amwater.net; Deana.Diggs@amwater.com; Al'Netta.Bennett@amwater.com
Subject: Managed Contract Billing

Attachments: LFUCG 0412 MI Request.doc; Sadieville 0412 MI Request.doc; pic12546.gif



LFUCG 0412 MI Request.doc (6 K...
Sadieville 0412 MI Request.doc...
pic12546.gif (6 KB)

Attached are the MI requests for the LFUCG and Sadieville monthly billings. Please process and send the LFUCG .pdf file to Candice Deininger at the LFUCG and send the Sadieville .pdf file to Cindy Foster at the City of Sadieville.

Thanks.

(See attached file: LFUCG 0412 MI Request.doc) (See attached file: Sadieville 0412 MI Request.doc)

(Embedded image moved to file: pic12546.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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, May 08, 2012 1:41 PM
To: Candice Deininger; James Hoskins; William O'Mara; Deborah Gerardi; Rachel.Cole@amwater.com; Stephen Mulligan; Steven.Snowden@amwater.com; Takisha.Walker@amwater.com; Cecily Chan; Renee Wallingford; Kimberly Bryan; Robin Adams; Lori Vahle; Susan.Lee@amwater.com
Subject: April Reports
Attachments: LFUCG 0412 Report.xls



LFUCG 0412
Report.xls (6 KB)

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 7 OPA accounts that were billed \$69.67 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0412 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: Keith.Cartier@amwater.com
Sent: Monday, May 07, 2012 4:59 PM
To: Candice Deininger
Cc: William O'Mara; David Barberie; John Hoggard
Subject: Re: Water Usage and Shut-Off Agreement

Thanks Candice. We'll take a look at the mark ups and circle back.

Keith.

Keith Cartier
Vice President, Operations
Kentucky American Water
1 859 268 6324 Office
1 859 321 9803 Cell
keith.cartier@amwater.com

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <keith.cartier@amwater.com>
Cc: "William O'Mara" <billo@lexingtonky.gov>, "David Barberie"
<dbarberi@lexingtonky.gov>, "John Hoggard"
<jhoggard@utiliplan.com>
Date: 05/07/2012 03:49 PM
Subject: Water Usage and Shut-Off Agreement

Good afternoon, Keith. Bill is on a much-needed vacation this week; so in his absence, I'm attaching a copy of the water usage and shut-off agreement for your perusal. Other than you, I wasn't sure to whom this needed to be sent so kindly share with appropriate folks in your shop. Bill will be returning on the 14th.

Thanks, Keith, and have a good day.

Candice

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

[attachment "KAWC Water Shut-Off Agreement-Law-05-07-12.DOC" deleted by Keith L Cartier/KAWC/AWWSA]

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Wednesday, May 02, 2012 2:31 PM
To: Bryan.Siler@amwater.com
Cc: Candice Deininger
Subject: RE: weekly call with GCWW

Thanks I'll send an invite via outlook

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, May 02, 2012 2:30 PM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'
Subject: Re: weekly call with GCWW

Absolutely. I will add that to my calendar 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: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>
Date: 05/02/2012 02:19 PM
Subject: weekly call with GCWW

Bryan,
Starting next Wednesday May 9, would you be able to do a weekly call every Wednesday at 2pm? This would be with LFUCG and GCWW. It would be much appreciated.

Thanks,
John

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, May 02, 2012 2:30 PM
To: jhoggard@utiliplan.com
Cc: Candice Deininger
Subject: Re: weekly call with GCWW

Absolutely. I will add that to my calendar 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: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>
Date: 05/02/2012 02:19 PM
Subject: weekly call with GCWW

Bryan,
Starting next Wednesday May 9, would you be able to do a weekly call every Wednesday at 2pm? This would be with LFUCG and GCWW. It would be much appreciated.

Thanks,
John

Janet Graham

Subject: potential KAW Beta Test partner discussion
Location: call in
Start: Wed 05/09/2012 9:00 AM
End: Wed 05/09/2012 9:45 AM
Recurrence: (none)
Resources: archivemgr_journal

605-562-3000 code #255921

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, May 02, 2012 2:08 PM
To: Sheila Long
Cc: Candice Deininger
Subject: Re: weekly file

Attachments: pic30693.gif



pic30693.gif (6
KB)

These were processed with no errors.

(Embedded image moved to file: pic30693.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: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 05/02/2012 02:05 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399

[attachment "HERC0430.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Nam, Eileen [Eileen.Nam@gcww.cincinnati-oh.gov]
Sent: Wednesday, May 02, 2012 11:35 AM
To: Bryan.Siler@amwater.com; Candice Deininger
Cc: Rachel.Cole@amwater.com; Wiest, Gary; jhoggard@utiliplan.com; Basu, Sandip; Caldwell, Lisa
Subject: RE: FW: LFUCG Account name in error/premises zip code missing

I retrieved the zip coded for premises from two of premises listing files provided from you back in 4/9.

1. KYPR_LFUCG_20120430_Premise_Listing_20120301073335_1of2.csv 2. KYPR_LFUCG_20120430_Premise_Listing_20120301073335_2of2.csv

I retrieved last name/first name for account from two of active account listing files provided from you back in 4/9.

1. KYPR_LFUCG_20120430_Active_Account_Listing_20120301073335_1of2.csv 2. KYPR_LFUCG_20120430_Active_Account_Listing_20120301073335_2of2.csv

Thanks.
Eileen

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, May 02, 2012 11:17 AM
To: Deininger, Candice
Cc: Nam, Eileen; Wiest, Gary; jhoggard@utiliplan.com; Caldwell, Lisa; rachel.cole@amwater.com; Basu, Sandip
Subject: Re: FW: LFUCG Account name in error/premises zip code missing

Eileen,

These look like parsing errors. I am not seeing the issue when I look in our system. Can you send me the file that generated these errors?

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>, <rachel.cole@amwater.com>
Cc: "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, <jhoggard@utiliplan.com>
Date: 04/25/2012 04:36 PM
Subject: FW: LFUCG Account name in error/premises zip code missing

Hi, Bryan; hi, Rachel kindly refer to the following email from Lisa at GCWW; would there be someone there who could fill in the missing data to which she referred? Your assistance will be most 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

From: Caldwell, Lisa [mailto:Lisa.Caldwell@gcww.cincinnati-oh.gov]
Sent: Wednesday, April 25, 2012 4:27 PM
To: Candice Deininger
Cc: Lynne Cross; Basu, Sandip; Wiest, Gary; Nam, Eileen
Subject: FW: LFUCG Account name in error/premises zip code missing

Hi Candice,

Is it possible to have someone at KAWC fix the data in their system that's listed in the attached spreadsheet. On the customer tab, there are 16 customers that do not have a last name. This is a required data field in Customer Suite. Also, there are 9 accounts on the premises tab that have the service ZIP missing. It will work best if KAWC can make these changes in their system so the account can be converted correctly.

Please let me know.

Thanks.

Lisa[attachment "LFUCG_ACCOUNT_NAME_INERROR_PREMISES_ZIP_MISSING.xlsx"
deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, May 02, 2012 11:17 AM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com; Wiest, Gary; jhoggard@utiliplan.com; Basu, Sandip; Nam, Eileen; Caldwell, Lisa
Subject: Re: FW: LFUCG Account name in error/premises zip code missing

Eileen,

These look like parsing errors. I am not seeing the issue when I look in our system. Can you send me the file that generated these errors?

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>, <rachel.cole@amwater.com>
Cc: "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, <jhoggard@utiliplan.com>
Date: 04/25/2012 04:36 PM
Subject: FW: LFUCG Account name in error/premises zip code missing

Hi, Bryan; hi, Rachel kindly refer to the following email from Lisa at GCWW; would there be someone there who could fill in the missing data to which she referred? Your assistance will be most 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

From: Caldwell, Lisa [mailto:Lisa.Caldwell@gcww.cincinnati-oh.gov]
Sent: Wednesday, April 25, 2012 4:27 PM
To: Candice Deininger
Cc: Lynne Cross; Basu, Sandip; Wiest, Gary; Nam, Eileen
Subject: FW: LFUCG Account name in error/premises zip code missing

Hi Candice,

Is it possible to have someone at KAWC fix the data in their system that's listed in the attached spreadsheet. On the customer tab, there are 16 customers that do not have a last name. This is a required data field in Customer Suite. Also, there are 9 accounts on the premises tab that have the service ZIP missing. It will work best if KAWC can make these changes in their system so the account can be converted correctly.

Please let me know.

Thanks.

Lisa[attachment "LFUCG_ACCOUNT_NAME_INERROR_PREMISES_ZIP_MISSING.xlsx"
deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Donna.Taylor@amwater.com
Sent: Wednesday, May 02, 2012 9:20 AM
To: Candice Deininger
Subject: Account 424518
Attachments: Account 424518 - Contacts.xlsx

Hi,

So sorry I was in meeting all day yesterday and didn't check my msgs until this morning.

Attached is a spreadsheet listing all the contacts and comments on account 424518.

Check it out and let me know if you need more info. I don't see an adjustment on the account.

Donna

Donna B. Taylor
Supervisor, FRCC
American Water - Central Division
2300 Richmond Rd.
Lexington, KY 40502
Voice: 859.268.6734
Fax: 859.335.3306

Internal: 7-533-6734
email: donna.taylor@amwater.com

Janet Graham

Subject: potential KAW Beta Test partner discussion
Location: call in
Start: Tue 05/01/2012 9:00 AM
End: Tue 05/01/2012 9:45 AM
Recurrence: (none)
Resources: archivemgr_journal

605-562-3000 code #255921

Janet Graham

From: Cheryl.DiSanti@amwater.com
Sent: Thursday, April 26, 2012 11:20 AM
To: jhoggard@utiliplan.com
Cc: Candice Deininger
Subject: Re: 9am Tues?

I'm in training the next two weeks but I will sneak out for the call. Are you going to send me an invite?

Cheryl DiSanti

**Business Transformation - CIS
 AW Test Partner Agreement (TPA) Manager
 856-568-5573 (Desk)
 412-559-2497 (Mobile)**

From: jhoggard@utiliplan.com
To: Cheryl.DiSanti@amwater.com
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 04/26/2012 11:18 AM
Subject: 9am Tues?

Hi Cheryl,

We spoke to GCWW and they are available for a call at 9am Tues. Would that work?

Thanks

John

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

From: Cheryl.DiSanti@amwater.com [<mailto:Cheryl.DiSanti@amwater.com>]
Sent: Wednesday, April 25, 2012 03:05 PM
To: jhoggard@utiliplan.com
Subject: Re: Test Partner

It was good talking to you as well. Here it is and of course you can send it on. Thanks, (See attached file: Usage%20Authority%20LFUCG%20AP481%20-%20EAM-CIS_Test%20Partner_Interface%20Agreement [1].docx) Cheryl DiSanti Business Transformation - CIS AW Test Partner Agreement (TPA) Manager 856-568-5573 (Desk) 412-559-2497 (Mobile)
From: jhoggard@utiliplan.com **To:** Cheryl.DiSanti@amwater.com **Date:** 04/25/2012 02:58 PM
Subject: Re: Test Partner Hi Cheryl, It was good to talk to you. Can you please send me another copy of the test partner agreement, and is it ok if I send it to GCWW? We want their input and then we can set up a call between everyone. Thanks! John -----Original Message----- **From:**

Cheryl.DiSanti@amwater.com [mailto:Cheryl.DiSanti@amwater.com] Sent: Monday, April 16, 2012 06:17 PM To: jhoggard@utiliplan.com Subject: Fw: Test Partner Hi John, It appears as though Candice is out this week. I thought I would pass this along for your review since you will probably be included. I would like to set up a call for sometime this week but should we wait until Candice returns? Cheryl DiSanti Business Transformation - CIS AW Test Partner Agreement (TPA) Manager 856-568-5573 (Desk) 412-559-2497 (Mobile) ----- Forwarded by Cheryl DiSanti/PAWC/AWWSC on 04/16/2012 06:16 PM ----- From: Cheryl DiSanti/PAWC/AWWSC To: Candice Deininger Cc: Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW Date: 04/14/2012 10:05 AM Subject: Test Partner Hi Candice, As you may know, American Water will be instituting new CIS software early 2013. At the same time, we will be rolling out new file layouts for usage data. We would like to ask LFUCG to become a test partner for the new layouts. I would say it would be a great benefit for LFUCG to be included in the small list of our usage data test partners. The testing will begin in May with a simple string test. Thereafter, we will perform two more tests which we can explain further when we speak. Are you available to talk next week? Would you like John and others to be invited to the call? Thanks for your consideration Candice. Cheryl DiSanti Business Transformation - CIS AW Test Partner Agreement (TPA) Manager 856-568-5573 (Desk) 412-559-2497 (Mobile)

Janet Graham

From: Caldwell, Lisa [Lisa.Caldwell@gcww.cincinnati-oh.gov]
Sent: Wednesday, April 25, 2012 4:27 PM
To: Candice Deininger
Cc: Lynne Cross; Wiest, Gary; Basu, Sandip; Nam, Eileen
Subject: FW: LFUCG Account name in error/premises zip code missing
Attachments: LFUCG_ACCOUNT_NAME_INERROR_PREMISES_ZIP_MISSING.xlsx

Hi Candice,

Is it possible to have someone at KAWC fix the data in their system that's listed in the attached spreadsheet. On the customer tab, there are 16 customers that do not have a last name. This is a required data field in Customer Suite. Also, there are 9 accounts on the premises tab that have the service ZIP missing. It will work best if KAWC can make these changes in their system so the account can be converted correctly.

Please let me know.

Thanks.

Lisa

Janet Graham

From: Wiest, Gary [Gary.Wiest@gcww.cincinnati-oh.gov]
Sent: Wednesday, April 25, 2012 4:23 PM
To: Candice Deininger; Hoggard, John; Menkhaus, Mark
Subject: FW: LFUCG interfaces/adjustments
Attachments: Account Creation Activation and update.docx; Grants Interface.docx; Adjustment Interface Summary.docx; Genral Ledger Interface Summary.docx; Refunds Interface Summary.docx; New Charges Summary.docx

Fyi. Talk to you all tomorrow.

