

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, February 01, 2012 8:57 AM
To: Bryan.Siler@amwater.com
Subject: RE: today at 1pm?

Good morning, Bryan - I'm hoping you've now seen the email from Bill to Keith and you requesting permission from KAWC for you and other representatives of AmWater to interact directly with John and Marisa.

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 8:15 AM
To: Candice Deininger
Subject: Fw: today at 1pm?

FYI

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/01/2012 08:19 AM -----

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Date: 02/01/2012 08:05 AM
Subject: RE: today at 1pm?

Will do...makes sense...

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, February 01, 2012 8:02 AM
To: jhoggard@utiliplan.com
Subject: Re: today at 1pm?

John,

Have Candice send me the invite if you don't mind. That would be better at this point.

Thanks.

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

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Date: 02/01/2012 08:00 AM
Subject: today at 1pm?

Correction - the call is today at 1pm. (I wasn't at my calendar.) Can you do a call today

at 1pm if I send you a call in number?

Thanks!
John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, January 31, 2012 8:09 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" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, "'Candice Deininger'"
<cdeining@lexingtonky.gov>
Cc: <marisa@utiliplan.com>
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.

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 12/30/2011 11:00 AM -----

From: Bryan Siler/KAWC/AWWSC
To: Candice Deininger
<cdeining@lexingtonky.gov>
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

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From: "John Hoggard" <jhoggard@utiliplan.com>
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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

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, "'Candice Deininger'"
<cdeining@lexingtonky.gov>
Cc: <marisa@utiliplan.com>
Date: 01/30/2012 05:01 PM
Subject: can we have a call Wed morning?

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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, December 30, 2011 10:58 AM
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Subject: LFUCG usage data

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

----- Forwarded by Bryan Siler/KAWC/AWWS on 12/30/2011 11:00 AM -----

From: Bryan Siler/KAWC/AWWS
To: Candice Deininger
<cdeining@lexingtonky.gov>
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 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-----

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Sent: Tuesday, January 31, 2012 08:09 PM
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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.

***** 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 12/30/2011 11:00 AM ----- From:
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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: Tuesday, January 31, 2012 8:12 PM
To: jhoggard@utiliplan.com
Cc: Candice Deininger
Subject: Re: CSR calls KAWC takes for LFUCG?

Unfortunately, our calls are not identified in such a manner to allow us to track them this way.

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: 01/30/2012 10:19 AM
Subject: CSR calls KAWC takes for LFUCG?

Hi Bryan,
Is there any way to find out an estimate of how many 'agent answered calls' per year that KAWC takes for LFUCG? We need to give the new vendor an estimate.

Thanks
John

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, January 31, 2012 8:09 PM
To: jhoggard@utiliplan.com
Cc: Candice Deininger; marisa@utiliplan.com
Subject: Re: can we have a call Wed morning?

John,

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I am available pretty much anytime Wednesday afternoon.

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Field Operations Supervisor
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859-268-6350 Office
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From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, "'Candice Deininger'"
<cdeining@lexingtonky.gov>
Cc: <marisa@utiliplan.com>
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:
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there are five files at about 7.7MB.

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Field Operations Supervisor
Kentucky American Water
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From: Bryan Siler/KAWC/AWWSC
To: Candice Deininger <cdeining@lexingtonky.gov>
Date: 12/30/2011 10:39 AM
Subject: usage data

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file: UdRdg.txt)(See attached file: UdPrmChg.txt)(See attached
file: UdActChg.txt)

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, January 31, 2012 8:06 PM
To: jhoggard@utiliplan.com
Cc: Candice Deininger
Subject: Re: LFUCG data files

Due to their size it would be best to download them from the OAM. I am afraid I would have the same issues if I tried to e-mail them again. Plus, this would be good for them to access them online.

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: 01/30/2012 02:06 PM
Subject: LFUCG data files

Hi Bryan,
Can you resend the data files that the new vendor will be given to bill?
You had previously sent them to me/Candice/Bill, but for some reason it didn't come through.

Thanks
John

Janet Graham

From: jhoggard@utiliplan.com
Sent: Wednesday, February 01, 2012 7:54 AM
To: Bryan.Siler@amwater.com; jhoggard@utiliplan.com
Cc: Candice Deininger; marisa@utiliplan.com
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.

***** 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 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: John Hoggard [jhoggard@utiliplan.com]
Sent: Monday, January 30, 2012 10:20 AM
To: Bryan.Siler@amwater.com
Cc: Candice Deininger
Subject: CSR calls KAWC takes for LFUCG?

Hi Bryan,

Is there any way to find out an estimate of how many 'agent answered calls' per year that KAWC takes for LFUCG? We need to give the new vendor an estimate.

Thanks
John

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, January 25, 2012 2:47 PM
To: Rachel.Cole@amwater.com
Subject: FW: Goldon Trophy
Attachments: goldontrophy.pdf

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

From: Richard Lamey
Sent: Thursday, May 12, 2011 6:03 AM
To: Candice Deininger
Subject: Goldon Trophy

Candice, this doesn't make sense. I understand they have been there 6 years and not received a bill. But I would assume KAWC would provide some justification of this big bill they received. I think she should get some answers from them before we proceed. Specifically, on the second attached page...what is the 1/13/09 – 1/13-11 charge based on? How did they arrive at that number with no history?

Once we get those answer, we can provide them some relief on the sewer fee based on pool capacity and estimate from their other irrigation account.

Richard Lamey
Compliance and Monitoring Manager
Division of Water Quality
Lexington-Fayette Urban County Government
859-425-2412

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, January 23, 2012 4:21 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" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
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: Monday, January 23, 2012 1:36 PM
To: Sheila Long
Cc: Candice Deininger
Subject: Re: file

Attachments: pic04246.gif



pic04246.gif (6
KB)

These were processed with no errors.

(Embedded image moved to file: pic04246.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: 01/23/2012 12:52 PM
Subject: 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 "HERC0123.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, January 23, 2012 7:36 AM
To: Sheila Long
Cc: Candice Deininger
Subject: Re: weekly file

Attachments: pic18209.gif



pic18209.gif (6
KB)

These were processed with no errors.

(Embedded image moved to file: pic18209.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: 01/20/2012 03:35 PM
Subject: weekly file

I don't think I sent this to you!

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 "HERC0117.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, January 20, 2012 7:17 AM
To: Candice Deininger
Subject: Today's Meeting

Candice,

Where is your office now? Is it near where we met with Bill?

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, January 18, 2012 11:38 AM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com; Keith.Cartier@amwater.com; Charles Martin; William O'Mara; Lynne Cross; Douglas.Brock@amwater.com
Subject: RE: Blue Sky Wastewater Treatment Plant

Candice,

I am checking on that but do not have an answer yet. I would think so but want to make sure.

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: "William O'Mara" <billo@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>, "Charles Martin" <chmartin@lexingtonky.gov>, <Douglas.Brock@amwater.com>, <Keith.Cartier@amwater.com>, <Rachel.Cole@amwater.com>
Date: 01/18/2012 11:23 AM
Subject: RE: Blue Sky Wastewater Treatment Plant

Hi, Bryan, and thank you for letting me know. Will this be complete in time for the February billing?

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, January 18, 2012 11:22 AM
To: Candice Deininger
Cc: William O'Mara; Lynne Cross; Charles Martin; Douglas.Brock@amwater.com; Keith.Cartier@amwater.com; Rachel.Cole@amwater.com
Subject: RE: Blue Sky Wastewater Treatment Plant

Thanks Candice. We will begin working on those and will let you know when we are finished.