Gary

From: Johannemann, Mike
Sent: Wednesday, April 25, 2012 4:21 PM
To: Wiest, Gary; Carroll, Jim; Ruehl, Matt; Cossins, Faye; Caldwell, Lisa; Menkhaus, Mark; Nam, Eileen; Basu, Sandip; Riegler, Amy; Slack, David
Cc: Grothaus, Ray
Subject: RE: LFUCG interfaces/adjustments

Here are the Interfaces we would like to discuss tomorrow.

Thanks,

Mike <<Account Creation Activation and update.docx>> <<Grants Interface.docx>> <<Adjustment Interface Summary.docx>> <<Genral Ledger Interface Summary.docx>> <<Refunds Interface Summary.docx>> <<New Charges Summary.docx>>

-----Original Appointment-----

From: Wiest, Gary
Sent: Wednesday, April 25, 2012 11:12 AM
To: Wiest, Gary; Carroll, Jim; Ruehl, Matt; Cossins, Faye; Caldwell, Lisa; Johannemann, Mike; Menkhaus, Mark; Nam, Eileen; Basu, Sandip; Riegler, Amy; Slack, David
Cc: Grothaus, Ray
Subject: LFUCG interfaces/adjustments
When: Thursday, April 26, 2012 9:30 AM-12:00 PM (GMT-05:00) Eastern Time (US & Canada).
Where: Conference Room B

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, April 25, 2012 4:36 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com
Cc: Wiest, Gary; jhoggard@utiliplan.com; Basu, Sandip; Nam, Eileen; Caldwell, Lisa
Subject: FW: LFUCG Account name in error/premises zip code missing
Importance: High
Attachments: LFUCG_ACCOUNT_NAME_INERROR_PREMISES_ZIP_MISSING.xlsx

Hi, Bryan; hi, Rachel . . . kindly refer to the following email from Lisa at GCWW; would there be someone there who could fill in the missing data to which she referred? Your assistance will be most 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

From: Caldwell, Lisa [mailto:Lisa.Caldwell@gcww.cincinnati-oh.gov]
Sent: Wednesday, April 25, 2012 4:27 PM
To: Candice Deininger
Cc: Lynne Cross; Basu, Sandip; Wiest, Gary; Nam, Eileen
Subject: FW: LFUCG Account name in error/premises zip code missing

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Please let me know.

Thanks.

Lisa

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, April 25, 2012 4:30 PM
To: Laura Harris; Lynne Cross
Subject: FW: LFUCG interfaces/adjustments
Attachments: Account Creation Activation and update.docx; Grants Interface.docx; Adjustment Interface Summary.docx; Genral Ledger Interface Summary.docx; Refunds Interface Summary.docx; New Charges Summary.docx

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

From: Wiest, Gary [mailto:Gary.Wiest@gcww.cincinnati-oh.gov]
Sent: Wednesday, April 25, 2012 4:23 PM
To: Candice Deininger; Hoggard, John; Menkhaus, Mark
Subject: FW: LFUCG interfaces/adjustments

Fyi. Talk to you all tomorrow.

Gary

From: Johannemann, Mike
Sent: Wednesday, April 25, 2012 4:21 PM
To: Wiest, Gary; Carroll, Jim; Ruehl, Matt; Cossins, Faye; Caldwell, Lisa; Menkhaus, Mark; Nam, Eileen; Basu, Sandip; Riegler, Amy; Slack, David
Cc: Grothaus, Ray
Subject: RE: LFUCG interfaces/adjustments

Here are the Interfaces we would like to discuss tomorrow.

Thanks,

Mike <<Account Creation Activation and update.docx>> <<Grants Interface.docx>> <<Adjustment Interface Summary.docx>> <<Genral Ledger Interface Summary.docx>> <<Refunds Interface Summary.docx>> <<New Charges Summary.docx>>

-----Original Appointment-----

From: Wiest, Gary
Sent: Wednesday, April 25, 2012 11:12 AM
To: Wiest, Gary; Carroll, Jim; Ruehl, Matt; Cossins, Faye; Caldwell, Lisa; Johannemann, Mike; Menkhaus, Mark; Nam, Eileen; Basu, Sandip; Riegler, Amy; Slack, David
Cc: Grothaus, Ray
Subject: LFUCG interfaces/adjustments
When: Thursday, April 26, 2012 9:30 AM-12:00 PM (GMT-05:00) Eastern Time (US & Canada).
Where: Conference Room B

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, April 23, 2012 4:16 PM
To: Mike Smith
Cc: Candice Deininger; Sheila Long
Subject: Re: weekly file

Attachments: pic00839.gif; pic25858.jpg



pic00839.gif (6
KB)



pic25858.jpg (2
KB)

These were processed with no errors.

(Embedded image moved to file: pic00839.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>, "Sheila Long"
<slong@lexingtonky.gov>
Date: 04/23/2012 10:56 AM
Subject: weekly file

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: pic25858.jpg)HDI CERTIFIED

[attachment "HERC0423.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, April 23, 2012 4:15 PM
To: Sheila Long
Cc: Candice Deininger; Mike Smith
Subject: Re: weekly file

Attachments: pic18332.gif



pic18332.gif (6
KB)

These were processed with no errors.

(Embedded image moved to file: pic18332.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: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Mike Smith"
<mikes@lexingtonky.gov>
Date: 04/16/2012 11:39 AM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399

[attachment "HERC0416.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, April 24, 2012 8:11 AM
To: Cheryl.DiSanti@amwater.com
Cc: William O'Mara; Lynne Cross; jhoggard@utiliplan.com; marisa@utiliplan.com
Subject: RE: Quick Question

Good morning, Cheryl. You are correct about Blue Sky – that was a privately owned sewage treatment plant until January of this year when LFUCG bought it. Blue Sky went into bankruptcy in 2003; and by order of the bankruptcy court, LFUCG was instructed to keep it functional and continue to bill until a suitable buyer could be located. Well, no one came forward; and since LFUCG had maintained it, it was budgeted for purchase. When the sale was completed, I instructed Bryan Siler to roll those sewer accounts into the LFUCG billing; KAWC has been billing those accounts since. Now all of a sudden, the PSC is questioning the purchase, the outcome of which has yet to be determined. Until I receive word that the purchase is no longer under scrutiny, I've kept the Blue Sky sewer accounts separate just in case I have to take the billing back in house. More information than you probably wanted, but that's the scoop! Let me know if you need anything further – thanks!!

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

From: Cheryl.DiSanti@amwater.com [mailto:Cheryl.DiSanti@amwater.com]
Sent: Monday, April 23, 2012 5:17 PM
To: Candice Deininger
Subject: Quick Question

Hi Candice,

When you take the billing back, will LFUCG need access to view any other municipalities usage data? Another words, does LFUCG treat sewage for anyone other than Lexington? There was something coded for Blue Sky in our old system.

Cheryl DiSanti
Business Transformation - CIS
AW Test Partner Agreement (TPA) Manager
856-568-5573 (Desk)
412-559-2497 (Mobile)

Janet Graham

From: Cheryl.DiSanti@amwater.com
Sent: Tuesday, April 24, 2012 8:19 AM
To: Candice Deininger
Cc: Penny.Pohlman@amwater.com; William O'Mara; Lynne Cross; jhoggard@utiliplan.com; marisa@utiliplan.com; Jody.McCracken@amwater.com; Amish.Shah@amwater.com
Subject: RE: Quick Question

Thanks Candice. We will include them in the testing scope. Talk to you this afternoon!

Cheryl DiSanti

Business Transformation - CIS
AW Test Partner Agreement (TPA) Manager
856-568-5573 (Desk)
412-559-2497 (Mobile)

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Cheryl.DiSanti@amwater.com>
Cc: <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Lynne Cross" <ccross@lexingtonky.gov>, "William O'Mara" <billo@lexingtonky.gov>
Date: 04/24/2012 08:11 AM
Subject: RE: Quick Question

Good morning, Cheryl. You are correct about Blue Sky – that was a privately owned sewage treatment plant until January of this year when LFUCG bought it. Blue Sky went into bankruptcy in 2003; and by order of the bankruptcy court, LFUCG was instructed to keep it functional and continue to bill until a suitable buyer could be located. Well, no one came forward; and since LFUCG had maintained it, it was budgeted for purchase. When the sale was completed, I instructed Bryan Siler to roll those sewer accounts into the LFUCG billing; KAWC has been billing those accounts since. Now all of a sudden, the PSC is questioning the purchase, the outcome of which has yet to be determined. Until I receive word that the purchase is no longer under scrutiny, I've kept the Blue Sky sewer accounts separate just in case I have to take the billing back in house. More information than you probably wanted, but that's the scoop! Let me know if you need anything further – thanks!!

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

04/29/2013

LFC_R_PSC_EX_#4(3)
 Page 253 of 397

From: Cheryl.DiSanti@amwater.com [mailto:Cheryl.DiSanti@amwater.com]
Sent: Monday, April 23, 2012 5:17 PM
To: Candice Deininger
Subject: Quick Question

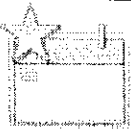
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Cheryl DiSanti
Business Transformation - CIS
AW Test Partner Agreement (TPA) Manager
856-568-5573 (Desk)
412-559-2497 (Mobile)

Janet Graham

From: Cheryl.DiSanti@amwater.com
Sent: Wednesday, April 18, 2012 11:54 AM
To: Penny.Pohlman@amwater.com; Carol.Goulstone@amwater.com; Candice Deininger; jhoggard@utiliplan.com; marisa@utiliplan.com; Jody.McCracken@amwater.com; Suchismita.Pradhan@amwater.com
Cc: Bryan.Siler@amwater.com; Tammy.MacLaughlin@amwater.com; Lita.Scott@amwater.com; Rhea.Tabao@amwater.com
Subject: Invitation: (Apr 24 02:00 PM EDT in Cite Building ERP 3 or Dial In 1-866-528-2256, Access Code 5685573)
Attachments: ATT2235550.htm; Usage Authority LFUCG AP481 - EAM-CIS_Test Partner_Interface Agreement.docx; c115428.ics

**Invitation:****04/24/2012 -**Chair: **Cheryl DiSanti/PAWC/AWWSC**Sent By: **Cheryl.DiSanti@amwater.com**

Location: Cite Building ERP 3 or Dial In 1-866-528-2256, Access Code 5685573

Cheryl.DiSanti@amwater.com Cheryl DiSanti has invited you to a meeting. You have not yet responded.

Required: Carol A Goulstone/IS/CORP/AWWSC@AWW, cdeining@lexingtonky.gov, jhoggard@utiliplan.com, Jody E McCracken/SERVCO/AWWSC@AWW, marisa@utiliplan.com, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Suchismita Pradhan/CONSULT/AWWSC@AWW

Optional: Bryan Siler/KAWC/AWWSC@AWW, Lita G Scott/SERVCO/AWWSC@AWW, Rhea J Tabao/CONSULT/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW

FYI

Description

(See attached file: Usage Authority LFUCG AP481 - EAM-CIS_Test Partner_Interface Agreement.docx)

Attached is a draft Test Partner Agreement for your review. Once we talk next week, we will edit an original and send it over.

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, April 17, 2012 12:47 PM
To: Matt.Ruehl@gcww.cincinnati-oh.gov
Cc: Candice Deininger; Wiest, Gary; jhoggard@utiliplan.com; marisa@utiliplan.com; Basu, Sandip; Nam, Eileen; Johannemann, Mike
Subject: RE: KAWC Data Items

I will work to have these answered this week.

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: <Bryan.Siler@amwater.com>, <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>
Cc: "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, "Johannemann, Mike" <Mike.Johannemann@gcww.cincinnati-oh.gov>
Date: 04/17/2012 11:43 AM
Subject: RE: KAWC Data Items

All - Any update on these items? I've included the most up to date document.

Bryan - We have another question regarding adjustments. We are under the impression that after conversion, you will no longer be supplying us with the UdUsgPrd file. Without this file we have no way of identifying what type of adjustment (cancel, rebill, etc.) occurred on the account. Is it possible that we continue to receive this file? Or, is there some other place in another data file that we can get this same information?

Thanks
Matt

From: Ruehl, Matt
Sent: Thursday, April 05, 2012 3:31 PM
To: Bryan.Siler@amwater.com; jhoggard@utiliplan.com; marisa@utiliplan.com; Deininger, Candice; Nam, Eileen
Cc: Wiest, Gary; Basu, Sandip
Subject: KAWC Data Items

Attached is the updated issues list as of today's call. As you will see, I've highlighted the items that were updated from today's call.

Bryan - Thanks for all the information you have provided us so far. There are still some items that we're waiting for...feel free to contact me with any questions.

All - Please review and send any updates to your items back to this group as soon as possible.

Thanks

Matt Ruehl
Greater Cincinnati Water Works

513.591.7795

matt.ruehl@gcww.cincinnati-oh.gov

[attachment "KAWC Data Items.docx" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Ruehl, Matt [Matt.Ruehl@gcww.cincinnati-oh.gov]
Sent: Tuesday, April 17, 2012 11:43 AM
To: Bryan.Siler@amwater.com; Candice Deininger; jhoggard@utiliplan.com; marisa@utiliplan.com; Nam, Eileen
Cc: Wiest, Gary; Basu, Sandip; Johannemann, Mike
Subject: RE: KAWC Data Items
Attachments: KAWC Data Items.docx

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Cc: Wiest, Gary; Basu, Sandip
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All - Please review and send any updates to your items back to this group as soon as possible.