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>, "Charles Martin"
<chmartin@lexingtonky.gov>
Cc: "William O'Mara" <billo@lexingtonky.gov>,
<Douglas.Brock@amwater.com>, <Keith.Cartier@amwater.com>,
<Rachel.Cole@amwater.com>, "Lynne Cross"
<ccross@lexingtonky.gov>
Date: 01/17/2012 10:48 AM
Subject: RE: Blue Sky Wastewater Treatment Plant

Good morning, Bryan. The sale of the Blue Sky Wastewater Treatment Plant is complete. As a follow-up to earlier emails in December, would you kindly begin billing sewer with the next water meter reading in February at the rates currently in effect for LFUCG sewer customers. If you have any questions, kindly let me know. Thank you for your assistance!

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, December 06, 2011 12:09 PM
To: Charles Martin
Cc: William O'Mara; Candice Deininger; Douglas.Brock@amwater.com;
Keith.Cartier@amwater.com; Rachel.Cole@amwater.com
Subject: RE: Blue Sky Wastewater Treatment Plant

Charles,

With it not approved and no closing schedule it would be hard to plan the work. We have to avoid changes for several days prior to reading those accounts. It sounds like we should not plan for Kentucky American to bill these in January. I will get a better timeline together and let everyone know 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

From: "Charles Martin" <chmartin@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger"
<cdeining@lexingtonky.gov>
Cc: "William O'Mara" <billo@lexingtonky.gov>,
<Keith.Cartier@amwater.com>, <Douglas.Brock@amwater.com>,
<Rachel.Cole@amwater.com>
Date: 12/06/2011 12:03 PM
Subject: RE: Blue Sky Wastewater Treatment Plant

The closing for Blue Sky has not been scheduled yet. What's the drop dead date to make changes for the January 2012 billing? Given the holidays ahead, I doubt that closing would occur in time but thought I'd ask anyway.

NOTE THE NEW ADDRESS FOR THE DIVISION OF WATER QUALITY'S ADMINISTRATIVE OFFICES

125 LISLE INDUSTRIAL AVE., SUITE 180
LEXINGTON KY, 40511

Charles H. Martin, P.E., Director
Division of Water Quality

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, December 06, 2011 12:00 PM
To: Candice Deininger
Cc: William O'Mara; Charles Martin; Keith.Cartier@amwater.com; Douglas.Brock@amwater.com; Rachel.Cole@amwater.com
Subject: Re: Blue Sky Wastewater Treatment Plant

Candice,

As we discussed I am working to find out how long it will take to update those premises. I hope to have an answer for you by tomorrow afternoon.

These accounts were just read yesterday and will bill on December 8th.

If

we can get the premises updated before these are accounts read again we would be able to bill the sewer fees. Otherwise, the LFUCG would need to continue to bill them in January or until they are updated.

I will be in touch with an answer. In the meantime, please let me know if you have any questions.

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<cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Keith.Cartier@amwater.com>, "William O'Mara"
<billo@lexingtonky.gov>, "Charles Martin"
<chmartin@lexingtonky.gov>
Date: 12/06/2011 09:22 AM
Subject: Blue Sky
Wastewater Treatment
Plant

Good morning, Bryan. There will be a walk-on item for today's Council meeting recommending the sale of the Blue Sky Wastewater Treatment Plant to LFUCG, and it is anticipated that it will receive approval. As such, the accounts currently included in the Blue Sky area for which we receive water usage information and bill in-house will now need to be billed by KAWC just like any other mutual water/sewer customer. I need to know if there is anything I need to do on our end to facilitate the transition of these accounts into the regular billing system. I'd appreciate hearing from you as soon as possible - thank you!!

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, January 18, 2012 11:23 AM
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com; Keith.Cartier@amwater.com; Charles Martin; William O'Mara; Lynne Cross; Douglas.Brock@amwater.com
Subject: RE: Blue Sky Wastewater Treatment Plant

Hi, Bryan, and thank you for letting me know. Will this be complete in time for the February billing?

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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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, January 18, 2012 11:22 AM
To: Candice Deininger
Cc: William O'Mara; Lynne Cross; Charles Martin; Douglas.Brock@amwater.com; Keith.Cartier@amwater.com; Rachel.Cole@amwater.com
Subject: RE: Blue Sky Wastewater Treatment Plant

Thanks Candice. We will begin working on those and will let you know when we are finished.