Thanks

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, April 13, 2012 4:14 PM
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com; John Hoggard; marisa@utiliplan.com
Subject: RE: File of EFT Customers

Thanks, Bryan - everyone is telling me they got it! 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: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, April 13, 2012 3:49 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; rachel.cole@amwater.com
Subject: RE: File of EFT Customers

I sent it earlier. It was 8.1MB so it may not have gotten delivered to the LFUCG mail server.

I will try 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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, <rachel.cole@amwater.com>
Date: 04/13/2012 03:31 PM
Subject: RE: File of EFT Customers

Hi, Bryan, and thanks for the month-end reports.

Any chance of getting the EFT file today?

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: Friday, April 13, 2012 2:18 PM
To: Candice Deininger

Cc: John Hoggard; marisa@utiliplan.com; rachel.cole@amwater.com
Subject: Re: File of EFT Customers

On it's way in just a bit.

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: <rachel.cole@amwater.com>, "John Hoggard"
<jhoggard@utiliplan.com>, <marisa@utiliplan.com>
Date: 04/13/2012 08:58 AM
Subject: File of EFT Customers

Good morning, Bryan. Just a quick follow-up . . . it appears that we haven't yet received the EFT file you said you'd get to us - can we expect to have that today, please?

Also, we're still in need of the month-end reports for March - thank you!

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

Janet Graham

From: Ruehl, Matt [Matt.Ruehl@gcww.cincinnati-oh.gov]
Sent: Friday, April 13, 2012 4:01 PM
To: Bryan.Siler@amwater.com; Candice Deininger
Cc: Rachel.Cole@amwater.com; John Hoggard; marisa@utiliplan.com; Nam, Eileen
Subject: RE: File of EFT Customers

Attachments: EFT Payments.zip



EFT Payments.zip
(6 KB)

LFUCG Folks - I've pulled the file off the site and have attached it to this email for you to see.

Let's see if it works...it's still pretty large.

If it doesn't come across in the email we can give you access to the site if you need to view the file.

Matt

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, April 13, 2012 3:51 PM
To: Deininger, Candice
Cc: John Hoggard; marisa@utiliplan.com; rachel.cole@amwater.com; Ruehl, Matt; Nam, Eileen
Subject: RE: File of EFT Customers

EFT Payments.xls is 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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, <rachel.cole@amwater.com>
Date: 04/13/2012 03:31 PM
Subject: RE: File of EFT Customers

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Candice J. Deininger
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200 East Main Street
Lexington, KY 40507
859-258-3364
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Sent: Friday, April 13, 2012 2:18 PM
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Cc: John Hoggard; marisa@utiliplan.com; rachel.cole@amwater.com
Subject: Re: File of EFT Customers

On it's way in just a bit.

Bryan Siler
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To: <bryan.siler@amwater.com>
Cc: <rachel.cole@amwater.com>, "John Hoggard"
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To: <bryan.siler@amwater.com>
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Date: 04/13/2012 08:58 AM

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Cc: John Hoggard; marisa@utiliplan.com; rachel.cole@amwater.com
Subject: Re: File of EFT Customers

On it's way in just a bit.

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: <rachel.cole@amwater.com>, "John Hoggard"
<jhoggard@utiliplan.com>, <marisa@utiliplan.com>
Date: 04/13/2012 08:58 AM
Subject: File of EFT Customers

Good morning, Bryan. Just a quick follow-up . . . it appears that we haven't yet received the EFT file you said you'd get to us - can we expect to have that today, please?

Also, we're still in need of the month-end reports for March - thank you!

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, April 13, 2012 3:20 PM
To: Rachel.Cole@amwater.com; Takisha.Walker@amwater.com; Candice Deininger; Robin Adams; Mary.Money@amwater.com; Susan.Lee@amwater.com; AW_-_MI_Requests/AWWSC@amwater.net; Deana.Diggs@amwater.com; Al'Netta.Bennett@amwater.com
Subject: Managed Contract Billing

Attachments: LFUCG 0312 MI Request.doc; Sadieville 0312 MI Request.doc; pic31418.gif



LFUCG 0312 MI Request.doc (6 K...
Sadieville 0312 MI Request.doc...
pic31418.gif (6 KB)

Attached are the MI requests for the LFUCG and Sadieville monthly billings. Please process and send the LFUCG .pdf file to Candice Deininger at the LFUCG and send the Sadieville .pdf file to Cindy Foster at the City of Sadieville.

Thanks.

(See attached file: LFUCG 0312 MI Request.doc) (See attached file: Sadieville 0312 MI Request.doc)

(Embedded image moved to file: pic31418.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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, April 13, 2012 3:14 PM
To: Candice Deininger; James Hoskins; William O'Mara; Deborah Gerardi; Rachel.Cole@amwater.com; Stephen Mulligan; Steven.Snowden@amwater.com; Takisha.Walker@amwater.com; Cecily Chan; Renee Wallingford; Kimberly Bryan; Robin Adams; Lori Vahle; Susan.Lee@amwater.com
Subject: March Reports
Attachments: LFUCG 0312 Report.xls



LFUCG 0312
Report.xls (6 KB)

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 8 OPA accounts that were billed \$30.86 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0312 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: Bryan.Siler@amwater.com
Sent: Friday, April 13, 2012 2:18 PM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com; John Hoggard; marisa@utiliplan.com
Subject: Re: File of EFT Customers

On it's way in just a bit.

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: <rachel.cole@amwater.com>, "John Hoggard"
<jhoggard@utiliplan.com>, <marisa@utiliplan.com>
Date: 04/13/2012 08:58 AM
Subject: File of EFT Customers

Good morning, Bryan. Just a quick follow-up . . . it appears that we haven't yet received the EFT file you said you'd get to us - can we expect to have that today, please?

Also, we're still in need of the month-end reports for March - thank you!

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, April 09, 2012 10:51 AM
To: Sheila Long
Cc: Candice Deininger; Mike Smith
Subject: Re: weekly file

Attachments: pic02510.gif



pic02510.gif (6
KB)

These were processed with no errors.

(Embedded image moved to file: pic02510.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: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Mike Smith"
<mikes@lexingtonky.gov>
Date: 04/09/2012 10:37 AM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399

[attachment "HERC0409.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, April 09, 2012 7:56 AM
To: Matt.Ruehl@gcww.cincinnati-oh.gov
Cc: Candice Deininger; John Hoggard; Nam, Eileen
Subject: RE: Follow up items - EFT

Files are there.

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: <Bryan.Siler@amwater.com>, "Deininger, Candice"
<cdeining@lexingtonky.gov>, "Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>, "John Hoggard"
<jhoggard@utiliplan.com>
Date: 04/06/2012 08:03 AM
Subject: RE: Follow up items - EFT

Here are the ftp instructions:

ftp.cincywater.com
user: general
password: CincyWater

I have created a folder called KAWC - put the files in there.

Just let us know when the files are ready and we'll take a look.

Thanks
Matt

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, April 05, 2012 2:35 PM
To: Deininger, Candice; Nam, Eileen; John Hoggard; Ruehl, Matt
Subject: Re: Follow up items - EFT

Matt,

I am told we can share a list of people who have EFT but no banking info.
Do you need a list now?

Also, please send the FTP site info.

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, April 09, 2012 7:44 AM
To: Candice Deininger
Cc: jhoggard@utiliplan.com; Matt.Ruehl@gcww.cincinnati-oh.gov; Eileen.Nam@gcww.cincinnati-oh.gov
Subject: RE: Never Mind

I am transferring the files to the FTP site 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: <Bryan.Siler@amwater.com>, <Matt.Ruehl@gcww.cincinnati-oh.gov>, <jhoggard@utiliplan.com>, <Eileen.Nam@gcww.cincinnati-oh.gov>
Date: 04/06/2012 08:20 AM
Subject: RE: Never Mind

Please send to GCW directly - thanks!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, April 05, 2012 10:57 AM
To: Matt.Ruehl@gcww.cincinnati-oh.gov; jhoggard@utiliplan.com; Eileen.Nam@gcww.cincinnati-oh.gov; Candice Deininger
Subject: Never Mind

I got a failure confirmation.

Candice,

Can Hilori pick these up today if she comes by or can I send these to Cincinnati directly?

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: Bryan.Siler@amwater.com
Sent: Monday, April 09, 2012 7:37 AM
To: Candice Deininger
Subject: Verify Accounts Being Charged Water Quality Fee

Candice,

Eileen asked about these premises that are in our 1600 route. Can you verify these should be getting charged the water quality fee?

Thanks.

Premise Number

120026708

120027193

120074355

120083978

120109235

120110112

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, April 06, 2012 8:20 AM
To: Bryan.Siler@amwater.com; jhoggard@utiliplan.com; Matt.Ruehl@gcww.cincinnati-oh.gov; Eileen.Nam@gcww.cincinnati-oh.gov
Subject: RE: Never Mind

Please send to GCW directly - thanks!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, April 05, 2012 10:57 AM
To: Matt.Ruehl@gcww.cincinnati-oh.gov; jhoggard@utiliplan.com; Eileen.Nam@gcww.cincinnati-oh.gov; Candice Deininger
Subject: Never Mind

I got a failure confirmation.

Candice,

Can Hilori pick these up today if she comes by or can I send these to Cincinnati directly?

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: Ruehl, Matt [Matt.Ruehl@gcww.cincinnati-oh.gov]
Sent: Friday, April 06, 2012 8:03 AM
To: Bryan.Siler@amwater.com; Candice Deininger; John Hoggard; Nam, Eileen
Subject: RE: Follow up items - EFT

Here are the ftp instructions:

ftp.cincywater.com
user: general
password: CincyWater

I have created a folder called KAWC - put the files in there.

Just let us know when the files are ready and we'll take a look.

Thanks
Matt

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, April 05, 2012 2:35 PM
To: Deininger, Candice; Nam, Eileen; John Hoggard; Ruehl, Matt
Subject: Re: Follow up items - EFT

Matt,

I am told we can share a list of people who have EFT but no banking info.
Do you need a list now?

Also, please send the FTP site info.

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Thursday, April 05, 2012 4:29 PM
To: jhoggard@utiliplan.com
Cc: Candice Deininger; Ruehl, Matt; Nam, Eileen
Subject: RE: Follow up items - EFT

I hope to have this on Monday.

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>, "'Nam,
Eileen'" <Eileen.Nam@gcww.cincinnati-oh.gov>, "'Ruehl, Matt'"
<Matt.Ruehl@gcww.cincinnati-oh.gov>
Date: 04/05/2012 03:09 PM
Subject: RE: Follow up items - EFT

Bryan,
Please send that list to Candice. Yes, we need that asap and cc me - by when can you send it?

John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, April 05, 2012 2:35 PM
To: Candice Deininger; Nam, Eileen; John Hoggard; Ruehl, Matt
Subject: Re: Follow up items - EFT

Matt,

I am told we can share a list of people who have EFT but no banking info. Do you need a list now?

Also, please send the FTP site info.

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

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Thursday, April 05, 2012 3:09 PM
To: Bryan.Siler@amwater.com
Cc: Candice Deininger; Ruehl, Matt; Nam, Eileen
Subject: RE: Follow up items - EFT

Bryan,
Please send that list to Candice. Yes, we need that asap and cc me - by when can you send it?

John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, April 05, 2012 2:35 PM
To: Candice Deininger; Nam, Eileen; John Hoggard; Ruehl, Matt
Subject: Re: Follow up items - EFT

Matt,

I am told we can share a list of people who have EFT but no banking info.
Do you need a list now?

Also, please send the FTP site info.

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Thursday, April 05, 2012 2:35 PM
To: Candice Deininger; John Hoggard; Ruehl, Matt; Nam, Eileen
Subject: Re: Follow up items - EFT

Matt,

I am told we can share a list of people who have EFT but no banking info.
Do you need a list now?

Also, please send the FTP site info.

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Thursday, April 05, 2012 1:52 PM
To: Candice Deininger; John Hoggard; Ruehl, Matt; Nam, Eileen
Subject: Follow up items

1. Check to see if a tax exempt field is being passed in the KAWC files - BRYAN
This can be provided one time after conversion, but I do not see that they bill taxes so not or sure why this is being requested.
2. Verify the new account process and ensure that files will be on the KAWC site like they are today to initiate this process - BRYAN
Large files - need to send via CD.
3. Verify the tenant/landlord relationship file will continue to be out on the site as it is today - BRYAN
Once we complete the conversion there will be no "Billing Contract reports" including the tenant/landlord relationship file.
4. Check to see how long it takes for a premises to become inactive - BRYAN
5. Send holiday schedule to GCWW - BRYAN
Sent. Was this what was needed?
6. Send meter reading and billing schedules to GCWW - BRYAN
Sent. Was this what was needed?
7. Health Alerts - They do not want to disconnect someone with a health alert. How will they know? They want the assurance that we will not shut them off even if they request us to do so. They do not want to be held liable. Will we review each disconnect request we receive? - BRYAN
There are still discussions being held regarding the NPOFS process. Currently it is a manual process handled by the Special Accounts Department. They check for Health Alerts and would not issue the order and the sewer authority would be notified. I have someone looking into the automated process to verify if the system checks and will let you know.

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: Bryan.Siler@amwater.com
Sent: Thursday, April 05, 2012 10:57 AM
To: Candice Deininger; jhoggard@utiliplan.com; Matt.Ruehl@gcww.cincinnati-oh.gov; Eileen.Nam@gcww.cincinnati-oh.gov
Subject: Never Mind

I got a failure confirmation.

Candice,

Can Hilori pick these up today if she comes by or can I send these to Cincinnati directly?

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: Bryan.Siler@amwater.com
Sent: Thursday, April 05, 2012 10:55 AM
To: Candice Deininger; John Hoggard; Ruehl, Matt; Nam, Eileen
Subject: Did you receive the files I just sent?
4 files that were quite large.

I may need to send these on a disk.

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: Bryan.Siler@amwater.com
Sent: Wednesday, April 04, 2012 2:41 PM
To: Candice Deininger; John Hoggard; Matt.Ruehl@gcww.cincinnati-oh.gov; Nam, Eileen
Subject: Re: Codes

Attachments: R&B Schedule.pdf



R&B Schedule.pdf
(6 KB)

Here you go. Please let me know if you have any questions.

Thanks.

(See attached file: R&B Schedule.pdf)

2012 Meter Reading Holidays for your district:	New Years Day, Good Friday, Memorial Day, July 4th, Labor Day, Thanksgiving, Day After Thanksgiving, Christmas Eve, Christmas.
"No Read" days for your district:	None
Standard Read Days for your district:	Monday, Tuesday, Wednesday, Thursday, Friday.

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

From: Bryan Siler/KAWC/AWWSC
To: "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>@AWX
Cc: "John Hoggard" <jhoggard@utiliplan.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, Candice Deininger <cdeining@lexingtonky.gov>
Date: 04/04/2012 01:57 PM
Subject: Codes

[attachment "CODES1.doc" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, April 04, 2012 8:40 AM
To: Candice Deininger
Subject: Re: Service Order Types

Just the ones in the On and Off files, right?

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: 04/03/2012 03:42 PM
Subject: Service Order Tyoes

Hi, Bryan - sorry we missed you this afternoon. Before tomorrow afternoon's conference call, would you kindly email a list of the different service order types to John, Sandip and Eileen, please? We would like to talk about them if possible tomorrow. Thanks very much!

Janet Graham

From: christiane.mckemy@amwater.com
Sent: Tuesday, April 03, 2012 11:20 AM
To: Candice Deininger; Cecily Chan; James Hoskins; Linda Phipps; Lynne Cross; Clvahle@lexingtonky.gov
Subject: Kentucky Disbursement AND Monthly Totals

Attachments: ACHRec12.xls; pic03430.gif; pic31107.gif; pic30191.gif



ACHRec12.xls (6
KB)



pic03430.gif (6
KB)



pic31107.gif (5
KB)



pic30191.gif (6
KB)

Have a great day!

(See attached file: ACHRec12.xls)

(Embedded image moved to file: pic03430.gif)

(Embedded image moved to file: pic31107.gif)

(Embedded image moved to file: pic30191.gif)

Christiane McKemy

Cash Operations Analyst
American Water Shared Services Center
131 Woodcrest Rd.
Cherry Hill, NJ 08003
(856) 310-5750

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, April 02, 2012 1:44 PM
To: Mike Smith
Cc: Candice Deininger; Sheila Long
Subject: Re: weekly file

Attachments: pic13031.gif; pic08492.jpg



pic13031.gif (6 KB)



pic08492.jpg (2 KB)

These were processed with no errors.

(Embedded image moved to file: pic13031.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>, "Sheila Long" <slong@lexingtonky.gov>
Date: 04/02/2012 09:30 AM
Subject: weekly file

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: pic08492.jpg)HDI CERTIFIED

[attachment "HERC0402.TXT" deleted by Bryan Siler/KAWC/AWWS]

Janet Graham

Subject: KAWC / LFUCG Conference Call
Start: Tue 04/03/2012 2:00 PM
End: Tue 04/03/2012 2:30 PM
Recurrence: (none)
Resources: archivemgr_journal

This will be our hour daily call for Tues, Wed, Thurs next week.

Conference Access:
Toll free: 1-877-621-0220
Toll: 1-513-621-0220

Conference Passcodes:
Participant Passcode: 222560#

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Thursday, March 29, 2012 2:27 PM
To: Ruehl, Matt
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; jhoggard@utiliplan.com; marisa@utiliplan.com; Basu, Sandip; Nam, Eileen
Subject: Re: KAWC / LFUCG Conference Call

Matt,

Please include Rachel Cole on these invites going forward.

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

KAWC / LFUCG Conference Call

Calendar
Entry Type Tue 04/03/2012 2:00 PM - 2:30 PM
(Repeats)

Bryan Siler

Chair:
Matt.Ruehl@gcww.cincinnati-oh.gov

This entry has an alarm. The alarm will go off before the entry starts.

Eileen.Nam@gcww.cincinnati-oh.gov,
Gary.Wiest@gcww.cincinnati-oh.gov,

Sandip.Basu@gcww.cincinnati-oh.gov, marisa@utiliplan.com,
jhoggard@utiliplan.com, Bryan Siler/KAWC/AWWSC,
cdeining@lexingtonky.gov

Repeats:

This will be our ½ hour daily call for Tues, Wed, Thurs next week.

Conference Access:

Toll free: 1-877-621-0220

Toll: 1-513-621-0220

Conference Passcodes:

Participant Passcode: 222560#

Janet Graham

From: Ruehl, Matt [Matt.Ruehl@gcww.cincinnati-oh.gov]
Sent: Thursday, March 29, 2012 1:20 PM
To: Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; jhoggard@utiliplan.com; marisa@utiliplan.com; Basu, Sandip; Nam, Eileen
Subject: KAWC / LFUCG Conference Call Notes

Here is a summary of action items from today's call:

1. Check to see if a tax exempt field is being passed in the KAWC files – BRYAN
2. Check to see if the tax exempt certificates can be sent to LFUCG – BRYAN
3. Verify the new account process and ensure that files will be on the KAWC site like they are today to initiate this process – BRYAN
4. Verify the needed move in/out codes can be gathered from the file that John sent to GCWW – EILEEN (contact Bryan if the necessary data is not there)
5. Verify the tenant/landlord relationship file will continue to be out on the site as it is today – BRYAN
6. Check to see if the data conversion file can be delivered to GCWW now and not just at final conversion – BRYAN
7. Check to see how long it takes for a premises to become inactive – BRYAN
8. Send holiday schedule to GCWW – BRYAN
9. Send meter reading and billing schedules to GCWW – BRYAN

Here are some other things that were clarified during the call:

1. Credit balances WILL come over to GCWW at conversion.
2. The following accounts are tax exempt
 - a. OPA
 - b. Residential
 - c. Some commercial accounts – we need to find which ones!

Thanks

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

Janet Graham

Subject: KAWC / LFUCG Conference Call
Start: Tue 04/03/2012 2:00 PM
End: Tue 04/03/2012 2:30 PM
Recurrence: (none)
Resources: archivemgr_journal

This will be our ½ hour daily call for Tues, Wed, Thurs next week.

Conference Access:

Toll free: 1-877-621-0220

Toll: 1-513-621-0220

Conference Passcodes:

Participant Passcode: 222560#

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, March 28, 2012 12:38 PM
To: Candice Deininger; jhoggard@utiliplan.com
Subject: Re: follow up

Is there a call at 12:30? I need a call in number.

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: jhoggard@utiliplan.com
To: Bryan.Siler@amwater.com, jhoggard@utiliplan.com
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 02/28/2012 11:58 AM
Subject: Re: follow up

Bryan
Cinci cannot talk until 10am Friday. Will that work?

Can Susan talk to us at 11am tomorrow? If you want, I can send her an invite directly if you send me her email address.

Thanks
John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, February 28, 2012 11:05 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'
Subject: Re: follow up

John, 1) American Water will continue to process payments for the LFUCG for 30 days after the August 31, 2012 closing. These payments will be transferred to you the same as they are now. 2) Sample files are attached below. 3) The current closing files do not include the Fall/Winter Average. It will need to be calculated by the vendor. 4) Yes, Susan Lancho has asked to participate on the call. Anytime other than Wednesday 10:00am - 11:00am. Please send an invite. 5) Yes, I am available today. Thanks.

(See attached file: IL Example Files.zip)(See attached file: Test Data - Billing Conversion.zip) ***** 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 Bryan, Any updates on the items we discussed this week? · What's the specific process KAW will use to handle payments coming in past August 31? For example, will a daily AR update file be sent to the new billing vendor (GCWW)? · You are sending us a sample file for outstanding balances that will be provided a cutover. · How will the new billing vendor calculate the Fall Winter Average the first time? Does your, or will your, data have a field for FWA that they can access? · What time are you open on Wednesday for a call or in person meeting to discuss Customer Communications, and can Susan participate? I want our marketing/pr person to synch up with her. A new question: Can you have a call with us and somebody with GCWW on Tuesday? We will do it whatever timeslot fits your schedule. Thanks
John

Janet Graham

From: Elaine Dionne [edionne@lexingtonky.gov]
Sent: Tuesday, March 27, 2012 10:57 AM
To: Nicole.Sockwell@amwater.com
Cc: Candice Deininger; Laura Harris; Lynne Cross; Priscilla.Galligani@amwater.com; christiane.mckemy@amwater.com; Jeffrey.Coles@amwater.com
Subject: RE: FW: ACH Disbursements

Thanks for your help. Have a good day!

Elaine

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

From: Nicole.Sockwell@amwater.com [mailto:Nicole.Sockwell@amwater.com]
Sent: Tuesday, March 27, 2012 10:56 AM
To: Elaine Dionne
Cc: Lynne Cross; Candice Deininger; Christiane.McKemy@amwater.com; Jeffrey.Coles@amwater.com; Laura Harris; Priscilla.Galligani@amwater.com
Subject: RE: FW: ACH Disbursements

My apologies Elaine, it looks like the \$77,783.61 was delayed because our network was down most of the day yesterday. Please let me know if you do not receive it in tomorrow receipts

Thank you,

Nicole Cataldo-Sockwell
American Water Capital Corp.
Corporate Treasury
Senior Cash Management Analyst
Phone # 856-309-4865
Fax# 856-672-2873

From: "Elaine Dionne" <edionne@lexingtonky.gov>
To: <Nicole.Sockwell@amwater.com>
Cc: "Lynne Cross" <ccross@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>, "Christiane.McKemy@amwater.com", "Jeffrey.Coles@amwater.com", "Laura Harris" <lharris@lexingtonky.gov>
Date: 03/27/2012 10:47 AM
Subject: RE: FW: ACH Disbursements

Sorry, I'm kind of new at this. I'm looking for a total of \$77,783.61 listed on the Kentucky-American Daily Disbursement Sheet as a disbursement for 3/23/12. Because of the two day lag time, the ACHs should have been received in our account today 3/27/12. Let me know what other information you need from me.

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From: "Elaine Dionne" <edionne@lexingtonky.gov>

To: <Nicole.Cataldo@amwater.com>
Cc: "Lynne Cross" <ccross@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>, "Laura Harris" <lharris@lexingtonky.gov>, <Christiane.McKemy@amwater.com>, <Jeffrey.Coles@amwater.com>
Date: 03/27/2012 10:28 AM
Subject: FW: ACH Disbursements

Nicole,
I tried to contact Maryann Concilio and received and received her out of office message. Can you help me find out why we have no ACHs today?

Thanks,
Elaine

From: Elaine Dionne
Sent: Tuesday, March 27, 2012 8:44 AM
To: 'Maryann.Concilio@amwater.com'
Cc: Lynne Cross; Candice Deininger; Laura Harris
Subject: ACH Disbursements

Maryann,

I'm filling in for Lynne Cross today and, when I checked our bank account today, there were no ACHs for 3/23/12. Would you please look into it and let me know as soon as possible?

Thanks,

Elaine Dionne
Accountant, Division of Revenue
Lexington-Fayette Urban County Government 200 East Main Street Lexington, Kentucky 40507
(859) 425-2220

LFUCG Seal Low Res

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LFUCG Seal Low Res

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LFUCG Seal Low Res

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Elaine Dionne
Accountant, Division of Revenue
Lexington-Fayette Urban County Government 200 East Main Street Lexington, Kentucky 40507
(859) 425-2220

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, March 21, 2012 9:27 AM
To: Candice Deininger
Cc: John Hoggard
Subject: How are things going with the vendor? I haven't heard anything lately.

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: Bryan.Siler@amwater.com
Sent: Wednesday, March 21, 2012 9:26 AM
To: Candice Deininger
Subject: WQMF on Hydrant Hydrant Meter

Premise: 120086594

This premise is for a hydrant meter but is being charged the WQ Mgt Fee.
Can we remove this charge?

Let's discuss.

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, March 19, 2012 10:44 AM
To: Rachel.Cole@amwater.com
Subject: RE: Website for trash information has changed for Lexington KY - IDA needs to be updated

You're most welcome . . . hope you're doing okay . . .

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: Monday, March 19, 2012 10:43 AM
To: Candice Deininger
Subject: RE: Website for trash information has changed for Lexington KY - IDA needs to be updated

Thank you!

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

03/19/2012 10:36
AM

<Rachel.Cole@amwater.com>

cc

Subject
RE: Website for trash information
has changed for Lexington KY - IDA
needs to be updated

The web address is different; it's now www.lexingtonky.gov.

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: Monday, March 19, 2012 9:24 AM
To: Candice Deininger
Subject: Fw: Website for trash information has changed for Lexington KY
- IDA needs to be updated

Hi Candice,

What information has changed?

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 03/19/2012 09:23 AM -----

Kenneth D
Evans/CALLCTR/COR
P/AWWSC
To
KAWC - Field Services Team
03/14/2012 11:51
cc
AM
Derek Beck/CALLCTR/CORP/AWWSC@AWW
Subject
Fw: Website for trash information
has changed for Lexington KY - IDA
needs to be updated

Please see below and pass along to LFUCG as you deem necessary.

Thanks,

Ken Evans
Sr. Divisional Liaison - Business Services American Water Customer Service Center
(618) 433-4604 Office
(618) 792-6044 Cell
(618) 433-4665 Fax
kevens@amwater.com

----- Forwarded by Kenneth D Evans/CALLCTR/CORP/AWWSC on 03/14/2012
10:55
AM -----

From: CSC - SUP Email/AWWSC
To: csc - liaisons@amwater.com
Date: 03/14/2012 09:50 AM
Subject: Re: Website for trash information has changed for
Lexington KY
- IDA needs to be updated
Sent by: Steven M Warden

Please see below.