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To: <Bryan.Siler@amwater.com>, "Charles Martin" <chmartin@lexingtonky.gov>
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125 LISLE INDUSTRIAL AVE., SUITE 180
LEXINGTON KY, 40511

Charles H. Martin, P.E., Director
Division of Water Quality
Lexington-Fayette Urban County Government office (859) 425-2455 fax (859) 254-7787
chmartin@lexingtonky.gov

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Sent: Tuesday, December 06, 2011 12:00 PM
To: Candice Deininger
Cc: William O'Mara; Charles Martin; Keith.Cartier@amwater.com; Douglas.Brock@amwater.com;
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Subject: Re: Blue Sky Wastewater Treatment Plant

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bryan.siler@amwater.com

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To: <Bryan.Siler@amwater.com>, "Candice Deininger"
<cdeining@lexingtonky.gov>
Cc: "William O'Mara" <billo@lexingtonky.gov>,
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LEXINGTON KY, 40511

Charles H. Martin, P.E., Director
Division of Water Quality
Lexington-Fayette Urban County Government office (859) 425-2455 fax (859) 254-7787
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200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, January 17, 2012 10:57 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 1211 MI Request.doc; LFUCG 1211 MI Request.doc; pic00766.gif



Sadieville 1211 MI Request.doc... LFUCG 1211 MI Request.doc (6 K... pic00766.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 1211 MI Request.doc) (See attached file: LFUCG 1211 MI Request.doc)

(Embedded image moved to file: pic00766.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, January 17, 2012 10:48 AM
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: December Reports
Attachments: LFUCG 1211 Report.xls



LFUCG 1211
Report.xls (6 KB)

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 1 residential and 10 OPA accounts that were billed \$49.55 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 1211 Report.xls)

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Sent: Tuesday, January 17, 2012 10:48 AM
To: Rachel.Cole@amwater.com; Steven.Snowden@amwater.com;
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Stephen Mulligan; Cecily Chan; James Hoskins; Renee Wallingford; Kimberly Bryan; Robin
Adams; Lori Vahle; Susan.Lee@amwater.com; Samantha.Papa@amwater.com
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859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Thursday, January 12, 2012 3:53 PM
To: Sheila Long
Cc: Candice Deininger
Subject: Re: file

Attachments: pic27236.gif



pic27236.gif (6
KB)

These were processed with no errors.

(Embedded image moved to file: pic27236.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: 01/12/2012 03:04 PM
Subject: 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 "HERC0109.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Cecily Chan [CECILYC@LEXINGTONKY.GOV]
Sent: Thursday, January 12, 2012 3:01 PM
To: Bryan.Siler@amwater.com; Candice Deininger
Cc: James Hoskins
Subject: RE: December Sales Tax Information

Thank you!

Cecily

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, January 12, 2012 2:20 PM
To: Candice Deininger
Cc: Cecily Chan; James Hoskins
Subject: RE: December Sales Tax Information

Cecily,

This is what we discussed. Let me know if you have any questions.

Bryan Siler
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From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "James Hoskins" <jhoskins@lexingtonky.gov>, "Cecily Chan"
<cecilyc@lexingtonky.gov>
Date: 01/12/2012 12:47 PM
Subject: RE: December Sales Tax Information

Hi, Bryan . . . is there any way you can run the queries to get the information needed by Cecily so those can close their books? I'm on a brief lunch break, in-between sessions with our first vendor demonstration. It would be greatly appreciated if you could get those numbers to her today

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

From: Cecily Chan
Sent: Tuesday, January 10, 2012 10:56 AM
To: 'Bryan.Siler@amwater.com'
Cc: Candice Deininger; James Hoskins
Subject: FW: December Sales Tax Information
Importance: High

Bryan,

We are closing December TODAY and Sewer Journal is one of the few items holding off the closing, please send us the December sales tax information today before 4 PM.