Thank you,

Call Handling Supervisor
Customer Service Center
Duty Phone 618-201-9416

Marcia L
Gihring/CALLCTR/C
ORP/AWWSC
To
CSC - SUP Email/AWWSC@AWW
03/14/2012 09:49

cc

AM

Derek Beck/CALLCTR/CORP/AWWSC@AWW

Subject

Website for trash information has
changed for Lexington KY - IDA
needs to be updated

Customer called about number for trash and she states the website www.lfucg.com has
changed please forward to liason

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Monday, March 19, 2012 10:43 AM
To: Candice Deininger
Subject: RE: Website for trash information has changed for Lexington KY - IDA needs to be updated

Thank you!

"Candice
Deininger"
<cdeining@lexingt
onky.gov> To
<Rachel.Cole@amwater.com> cc
03/19/2012 10:36
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Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

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Evans/CALLCTR/COR
P/AWSC

To
KAWC - Field Services Team

03/14/2012 11:51

cc AM Derek Beck/CALLCTR/CORP/AWWSC@AWW

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10:55
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Date: 03/14/2012 09:50 AM
Subject: Re: Website for trash information has changed for
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Call Handling Supervisor
Customer Service Center
Duty Phone 618-201-9416

Marcia L

Gihring/CALLCTR/C

ORP/AWWSC

To CSC - SUP Email/AWWSC@AWW

03/14/2012 09:49

cc AM Derek Beck/CALLCTR/CORP/AWWSC@AWW

Subject Website for trash information has
changed for Lexington KY - IDA
needs to be updated

Customer called about number for trash and she states the website www.lfucg.com has
changed please forward to liason

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Monday, March 19, 2012 10:41 AM
To: Candice Deininger
Subject: RE: Cintas

Candice, You're very welcome. Enjoy this great weather!

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

"Candice
Deininger"
<cdeining@lexingt
onky.gov> To
<Rachel.Cole@amwater.com>
cc
03/19/2012 10:37
AM <Bryan.Siler@amwater.com>,
<Bethany.Hungate@amwater.com>
Subject
RE: Cintas

Okay, thanks very much, Rachel!! Have a good day!

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

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Cc: Bryan.Siler@amwater.com; Bethany.Hungate@amwater.com
Subject: Re: Cintas

Hi Candice,

There was a large backbill on this account. We have been working with Cintas. They are on a payment plan.

Thank you.

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

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"Candice

Deininger"

To <cdeining@lexingt

onky.gov>

<Bryan.Siler@amwater.com>,

<Rachel.Cole@amwater.com>

cc 03/13/2012 10:30

AM

Subject

Cintas

Good morning. While reviewing the commercial and industrial customer usages, I noticed the following account for Cintas. Can you identify why this account received two charges for the same amount of usage and in the same month for which they already received their regular billing on 02/21/12? Thanks for any insight you can provide!!

(Embedded image moved to file: pic26264.jpg)

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

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Attachments: pic26264.jpg



pic26264.jpg (6 KB)

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03/13/2012 10:30
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AM

To
KAWC - Field Services Team
cc
Derek Beck/CALLCTR/CORP/AWWSC@AWW
Subject
Fw: Website for trash information
has changed for Lexington KY - IDA
needs to be updated

Please see below and pass along to LFUCG as you deem necessary.

Thanks,

Ken Evans
Sr. Divisional Liaison - Business Services American Water Customer Service Center
(618) 433-4604 Office
(618) 792-6044 Cell
(618) 433-4665 Fax
kevans@amwater.com

----- Forwarded by Kenneth D Evans/CALLCTR/CORP/AWWSC on 03/14/2012 10:55 AM -----

From: CSC - SUP Email/AWWSC
To: csc - liaisons@amwater.com
Date: 03/14/2012 09:50 AM
Subject: Re: Website for trash information has changed for Lexington KY
- IDA needs to be updated
Sent by: Steven M Warden

Please see below.

Thank you,

Call Handling Supervisor
Customer Service Center

Duty Phone 618-201-9416

Marcia L
Gihring/CALLCTR/C
ORP/AWWSC

03/14/2012 09:49
AM

CSC - SUP Email/AWWSC@AWW

To

cc

Derek Beck/CALLCTR/CORP/AWWSC@AWW

Subject

Website for trash information has
changed for Lexington KY - IDA
needs to be updated

Customer called about number for trash and she states the website www.lfucg.com has
changed please forward to liason

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Thursday, March 15, 2012 4:34 PM
To: Mike Smith
Cc: Candice Deininger
Subject: Re: weekly file

Attachments: pic14050.gif; pic25571.jpg



pic14050.gif (6 KB)



pic25571.jpg (2 KB)

These have been processed with no errors.

(Embedded image moved to file: pic14050.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: 03/12/2012 05:24 PM
Subject: weekly file

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: pic25571.jpg)HDI CERTIFIED

[attachment "HERC0312.TXT" deleted by Bryan Siler/KAWC/AWWS]

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, March 13, 2012 4:02 PM
To: specialaccts@amwater.com
Cc: Bryan.Siler@amwater.com; Carolyn E Knoll
Subject: Request To Apply Sewer User Exclusion Credits
Attachments: ex030612.XLS

Good afternoon. Please find attached one spreadsheet containing 26 sewer user exclusion credits to be applied to customer accounts. Kindly let me know if you have any questions. Thanks very much and have a good evening!

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, March 12, 2012 4:31 PM
To: Candice Deininger
Subject: Fw: Request To Apply Sewer User Exclusion Credits

Attachments: pic12423.gif; ex021612.XLS



pic12423.gif (6 KB)



ex021612.XLS (6 KB)

FYI

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 03/12/2012 04:35 PM -----

From: CSC_Special_Accounts/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: CSC_Special_Accounts/AWWSC@AWW
Date: 03/12/2012 03:48 PM
Subject: Re: Fw: Request To Apply Sewer User Exclusion Credits
Sent by: Linda K Toussaint

Hi Bryan .. no, it was not. I'll have it corrected .. sorry...thank you for bringing this to my attention.

Bryan
Siler/KAWC
/AWWSC

03/12/2012
12:54 PM

CSC_Special_Accounts/AWWSC@AWW

To
cc

Subject
Fw: Request To Apply Sewer User Exclusion Credits

Was this adjustment done correctly?

(Embedded image moved to file: pic12423.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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 03/12/2012 01:59 PM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <specialaccts@amwater.com>
Cc: <Bryan.Siler@amwater.com>, "Carolyn E Knoll"
<cknoll@lexingtonky.gov>
Date: 02/22/2012 12:42 PM
Subject: Request To Apply Sewer User Exclusion Credits

Good afternoon. Please find attached one spreadsheet containing 16 sewer user exclusion credits to be applied to customer accounts. Kindly let me know if you have any questions. Thanks very much and have a good day!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov
(See attached file: ex021612.XLS)

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, March 12, 2012 3:10 PM
To: Rachel.Cole@amwater.com; Takisha.Walker@amwater.com; Candice Deininger; Robin Adams; Mary.Money@amwater.com; Susan.Lee@amwater.com; AW_-_MI_Requests/AWWSC@amwater.net; Deana.Diggs@amwater.com; Al'Netta.Bennett@amwater.com
Subject: Managed Contract Billing
Attachments: Sadieville 0212 MI Request.doc; LFUCG 0212 MI Request.doc; pic13458.gif



Sadieville 0212 MI Request.doc... LFUCG 0212 MI Request.doc (6 K... pic13458.gif (6 KB)

Here are the MI requests for the LFUCG and Sadieville monthly billings. Please process and send the LFUCG .pdf file to Candice Deininger at the LFUCG and send the Sadieville .pdf file to Cindy Foster at the City of Sadieville.

Thanks.

(See attached file: Sadieville 0212 MI Request.doc) (See attached file: LFUCG 0212 MI Request.doc)

(Embedded image moved to file: pic13458.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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, March 12, 2012 2:53 PM
To: Candice Deininger; James Hoskins; William O'Mara; Deborah Gerardi; Rachel.Cole@amwater.com; Stephen Mulligan; Steven.Snowden@amwater.com; Takisha.Walker@amwater.com; Cecily Chan; Renee Wallingford; Kimberly Bryan; Robin Adams; Lori Vahle; Susan.Lee@amwater.com; Samantha.Papa@amwater.com
Subject: February Reports
Attachments: LFUCG 0212 Report.xls



LFUCG 0212
Report.xls (6 KB)

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 9 OPA accounts that were billed \$34.39 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0212 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: Rachel.Cole@amwater.com
Sent: Wednesday, March 07, 2012 12:33 PM
To: Candice Deininger; Theresa.Duba@amwater.com
Cc: Bryan.Siler@amwater.com; Cecily__Chan <cecilyc@lexingtonky.gov/O=, JohnHoggard ,/, @amwater.net
Subject: Fw: Sewer Sales Tax Refunds
Attachments: Sales Tax Refunds.xls



Sales Tax Refunds.xls (6 KB)

Thank you for your help, Theresa!

Candice, I believe Theresa should have an updated response to the amounts on your spreadsheet by early next week. The credits should appear in net total on your OAM report. The sales tax will be credited on customer accounts.

Thank you!

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

----- Forwarded by Rachel Cole/KAWC/AWSC on 03/07/2012 12:29 PM -----

"Candice
Deininger"
<cdeining@lexingt
onky.gov> To
<Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com>
03/07/2012 10:06 AM cc
"Cecily Chan"
<cecilyc@lexingtonky.gov>, "John
Hoggard" <jhoggard@utiliplan.com>,
<marisa@utiliplan.com>
Subject
Sewer Sales Tax Refunds

Good morning, Bryan and Rachel. I'm attaching a file I developed from the Miscellaneous Adjustments option on OAM listing several accounts that are apparently tax exempt but have been paying sales tax on sewer. First, I've not seen something like this before which sort of leads me to believe that account clean-up is underway in preparation for your conversion to SAP. Second, the time periods involved are quite lengthy, some spanning several years. Since these taxes have already been collected and LFUCG has passed them on to the State, will these adjustments be accounted for in the tax section of the monthly report? Additionally, should we expect to see more of these types of adjustments in the future?

And one last thing - will the tax exempt status of an account flow from the water charges to the sewer charges? Or will this situation be similar to that of EFT information in which it will necessitate LFUCG soliciting tax exempt certificates? Or will copies be provided?

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov
(See attached file: Sales Tax Refunds.xls)

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, March 07, 2012 12:43 PM
To: Rachel.Cole@amwater.com; Theresa.Duba@amwater.com
Cc: Bryan.Siler@amwater.com; Cecily__Chan <cecilyc@lexingtonky.gov/O=, JohnHoggard ,/, @amwater.net
Subject: RE: Sewer Sales Tax Refunds

Hi, Rachel, and thank you. What about the issue of the tax exempt certificates?

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: Wednesday, March 07, 2012 12:33 PM
To: Theresa.Duba@amwater.com; Candice Deininger
Cc: Bryan.Siler@amwater.com; Cecily__Chan" <cecilyc@lexingtonky.gov/O=, "JohnHoggard" ,/, @amwater.net
Subject: Fw: Sewer Sales Tax Refunds

Thank you for your help, Theresa!

Candice, I believe Theresa should have an updated response to the amounts on your spreadsheet by early next week. The credits should appear in net total on your OAM report. The sales tax will be credited on customer accounts.

Thank you!

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

----- Forwarded by Rachel Cole/KAWC/AWWS on 03/07/2012 12:29 PM -----

"Candice Deininger" <cdeining@lexingt onky.gov>		To
03/07/2012 10:06 AM	<Bryan.Siler@amwater.com>, <Rachel.Cole@amwater.com>	
	"Cecily Chan" <cecilyc@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>	cc
		Subject
	Sewer Sales Tax Refunds	

Good morning, Bryan and Rachel. I'm attaching a file I developed from the Miscellaneous

Adjustments option on OAM listing several accounts that are apparently tax exempt but have been paying sales tax on sewer. First, I've not seen something like this before which sort of leads me to believe that account clean-up is underway in preparation for your conversion to SAP.

Second, the time periods involved are quite lengthy, some spanning several years. Since these taxes have already been collected and LFUCG has passed them on to the State, will these adjustments be accounted for in the tax section of the monthly report?

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

(See attached file: Sales Tax Refunds.xls)

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, March 07, 2012 12:43 PM
To: Rachel.Cole@amwater.com; Theresa.Duba@amwater.com
Cc: Bryan.Siler@amwater.com; Cecily__Chan <cecilyc@lexingtonky.gov/O=, JohnHoggard ,/, @amwater.net
Subject: RE: Sewer Sales Tax Refunds

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Wednesday, March 07, 2012 12:33 PM
To: Theresa.Duba@amwater.com; Candice Deininger
Cc: Bryan.Siler@amwater.com; Cecily__Chan" <cecilyc@lexingtonky.gov/O=, "JohnHoggard" ,/, @amwater.net
Subject: Fw: Sewer Sales Tax Refunds

Thank you for your help, Theresa!

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Thank you!

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

----- Forwarded by Rachel Cole/KAWC/AWSC on 03/07/2012 12:29 PM -----

"Candice Deininger" <cdeininger@lexingtonky.gov>		To
03/07/2012 10:06 AM	<Bryan.Siler@amwater.com>, <Rachel.Cole@amwater.com>	cc
	"Cecily Chan" <cecilyc@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>	Subject
	Sewer Sales Tax Refunds	

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

(See attached file: Sales Tax Refunds.xls)

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Wednesday, March 07, 2012 12:33 PM
To: Candice Deininger; Theresa.Duba@amwater.com
Cc: Bryan.Siler@amwater.com; Cecily__Chan <cecilyc@lexingtonky.gov/O=, JohnHoggard ,/, @amwater.net
Subject: Fw: Sewer Sales Tax Refunds
Attachments: Sales Tax Refunds.xls



Sales Tax Refunds.xls (6 KB)

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Thank you!