Thanks!

Cecily Chan
Accountant Sr.
Division of Accounting
(859) 258-3318

From: Candice Deininger
Sent: Monday, January 09, 2012 11:03 AM
To: 'Bryan.Siler@amwater.com'
Cc: Cecily Chan
Subject: December Sales Tax Information
Importance: High

Good morning, Bryan. Is there any way you can get the sales tax information that appears at the bottom of page 1 of the summary report to us today? Accounting is trying to close December but can't without it.

Any help you can provide will be most appreciated - thank you!!

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Cc: Cecily Chan; James Hoskins
Subject: RE: December Sales Tax Information

Attachments: 4410_001.pdf



4410_001.pdf (6
KB)

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To: <Bryan.Siler@amwater.com>
Cc: "James Hoskins" <jhoskins@lexingtonky.gov>, "Cecily Chan"
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Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, January 09, 2012 5:10 PM
To: Candice Deininger
Subject: Usage Data - Future Changes

Candice,

I know you are near selecting, or already have selected, a contractor for your new billing system. In that regard I want to make sure you are aware of some changes that will likely be happy to the data we will provide you once we transition to SAP. These changes do not apply to the usage data you receive while we are using ORCOM.

The data files we provide will contain the same data, however, there will be differences in the file lengths (i.e. customer account number, codes used to represent different activity, etc.). There will be two main files. The first will contain meter reading and consumption records and the second will contain customer and premise changes. The monthly usage data period will be the first through last day of the month for all monthly authorities

Please feel free to pass this information on to your contractor so this level of flexibility is built into whatever system they are developing. If you have any questions, I will do my best to get answers for you. Hopefully, these changes will be finalized in February and any questions can be permanently resolved.

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bryan.siler@amwater.com

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Thursday, January 05, 2012 8:12 AM
To: Sheila Long
Cc: Candice Deininger
Subject: Re: weekly file

Attachments: pic03217.gif



pic03217.gif (6
KB)

These were processed with no errors.

(Embedded image moved to file: pic03217.gif)

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2300 Richmond Road
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859-268-6374 Fax
bryan.siler@amwater.com

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 01/04/2012 04:03 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 "HERC0103.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, January 03, 2012 3:14 PM
To: Bryan.Siler@amwater.com
Subject: RE: OAM Access

Hi, Bryan - yes, I've got access - 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: Tuesday, January 03, 2012 3:13 PM
To: Candice Deininger
Subject: OAM Access

Candice,

You should have access to the Usage Data now. Please check and let me know if it works.

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: Tuesday, January 03, 2012 3:13 PM
To: Candice Deininger
Subject: OAM Access

Candice,

You should have access to the Usage Data now. Please check and let me know if it works.

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: Friday, December 30, 2011 11:46 AM
To: Candice Deininger
Cc: William O'Mara; John Hoggard
Subject: RE: Usage Data File Layouts - Possible future changes

Candice,

That's great. You're right, once you are setup you will have access to everything back to 2006.

Happy New Year

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>, "William O'Mara" <billo@lexingtonky.gov>
Date: 12/30/2011 11:37 AM
Subject: RE: Usage Data File Layouts - Possible future changes

Hi, Bryan, and thank you so much for sending the files . . . John did get them just fine. We'll check again next week for the files going back to 2006. Have a Happy New Year!!!

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: Friday, December 30, 2011 11:22 AM
To: Candice Deininger
Subject: Usage Data File Layouts - Possible future changes

Candice,

When talking about the Online Account Manager Usage Data files, I asked the following:

Also, will these be the exact files they will receive? I thought there was some buzz about changes.