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 03/07/2012 12:29 PM -----

"Candice
Deininger"
<cdeining@lexingt
onky.gov> To
03/07/2012 10:06
AM cc
"Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com>
"Cecily Chan"
<cecilyc@lexingtonky.gov>, "John
Hoggard" <jhoggard@utiliplan.com>,
<marisa@utiliplan.com>
Subject
Sewer Sales Tax Refunds

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

(See attached file: Sales Tax Refunds.xls)

Janet Graham

From: christiane.mckemy@amwater.com
Sent: Thursday, March 01, 2012 10:46 AM
To: Candice Deininger; Cecily Chan; James Hoskins; Lori Vahle; Linda Phipps; Lynne Cross
Subject: Kentucky Disbursement

Attachments: ACHRec12.xls; pic02481.gif; pic01012.gif; pic11672.gif



ACHRec12.xls (6
KB)



pic02481.gif (6
KB)



pic01012.gif (6
KB)



pic11672.gif (6
KB)

Have a great day!

(See attached file: ACHRec12.xls)

(Embedded image moved to file: pic02481.gif)

(Embedded image moved to file: pic01012.gif)

(Embedded image moved to file: pic11672.gif)

Christiane McKemy

Cash Operations Analyst
American Water Shared Services Center
131 Woodcrest Rd.
Cherry Hill, NJ 08003
(856) 310-5750 ext.25750

Janet Graham

From: Susan.Lancho@amwater.com
Sent: Thursday, March 01, 2012 8:54 AM
To: kathi@utiliplan.com
Cc: Bryan.Siler@amwater.com; Candice Deininger; Mark York; jhoggard@utiliplan.com
Subject: Re: Billing Conversion

Thanks, Kathi. It was good to make your acquaintance, too. I look forward to working with you and the team.

Susan Lancho, External Affairs Manager
Kentucky American Water
2300 Richmond Road Lexington, KY 40502
susan.lancho@amwater.com
P 859.268.6332 M 859.537.0736 F 859.268.6315

Like us on FaceBook

From: kathi@utiliplan.com
To: Susan.Lancho@amwater.com, Bryan.Siler@amwater.com
Cc: cdeining@lexingtonky.gov, jhoggard@utiliplan.com,
myork@lexingtonky.gov
Date: 02/29/2012 04:55 PM
Subject: Billing Conversion

Hello Susan and Brian,

Thank you so much for your time on the phone today. It was exciting to hear about the range of vehicles you have available to communicate with customers about the billing transition - bill inserts, bill messages, lobby monitors, website, social media, possibly bill envelope messaging. As we develop the details of the communication plan, it is helpful to have an idea of our options. I look forward to working with you more closely and meeting you in person in the near future.

Best Regards,

Kathi

Janet Graham

From: Susan.Lancho@amwater.com
Sent: Wednesday, February 29, 2012 2:57 PM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; jhoggard@utiliplan.com
Subject: RE: LFUCG questions

Works for me!

Susan Lancho, External Affairs Manager
Kentucky American Water
2300 Richmond Road Lexington, KY 40502
susan.lancho@amwater.com
P 859.268.6332 M 859.537.0736 F 859.268.6315

Like us on FaceBook

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, <jhoggard@utiliplan.com>
Cc: <Susan.Lancho@amwater.com>
Date: 02/29/2012 11:28 AM
Subject: RE: LFUCG questions

Hi, Bryan . . . our sincere apologies about this morning - John and I got involved in another meeting that we couldn't get out of. I've already scheduled tentatively on Susan's calendar for 3:00 this afternoon. Hopefully this will work for all . . . again, my apologies!

Candice 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, February 29, 2012 10:53 AM
To: jhoggard@utiliplan.com
Cc: Candice Deininger; Susan.Lancho@amwater.com
Subject: RE: LFUCG questions

Are we still on for 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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, February 29, 2012 11:29 AM
To: Bryan.Siler@amwater.com; jhoggard@utiliplan.com
Cc: Susan.Lancho@amwater.com
Subject: RE: LFUCG questions

Hi, Bryan . . . our sincere apologies about this morning - John and I got involved in another meeting that we couldn't get out of. I've already scheduled tentatively on Susan's calendar for 3:00 this afternoon. Hopefully this will work for all . . . again, my apologies!

Candice 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, February 29, 2012 10:53 AM
To: jhoggard@utiliplan.com
Cc: Candice Deininger; Susan.Lancho@amwater.com
Subject: RE: LFUCG questions

Are we still on for 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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, February 29, 2012 10:53 AM
To: jhoggard@utiliplan.com
Cc: Susan.Lancho@amwater.com; Candice Deininger
Subject: RE: LFUCG questions

Are we still on for 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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, February 28, 2012 5:06 PM
To: Candice Deininger; jhoggard@utiliplan.com
Cc: Susan.Lancho@amwater.com
Subject: Re: follow up

Additional information on item 1:

Any payments received after the 30 day period would be applied to water.

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

From: Bryan Siler/KAWC/AWWSC
To: "John Hoggard" <jhoggard@utiliplan.com>@AWX
Cc: Candice Deininger <cdeining@lexingtonky.gov>
Date: 02/28/2012 11:05 AM
Subject: Re: follow up

John,

- 1) American Water will continue to process payments for the LFUCG for 30 days after the August 31, 2012 closing. These payments will be transferred to you the same as they are now.
- 2) Sample files are attached below.
- 3) The current closing files do not include the Fall/Winter Average. It will need to be calculated by the vendor.
- 4) Yes, Susan Lancho has asked to participate on the call. Anytime other than Wednesday 10:00am - 11:00am. Please send an invite.
- 5) Yes, I am available today.

Thanks.

[attachment "IL Example Files.zip" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Test Data - Billing Conversion.zip" deleted by Bryan Siler/KAWC/AWWSC]

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

Bryan,
Any updates on the items we discussed this week?

What's the specific process KAW will use to handle payments coming in past August 31? For example, will a daily AR update file

be sent to the new billing vendor (GCWW)?

· You are sending us a sample file for outstanding balances that will be provided a cutover.

· How will the new billing vendor calculate the Fall Winter Average the first time? Does your, or will your, data have a field for FWA that they can access?

· What time are you open on Wednesday for a call or in person meeting to discuss Customer Communications, and can Susan participate? I want our marketing/pr person to synch up with her.

A new question:

Can you have a call with us and somebody with GCWW on Tuesday? We will do it whatever timeslot fits your schedule.

Thanks
John

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, February 28, 2012 3:25 PM
To: Candice Deininger
Subject: RE: Data Update

If not, we can conference one another in. That's not a problem.

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: 02/28/2012 02:22 PM
Subject: RE: Data Update

Sorry!!! I meant to include you . . . it'll be at 10 tomorrow - is it possible for you to join Susan in her office if she's agreeable? John and I were just going to call in directly to one number . . . just let me know what's most convenient for both of you.

Candice 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, February 28, 2012 2:15 PM
To: Candice Deininger
Subject: Re: Data Update

I didn't see one for Wednesday though.

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

Data Update

Calendar

Entry Type Fri 03/02/2012 10:00 AM - 11:30 AM

Bryan Siler

Chair:

cdeining@lexingtonky.gov

Location:

Conference Call

This entry has an alarm. The alarm will go off before the entry starts.

Bryan Siler/KAWC/AWWSC,
Gary.Wiest@gcww.cincinnati-oh.gov,
jhoggard@utiliplan.com, cdeining@lexingtonky.gov

Bryan - Kindly use the following dial-in information:

1-877-621-0220

222560#

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, February 28, 2012 2:22 PM
To: Bryan.Siler@amwater.com
Subject: RE: Data Update

Sorry!!! I meant to include you . . . it'll be at 10 tomorrow - is it possible for you to join Susan in her office if she's agreeable? John and I were just going to call in directly to one number . . . just let me know what's most convenient for both of you.

Candice 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, February 28, 2012 2:15 PM
To: Candice Deininger
Subject: Re: Data Update

I didn't see one for Wednesday though.

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

Data Update

Calendar
Entry Type Fri 03/02/2012 10:00 AM - 11:30 AM

Bryan Siler

Chair:
cdeining@lexingtonky.gov

Location:
Conference Call

This entry has an alarm. The alarm will go off before the entry starts.

Bryan Siler/KAWC/AWSC, Gary.Wiest@gcww.cincinnati-oh.gov,
jhoggard@utiliplan.com, cdeining@lexingtonky.gov

Bryan - Kindly use the following dial-in information:

1-877-621-0220
222560#

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, February 28, 2012 2:15 PM
To: Candice Deininger
Subject: Re: Data Update

I didn't see one for Wednesday though.

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

Data Update

Calendar
Entry Type Fri 03/02/2012 10:00 AM - 11:30 AM

Bryan Siler

Chair: cdeining@lexingtonky.gov

Location: Conference Call

This entry has an alarm. The alarm will go off before the entry starts.

Bryan Siler/KAWC/AWWSC, Gary.Wiest@gcww.cincinnati-oh.gov,
jhoggard@utiliplan.com, cdeining@lexingtonky.gov

Bryan - Kindly use the following dial-in information:

1-877-621-0220
222560#

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, February 28, 2012 2:14 PM
To: Candice Deininger
Subject: Re: Data Update

Got it. 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

Data Update

Calendar
Entry Type Fri 03/02/2012 10:00 AM - 11:30 AM

Bryan Siler

Chair:
cdeining@lexingtonky.gov

Location:
Conference Call

This entry has an alarm. The alarm will go off before the entry starts.

Bryan Siler/KAWC/AWWS, Gary.Wiest@gcww.cincinnati-oh.gov,
jhoggard@utiliplan.com, cdeining@lexingtonky.gov

Bryan - Kindly use the following dial-in information:

1-877-621-0220
222560#

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, February 28, 2012 2:06 PM
To: Sheila Long
Cc: Candice Deininger; Mike Smith
Subject: Re: weekly file

Attachments: pic03584.gif



pic03584.gif (6
KB)

These were processed with no errors.

(Embedded image moved to file: pic03584.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: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>, "Candice Deininger"
<cdeining@lexingtonky.gov>
Date: 02/27/2012 12:49 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399

[attachment "HERC0227.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, February 28, 2012 12:25 PM
To: jhoggard@utiliplan.com
Cc: Susan.Lancho@amwater.com; Candice Deininger
Subject: Re: follow up

John,

Yes, Friday works. I am copying Susan on this e-mail so you have her e-mail address. Please send invites for both meetings.

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: jhoggard@utiliplan.com
To: Bryan.Siler@amwater.com, jhoggard@utiliplan.com
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 02/28/2012 11:58 AM
Subject: Re: follow up

Bryan
Cinci cannot talk until 10am Friday. Will that work?

Can Susan talk to us at 11am tomorrow? If you want, I can send her an invite directly if you send me her email address.

Thanks
John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, February 28, 2012 11:05 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'
Subject: Re: follow up

John, 1) American Water will continue to process payments for the LFUCG for 30 days after the August 31, 2012 closing. These payments will be transferred to you the same as they are now. 2) Sample files are attached below. 3) The current closing files do not include the Fall/Winter Average. It will need to be calculated by the vendor. 4) Yes, Susan Lancho has asked to participate on the call. Anytime other than Wednesday 10:00am - 11:00am. Please send an invite. 5) Yes, I am available today. Thanks.

(See attached file: IL Example Files.zip)(See attached file: Test Data - Billing Conversion.zip) ***** 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 Bryan, Any updates on the items we discussed this week? · What's the specific process KAW will use to handle payments coming in past August 31? For example, will a daily AR update file be sent to the new billing vendor (GCWW)? · You are sending us a sample file for outstanding balances that will be provided a cutover. · How will the new billing vendor calculate the Fall Winter Average the first time? Does your, or will your, data have a field for FWA that they can access? · What time are you open on Wednesday for a call or in person meeting to discuss Customer Communications, and can Susan participate? I want our marketing/pr person to synch up with her. A new question: Can you have a call with us and

somebody with GCWW on Tuesday? We will do it whatever timeslot fits your schedule. Thanks
John

Janet Graham

From: jhoggard@utiliplan.com
Sent: Tuesday, February 28, 2012 11:58 AM
To: Bryan.Siler@amwater.com; jhoggard@utiliplan.com
Cc: Candice Deininger
Subject: Re: follow up

Bryan
 Cincinnati cannot talk until 10am Friday. Will that work?

Can Susan talk to us at 11am tomorrow? If you want, I can send her an invite directly if you send me her email address.

Thanks
 John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, February 28, 2012 11:05 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'
Subject: Re: follow up

John, 1) American Water will continue to process payments for the LFUCG for 30 days after the August 31, 2012 closing. These payments will be transferred to you the same as they are now. 2) Sample files are attached below. 3) The current closing files do not include the Fall/Winter Average. It will need to be calculated by the vendor. 4) Yes, Susan Lancho has asked to participate on the call. Anytime other than Wednesday 10:00am - 11:00am. Please send an invite. 5) Yes, I am available today. Thanks. (See attached file: IL Example Files.zip) (See attached file: Test Data - Billing Conversion.zip)

***** 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 Bryan, Any updates on the items we discussed this week? · What's the specific process KAW will use to handle payments coming in past August 31? For example, will a daily AR update file be sent to the new billing vendor (GCWW)? · You are sending us a sample file for outstanding balances that will be provided a cutover. · How will the new billing vendor calculate the Fall Winter Average the first time? Does your, or will your, data have a field for FWA that they can access? · What time are you open on Wednesday for a call or in person meeting to discuss Customer Communications, and can Susan participate? I want our marketing/pr person to synch up with her. A new question: Can you have a call with us and somebody with GCWW on Tuesday? We will do it whatever timeslot fits your schedule. Thanks John

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, February 28, 2012 11:06 AM
To: jhoggard@utiliplan.com
Cc: Candice Deininger
Subject: Re: follow up

Attachments: IL Example Files.zip; Test Data - Billing Conversion.zip



IL Example
Files.zip (6 KB)



Test Data - Billing
Conversion...

John,

- 1) American Water will continue to process payments for the LFUCG for 30 days after the August 31, 2012 closing. These payments will be transferred to you the same as they are now.
- 2) Sample files are attached below.
- 3) The current closing files do not include the Fall/Winter Average. It will need to be calculated by the vendor.
- 4) Yes, Susan Lancho has asked to participate on the call. Anytime other than Wednesday 10:00am - 11:00am. Please send an invite.
- 5) Yes, I am available today.

Thanks.

(See attached file: IL Example Files.zip) (See attached file: Test Data - Billing Conversion.zip)

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

Bryan,
Any updates on the items we discussed this week?

· What's the specific process KAW will use to handle payments coming in past August 31? For example, will a daily AR update file be sent to the new billing vendor (GCWW)?

· You are sending us a sample file for outstanding balances that will be provided a cutover.

· How will the new billing vendor calculate the Fall Winter Average the first time? Does your, or will your, data have a field for FWA that they can access?

· What time are you open on Wednesday for a call or in person meeting to discuss Customer Communications, and can Susan participate? I want our marketing/pr person to synch up with her.

A new question:

Can you have a call with us and somebody with GCWW on Tuesday? We will do it whatever

timeslot fits your schedule.

Thanks

John

Janet Graham

From: jhoggard@utiliplan.com
Sent: Tuesday, February 28, 2012 11:23 AM
To: Wiest, Gary
Cc: Candice Deininger; marisa@utiliplan.com
Subject: Fwd: follow up
Attachments: IL Example Files.zip; Test Data - Billing Conversion.zip

Gary,

KAW says they can have a call today about data. We are a bit limited because we have to be in session with the Commissioners this afternoon. 2pm would work though. Would 2pm work for you? If so I can check with Bryan at KAW. Please see his answers below.

John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, February 28, 2012 11:05 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'
Subject: Re: follow up

John, 1) American Water will continue to process payments for the LFUCG for 30 days after the August 31, 2012 closing. These payments will be transferred to you the same as they are now. 2) Sample files are attached below. 3) The current closing files do not include the Fall/Winter Average. It will need to be calculated by the vendor. 4) Yes, Susan Lancho has asked to participate on the call. Anytime other than Wednesday 10:00am - 11:00am. Please send an invite. 5) Yes, I am available today. Thanks. (See attached file: IL Example Files.zip)(See attached file: Test Data - Billing Conversion.zip)

***** 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

Bryan,

Any updates on the items we discussed this week?

1. What's the specific process KAW will use to handle payments coming in past August 31? For example, will a daily AR update file be sent to the new billing vendor (GCWW)?
2. You are sending us a sample file for outstanding balances that will be provided a cutover.
3. How will the new billing vendor calculate the Fall Winter Average the first time? Does your, or will your, data have a field for FWA that they can access?
4. What time are you open on Wednesday for a call or in person meeting to discuss Customer Communications, and can Susan participate? I want our marketing/pr person to synch up with her.

5. Can you have a call with us and somebody with GCWW on Tuesday? We will do it whatever timeslot fits your schedule.

Thanks

John

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, February 24, 2012 1:33 PM
To: Robert Bowman
Cc: Candice Deininger
Subject: Re: WQMFee Monthly Billing

I have it. 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: 02/24/2012 08:54 AM
Subject: WQMFee Monthly Billing

Hello Bryan,

I have the monthly billing file attached. Please confirm that you did receive it.

Thanks, Robert

Robert E. Bowman
Database Administrator
Lexington-Fayette Urban County Government
Office: 859.425.2456
Email: RBowman2@LexingtonKy.gov
[attachment "March2012.csv" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Wednesday, February 22, 2012 4:12 PM
To: Bryan.Siler@amwater.com
Cc: Candice Deininger; marisa@utiliplan.com
Subject: RE: LFUCG questions

Let's do 10am tomorrow, if that is ok with everyone? Here is the dial in information:
605-562-3000 code #255921

Thanks!
John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, February 22, 2012 4:06 PM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'; marisa@utiliplan.com
Subject: Re: LFUCG questions

Anytime other than 7:30-8:30am and 2:30-3:30pm. Now is fine as 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

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>
Date: 02/22/2012 03:38 PM
Subject: LFUCG questions

Hi Bryan,
Can we have a call sometime tomorrow morning or early afternoon? We have some urgent questions for you. Just name any time that works for you.

Thanks
John

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, February 22, 2012 4:06 PM
To: jhoggard@utiliplan.com
Cc: Candice Deininger; marisa@utiliplan.com
Subject: Re: LFUCG questions

Anytime other than 7:30-8:30am and 2:30-3:30pm. Now is fine as 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

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>
Date: 02/22/2012 03:38 PM
Subject: LFUCG questions

Hi Bryan,
Can we have a call sometime tomorrow morning or early afternoon? We have some urgent questions for you. Just name any time that works for you.

Thanks
John

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, February 21, 2012 3:53 PM
To: Mike Smith
Cc: Candice Deininger
Subject: Re: weekly file

Attachments: pic18043.gif; pic31493.jpg



pic18043.gif (6 KB) pic31493.jpg (2 KB)

These were processed with no errors.

(Embedded image moved to file: pic18043.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: 02/20/2012 09:46 AM
Subject: weekly file

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: pic31493.jpg)HDI CERTIFIED

[attachment "HERC0220.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, February 16, 2012 4:46 PM
To: Bryan.Siler@amwater.com
Cc: Mike Smith; Sheila Long; Lynne Cross; John Hoggard; marisa@utiliplan.com
Subject: RE: WEELY FILE

Hey, Bryan . . . we will certainly want to do the full update and it's good to know that we can do that any time. Thank you!!

Candice 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, February 16, 2012 3:15 PM
To: Candice Deininger
Cc: Lynne Cross; John Hoggard; marisa@utiliplan.com; Mike Smith; Sheila Long
Subject: RE: WEELY FILE

Candice,

There is no requirement to do it. It is in our contract that we will but if there are circumstances preventing you from providing the data right now it is not a problem. I just wanted to let you know that we could at any time. I do suggest running it before we transition the billing but that can be done up to several days before that happens.

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: "Mike Smith" <mikes@lexingtonky.gov>, "Sheila Long" <slong@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>
Date: 02/15/2012 08:13 AM
Subject: RE: WEELY FILE

Good morning, Bryan - yes, it is! I know you've mentioned doing this before; however, we have a landfill project going on right now in which the Division of Waste Management is doing a detailed inventory/investigation of waste containers in an attempt to document the number of containers and where the service is being given using new routing software to either correct or add containers as necessary. Since this is an ongoing process, I need for you to give me some idea of a cut-off date, if any, for doing a full update prior to LFUCG going live. Thanks!!

Candice 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, February 14, 2012 9:07 PM
To: Candice Deininger
Subject: Fw: WEELY FILE

I guess it is me and you now. :)

----- Forwarded by Bryan Siler/KAWC/AWWS on 02/14/2012 09:11 PM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 02/14/2012 12:07 PM
Subject: RE: WEELY FILE

Bryan,

You will need to talk to Candice about this. Sorry!

Thank you,

Sheila Long

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730
Fax: 859-258-3399

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, February 14, 2012 7:34 AM
To: Sheila Long
Cc: Candice Deininger
Subject: Re: WEELY FILE

Sheila,

These were processed with no errors.

I still suggest we do a full update - we used to do this every six months.
If you send me the file I will be glad to process it.

Thanks.

(Embedded image moved to file: pic14855.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: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 02/13/2012 05:51 PM

Subject: WEELY FILE

Thank you,
Sheila Long

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730

Fax: 859-258-3399

[attachment "HERC0213.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Thursday, February 16, 2012 8:54 AM
To: Candice Deininger
Subject: Re: FW: List of Unsewered Accounts

Thanks, Candice. We've backbilled for two years. Will it be possible for me to settle as of July 2011?

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

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

<Rachel.Cole@amwater.com>

To

cc

02/16/2012 08:33
AM

Subject

FW: List of Unsewered Accounts

Hi, Rachel - here's the email to which I referred earlier . . .

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

From: Candice Deininger
Sent: Wednesday, September 28, 2011 1:20 PM
To: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com
Cc: William O'Mara; Charles Martin; Lynne Cross
Subject: RE: List of Unsewered Accounts
Importance: High

Good afternoon, Bryan. Going through my pending file and had Lynne check this list I sent you on July 19. There are only two accounts on this list that have been coded to receive sewer. Has this list been sent to Special Accounts or is it being handled internally? These accounts need to be coded as soon as possible - we are losing revenue. Thank you!

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

From: Candice Deininger

Sent: Tuesday, July 19, 2011 3:01 PM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com
Subject: List of Unsewered Accounts

Good afternoon, Bryan. I have created a list of the accounts that were referred to in the meeting last week between representatives of KAWC and LFUCG. It includes the premise number and location of accounts that were included on the monthly sewer tap-on lists and identified as recipients of KIA grants. Kindly let me know if you need anything further. Thank you and have a good afternoon!

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, February 16, 2012 8:33 AM
To: Rachel.Cole@amwater.com
Subject: FW: List of Unsewered Accounts
Importance: High

Hi, Rachel – here's the email to which I referred earlier . . .

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

From: Candice Deininger
Sent: Wednesday, September 28, 2011 1:20 PM
To: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com
Cc: William O'Mara; Charles Martin; Lynne Cross
Subject: RE: List of Unsewered Accounts
Importance: High

Good afternoon, Bryan. Going through my pending file and had Lynne check this list I sent you on July 19. There are only two accounts on this list that have been coded to receive sewer. Has this list been sent to Special Accounts or is it being handled internally? These accounts need to be coded as soon as possible – we are losing revenue. Thank you!

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

From: Candice Deininger
Sent: Tuesday, July 19, 2011 3:01 PM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com
Subject: List of Unsewered Accounts

Good afternoon, Bryan. I have created a list of the accounts that were referred to in the meeting last week between representatives of KAWC and LFUCG. It includes the premise number and location of accounts that were included on the monthly sewer tap-on lists and identified as recipients of KIA grants. Kindly let me know if you need anything further. Thank you and have a good afternoon!

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

address what will be available via SAP in the future. Will the account status be in the usage data file? Yes, the statuses available are AC, CA and NA. This reflects Active Account, Closed Account and New Account respectively. By when will the SAP file mapping be completed? These have not been finalized at this time. When do we plan to go live with SAP? The first wave of SAP go-lives for the CIS is March 2013. Kentucky's position has not yet been determined. Can they get phone numbers included in the files now and when SAP is implemented? The existing file format will remain the same. The phone number is not listed.

Can they transfer EFT data to our selected vendor so EFT customers do not have to sign up again? We can't share this information with a new vendor, as it is sensitive information and our agreements with our customers do not allow us to transfer that to another company. EFT customers will need to sign up with the new company. Can they have a file of all EFT customers now, along with their contact information including mailing addresses and phone numbers? This is not information we can share with the new vendor.

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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:
jhoggard@utiliplan.com To: Bryan.Siler@amwater.com, jhoggard@utiliplan.com
Date: 02/07/2012 04:04 PM Subject: Re: follow up items Hi Bryan, Do you an update on any of the items? We are especially anxious to know about the EFT items because we need to let the vendor know if they are getting EFT data (for contract purposes). Can we transfer EFT data to our selected vendor so EFT customers do not have to sign up again? Can we have a file of all EFT customers now, along with their contact information including mailing addresses and phone numbers? By when will the SAP file mapping be completed? Can we get phone numbers included in the files now and when SAP is implemented? Thanks John -----Original M By when will the SAP file mapping be completed? Can we get phone numbers included in the files now and when SAP is implemented? Can we transfer EFT data to our selected vendor so EFT customers do not have to sign up again? Can we have a file of all EFT customers now, along with their contact information including mailing addresses and phone numbers?message----- From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com] Sent: Monday, January 23, 2012 04:20 PM To: jhoggard@utiliplan.com Cc: 'Candice Deininger' Subject: Re: follow up items John, It was nice to meet you guys too. I am good for now, as soon as I get some answers I will be back in touch. ***** Bryan Siler Field Operations Supervisor Kentucky American Water 2300 Richmond Road Lexington, Kentucky 40502 859-268-6350 Office 859-268-6374 Fax bryan.siler@amwater.com From: "John Hoggard" To: Date: 01/23/2012 02:10 PM

Subject: follow up items Hi Bryan, Thanks for coming in last week - it was good to meet you. Here are the items you were going to look into: How are turn offs going to be noted in the files now, and after SAP is implemented? By when will the SAP file mapping be completed? Can we get phone numbers included in the files now and when SAP is implemented? Can we transfer EFT data to our selected vendor so EFT customers do not have to sign up again? Can we have a file of all EFT customers now, along with their contact information including mailing addresses and phone numbers? We discussed that our selected vendor will be able to access the data files exactly how it is done now. By when will KAWC know how it will be done in the future when SAP is implemented (ie the same way as now, via FTP, etc)? Is there anything you need me to look into on our end? Please let me know how I can help. Thanks John John Hoggard LFUCG Billing Project 978-264-0085

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, February 07, 2012 8:06 PM
To: jhoggard@utiliplan.com
Cc: Candice Deininger
Subject: Re: follow up items

Sorry,

We are unable to share EFT data.

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: jhoggard@utiliplan.com
To: Bryan.Siler@amwater.com, jhoggard@utiliplan.com
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 02/07/2012 05:02 PM
Subject: Re: follow up items

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Thanks
John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, February 7, 2012 04:43 PM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'
Subject: Re: follow up items

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Date: 02/07/2012 04:04 PM Subject: Re: follow up items Hi Bryan, Do you an update on any of the items? We are especially anxious to know about the EFT items because we need to let the vendor know if they are getting EFT data (for contract purposes). Can we transfer EFT data to our selected vendor so EFT customers do not have to sign up again? Can we have a file of all EFT customers now, along with their contact information including mailing addresses and phone numbers? By when will the SAP file mapping be completed? Can we get phone numbers included in the files now and when SAP is implemented? Thanks John -----Original M By when will the SAP file mapping be completed? Can we get phone numbers included in the files now and when SAP is implemented? Can we transfer EFT data to our selected vendor so EFT customers do not have to sign up again? Can we have a file of all EFT customers now, along with their contact information including mailing addresses and phone numbers?message----- From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com] Sent: Monday, January 23, 2012 04:20 PM To: jhoggard@utiliplan.com Cc: 'Candice Deininger' Subject: Re: follow up items John, It was nice to meet you guys too. I am good for now. as soon as I get some answers I will be back in touch. ***** Bryan Siler Field Operations Supervisor Kentucky American Water 2300 Richmond Road Lexington, Kentucky 40502 859-268-6350 Office 859-268-6374 Fax bryan.siler@amwater.com From: "John Hoggard" To: Date: 01/23/2012 02:10 PM

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Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, February 07, 2012 5:48 PM
To: jhoggard@utiliplan.com
Cc: Candice Deininger
Subject: Re: follow up items

I will ask for that clarification.

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: jhoggard@utiliplan.com
To: Bryan.Siler@amwater.com, jhoggard@utiliplan.com
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 02/07/2012 05:02 PM
Subject: Re: follow up items

Bryan,
Can you share the EFT data with LFUCG directly, and can you give LFUCG (not the vendor) a list of customers currently on EFT (along with contact information so we can start contacting them to remain on EFT)?

Thanks
John

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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, February 7, 2012 04:43 PM
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978-264-0085

Janet Graham

From: jhoggard@utiliplan.com
Sent: Tuesday, February 07, 2012 5:02 PM
To: Bryan.Siler@amwater.com; jhoggard@utiliplan.com
Cc: Candice Deininger
Subject: Re: follow up items

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 Supervisor Kentucky American Water 2300 Richmond Road Lexington, Kentucky 40502 859-268-6350 Office 859-268-6374 Fax bryan.siler@amwater.com
From: jhoggard@utiliplan.com
To: Bryan.Siler@amwater.com, jhoggard@utiliplan.com
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Janet Graham

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Sent: Tuesday, February 07, 2012 4:43 PM
To: jhoggard@utiliplan.com
Cc: Candice Deininger
Subject: Re: follow up items

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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
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Thanks
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Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, February 07, 2012 4:17 PM
To: Sheila Long
Cc: Candice Deininger
Subject: Re: weekly file

Attachments: pic24455.gif



pic24455.gif (6
KB)

These were processed with no errors.

(Embedded image moved to file: pic24455.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: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 02/07/2012 02:25 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399

[attachment "HERC0206.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, February 06, 2012 12:17 PM
To: Candice Deininger
Subject: RE: January Reports

No problem.

I believe all is well with Blue Sky but let me check with Rachel. I will let you know once I find out.

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: 02/06/2012 11:44 AM
Subject: RE: January Reports

Good morning, Bryan, and thank you very much!! Also checking to be sure that Blue Sky is going to be billed on the water bill this month per our earlier requests . . .

Candice 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, February 06, 2012 11:04 AM
To: Candice Deininger; Renee Wallingford; Deborah Gerardi; Rachel.Cole@amwater.com; William O'Mara; Lori Vahle; Stephen Mulligan; Takisha.Walker@amwater.com; James Hoskins; Cecily Chan; Susan.Lee@amwater.com; Steven.Snowden@amwater.com; Kimberly Bryan; Samantha.Papa@amwater.com; Robin Adams
Subject: January Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 9 OPA accounts that were billed \$44.71 in taxes. These will be corrected.

The aging files are too large to e-mail but they are available on the Online Account Manager.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0112 Report.xls)

Bryan Siler

Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
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From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, February 06, 2012 11:44 AM
To: Bryan.Siler@amwater.com
Subject: RE: January Reports

Good morning, Bryan, and thank you very much!! Also checking to be sure that Blue Sky is going to be billed on the water bill this month per our earlier requests . . .

Candice 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, February 06, 2012 11:04 AM
To: Candice Deininger; Renee Wallingford; Deborah Gerardi; Rachel.Cole@amwater.com; William O'Mara; Lori Vahle; Stephen Mulligan; Takisha.Walker@amwater.com; James Hoskins; Cecily Chan; Susan.Lee@amwater.com; Steven.Snowden@amwater.com; Kimberly Bryan; Samantha.Papa@amwater.com; Robin Adams
Subject: January Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 9 OPA accounts that were billed \$44.71 in taxes. These will be corrected.

The aging files are too large to e-mail but they are available on the Online Account Manager.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0112 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: Bryan.Siler@amwater.com
Sent: Monday, February 06, 2012 11:07 AM
To: Rachel.Cole@amwater.com; Takisha.Walker@amwater.com; Candice Deininger; Robin Adams; Mary.Money@amwater.com; Susan.Lee@amwater.com; AW_-_MI_Requests/AWWSC@amwater.net; Deana.Diggs@amwater.com
Subject: Managed Contract Billing
Attachments: Sadieville 0112 MI Request.doc; LFUCG 0112 MI Request.doc; pic25218.gif



Sadieville 0112 MI Request.doc... LFUCG 0112 MI Request.doc (6 K... pic25218.gif (6 KB)

Here are the MI requests for the LFUCG and Sadieville monthly billings. Please process and send the LFUCG .pdf file to Candice Deininger at the LFUCG and send the Sadieville .pdf file to Cindy Foster at the City of Sadieville.

Thanks.

(See attached file: Sadieville 0112 MI Request.doc) (See attached file: LFUCG 0112 MI Request.doc)

(Embedded image moved to file: pic25218.gif)

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LFUCG 0112
Report.xls (6 KB)

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

Janet Graham

From: christiane.mckemy@amwater.com
Sent: Thursday, February 02, 2012 10:22 AM
To: Candice Deininger; Cecily Chan; James Hoskins; Lori Vahle; Linda Phipps; Lynne Cross
Subject: Kentucky Disbursement & Monthly ACH sheet for January

Attachments: ACHRec12.xls; pic16915.gif; pic20295.gif; pic32757.gif



ACHRec12.xls (6
KB)



pic16915.gif (6
KB)



pic20295.gif (6
KB)



pic32757.gif (6
KB)

Have a great day!

(See attached file: ACHRec12.xls)

(Embedded image moved to file: pic16915.gif)

(Embedded image moved to file: pic20295.gif)

(Embedded image moved to file: pic32757.gif)

Christiane McKemy

Cash Operations Analyst
American Water Shared Services Center
131 Woodcrest Rd.
Cherry Hill, NJ 08003

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, February 01, 2012 1:01 PM
To: jhoggard@utiliplan.com
Cc: Candice Deininger
Subject: RE: 1pm today?

Just dialed 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: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Date: 02/01/2012 12:08 PM
Subject: RE: 1pm today?

Ok no problem - we can catch up tomorrow if you want...

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, February 01, 2012 12:07 PM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'
Subject: Re: 1pm today?

John,

I will do my best to dial in by 1:00pm but just had an emergency come up that I have to address.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
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To: <Bryan.Siler@amwater.com>
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Bryan,
I'd like to invite you to a 1pm call we are having today with GCWW. The call in number is as follows:

Participant Passcode: 222560#
Conference Access:
Toll free: 1-877-621-0220
Toll: 1-513-621-0220

Please let me know if you can join us. The call is scheduled for 1-2pm, but I'm thinking you would only need to be on until 130 or so.

Thanks
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Please send an invite for today.

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From: "William O'Mara" <billo@lexingtonky.gov>
To: "Mr. Bryan Siler" <Bryan.Siler@amwater.com>, <Keith.Cartier@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Jane C Driskell" <jdriskell@lexingtonky.gov>
Date: 02/01/2012 08:52 AM
Subject: RE: can we have a call Wed morning?

Bryan & Keith-

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Importance: High

Bill - Kindly refer to John's request just below Bryan's response . . .

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John, Did we experience this secondary password issue when we met at the LFUCG? I am afraid that may be a security issue on the vendors network.

I

am available pretty much anytime Wednesday afternoon.

***** 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: , "'Candice Deininger'" Cc: Date: 01/30/2012 05:01 PM
Subject: can we have a call Wed morning? Bryan and Candice, Can we have a call sometime

Wednesday morning to catch up? How about 10am or 11am?

One

of the items we need to cover is access to the files that the vendor will be getting: UdUsg.txt UdTrnSmy.txt UdRdg.txt UdPrmChg.txt UdActChg.txt Where is each file located in the menus? When I go online, I can't get to files because there is a secondary password required. I imagine the vendor will have the same issue... Thanks John -----Original Message-----

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Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, February 01, 2012 12:32 PM
To: William O'Mara
Subject: FW: can we have a call Wed morning?

Well - we now have the appropriate blessing . . .

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

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

From: Keith.Cartier@amwater.com [mailto:Keith.Cartier@amwater.com]
Sent: Wednesday, February 01, 2012 12:29 PM
To: William O'Mara; Bryan.Siler@amwater.com
Cc: Candice Deininger; John Hoggard; marisa; Jane C Driskell; Douglas Brock
Subject: Re: can we have a call Wed morning?

Bill
With the selection of vendor and project manager, I think we can now treat those firms as agents of LFUCG. I view these differently than those direct inquiries experienced from a number of potential vendors during earlier phases of the project. From our perspective these types of conversations will only help accelerate the process and facilitate a smooth transition. Bryan Siler is the appropriate contact person here, and will bring in any additional technical folks to help as necessary.

Keith

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Cc: "Candice Deininger" <cdeining@lexingtonky.gov>; "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>; "Jane C Driskell" <jdriskell@lexingtonky.gov>
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Date: 02/01/2012 08:52 AM
Subject: RE: can we have a call Wed morning?

Bryan & Keith-
LFUCG has engaged John Hoggard and Marisa Miralles from UPN to be the project managers for the user fee billing and collection project. It would be very beneficial and a time saving measure if they can correspond directly with representatives of American Water on technical, data, and process issues throughout this process. All correspondence and e-mail will include LFUCG staff.

John & Marisa would like to have a conference call with Bryan to clarify access and security issues regarding usage data from KAW.

Thanks for your cooperation to help expedite our transition off KAW billing system.

Bill O

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

From: Candice Deininger
Sent: Wednesday, February 01, 2012 8:06 AM
To: William O'Mara; 'John Hoggard'; marisa@utiliplan.com
Subject: FW: can we have a call Wed morning?
Importance: High

Bill - Kindly refer to John's request just below Bryan's response . . .

Candice 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, February 01, 2012 8:01 AM
To: Candice Deininger
Subject: Fw: can we have a call Wed morning?

Candice,

It would be best if these types of requests came from the LFUCG. I hope you understand. If we're at a point to open the relationship up to us dealing with someone outside the LFUCG I am good. I would just ask that we get everyone's blessing.

Call me if you'd like. 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 02/01/2012 08:01 AM -----

From: jhoggard@utiliplan.com
To: Bryan.Siler@amwater.com, jhoggard@utiliplan.com
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, marisa@utiliplan.com
Date: 02/01/2012 07:54 AM
Subject: Re: can we have a call Wed morning?

Bryan,
I think you are right about the security issue. We will try from a different location.

Instead of this afternoon, can you join me on a call tomorrow (Thursday) at 1pm? We are talking to the vendor about data.

Thanks
John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, January 31, 2012 08:09 PM
To: jhoggard@utiliplan.com
Cc: "'Candice Deininger'", marisa@utiliplan.com
Subject: Re: can we have a call Wed morning?

John, Did we experience this secondary password issue when we met at the LFUCG? I am afraid that may be a security issue on the vendors network.

I

am available pretty much anytime Wednesday afternoon.

***** 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: , "'Candice Deininger'" Cc: Date: 01/30/2012 05:01 PM
Subject: can we have a call Wed morning? Bryan and Candice, Can we have a call sometime Wednesday morning to catch up? How about 10am or 11am?

One
of the items we need to cover is access to the files that the vendor will be getting: UdUsg.txt UdTrnSmy.txt UdRdg.txt UdPrmChg.txt UdActChg.txt Where is each file located in the menus? When I go online, I can't get to files because there is a secondary password required. I imagine the vendor will have the same issue... Thanks John -----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com] Sent: Friday, December 30, 2011 10:58 AM To: jhoggard@utiliplan.com Subject: LFUCG usage data Hi John, Candice asked me to send these files to you. Can you let us know if you receive them? there are five files at about 7.7MB.

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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

Forwarded by Bryan Siler/KAWC/AWWSC on 12/30/2011 11:00 AM ----- From: Bryan Siler/KAWC/AWWSC To: Candice Deininger Date: 12/30/2011 10:39 AM
Subject: usage data (See attached file: UdUsg.txt)(See attached file: UdTrnSmy.txt)(See attached file: UdRdg.txt)(See attached file: UdPrmChg.txt)(See attached file: UdActChg.txt)

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, February 01, 2012 9:34 AM
To: John Hoggard
Cc: Candice Deininger
Subject: Fw: can we have a call Wed morning?

John,

Please send an invite for today.

Thanks.

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bryan.siler@amwater.com

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From: "William O'Mara" <billo@lexingtonky.gov>
To: "Mr. Bryan Siler" <Bryan.Siler@amwater.com>, <Keith.Cartier@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Jane C Driskell" <jdriskell@lexingtonky.gov>
Date: 02/01/2012 08:52 AM
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From: John Hoggard [jhoggard@utiliplan.com]
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To: Candice Deininger
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Looks good thanks! I'm waiting a bit to see if they reply. If not, I will just start sending requests to Bryan again and cc you and we will see....

John

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

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Wednesday, February 01, 2012 8:55 AM
To: John Hoggard; marisa@utiliplan.com
Subject: FW: can we have a call Wed morning?
Importance: High

Just making sure you saw this

Candice Deininger
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