And got the following response:

these will be the exact files that they will receive as long as they are in ECIS. once they convert to SAP, my understanding is that the file layout will be the same as far as the info provided, but there will be some changes to field lengths to accommodate longer account numbers, etc

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, December 30, 2011 11:37 AM
To: Bryan.Siler@amwater.com
Cc: William O'Mara; John Hoggard
Subject: RE: Usage Data File Layouts - Possible future changes

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Sent: Friday, December 30, 2011 11:22 AM
To: Candice Deininger
Subject: Usage Data File Layouts - Possible future changes

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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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, December 30, 2011 11:28 AM
To: John Hoggard
Cc: William O'Mara
Subject: FW: Usage Data File Layouts - Possible future changes

FYI . . .

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: Friday, December 30, 2011 11:22 AM
To: Candice Deininger
Subject: Usage Data File Layouts - Possible future changes

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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

04/29/2013

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, December 30, 2011 10:25 AM
To: Bryan.Siler@amwater.com
Subject: RE: weekly file

Importance: High

Hey! Can you give me a call ASAP?

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: Friday, December 30, 2011 10:24 AM
To: Sheila Long
Cc: Mike Smith; Candice Deininger
Subject: Re: weekly file

These were processed with no errors.

(Embedded image moved to file: pic11367.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>
Date: 12/27/2011 02:24 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 "HERC1227.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, December 30, 2011 10:24 AM
To: Sheila Long
Cc: Candice Deininger; Mike Smith
Subject: Re: weekly file

Attachments: pic11367.gif



pic11367.gif (6
KB)

These were processed with no errors.

(Embedded image moved to file: pic11367.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>
Date: 12/27/2011 02:24 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 "HERC1227.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, December 21, 2011 6:58 AM
To: Candice Deininger
Subject: Unsewered Accounts

Candice,

A 30 day hold has been placed on all of those accounts.

Merry Christmas...

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, December 21, 2011 8:34 AM
To: Bryan.Siler@amwater.com; Lynne Cross
Cc: Rachel.Cole@amwater.com; William O'Mara; Julie Mantram; Lynne Cross; Jane C Driskell
Subject: RE: Unsewered Accounts

Good morning, Bryan, and thank you for arranging the holds on these accounts. I made Bill aware of what was going on with these accounts; and he, in turn, talked with Commissioner Driskell. LFUCG is requesting that KAWC make payment arrangements for the sewer portion of the bills for these customers, and we would appreciate you communicating that to the Call Center representatives.

If there are any questions or concerns, please reply to everybody on this email, as I am technically on vacation and I may not see your emails.

Again, thank you for your assistance, and have a Merry Christmas!

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wed 12/21/2011 6:58 AM
To: Candice Deininger
Subject: Unsewered Accounts

Candice,

A 30 day hold has been placed on all of those accounts.

Merry Christmas...

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, December 20, 2011 9:20 AM
To: Sheila Long
Cc: Candice Deininger; Mike Smith
Subject: Re: weekly file

Attachments: pic14077.gif



pic14077.gif (6
KB)

These were processed with no errors...

(Embedded image moved to file: pic14077.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>
Date: 12/19/2011 04:35 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 "HERC1219.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Thursday, December 15, 2011 12:51 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: November Reports
Attachments: LFUCG 1111 Report.xls



LFUCG 1111
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 \$34.03 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 1111 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: Thursday, December 15, 2011 12:51 PM
To: Rachel.Cole@amwater.com; Steven.Snowden@amwater.com; Takisha.Walker@amwater.com; William O'Mara; Candice Deininger; Deborah Gerardi; Stephen Mulligan; Cecily Chan; James Hoskins; Renee Wallingford; Kimberly Bryan; Robin Adams; Lori Vahle; Susan.Lee@amwater.com; Samantha.Papa@amwater.com
Subject: November Reports
Attachments: LFUCG 1111 Report.xls



LFUCG 1111
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 \$34.03 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 1111 Report.xls)

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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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, December 07, 2011 7:42 AM
To: Candice Deininger
Subject: Re: FW: Request for Information

Candice,

It looks like they are updating/verifying information for the people we write checks or send money to.

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: 12/06/2011 02:00 PM
Subject: FW: Request for Information

Hi, Bryan . . . what is this? It was originally sent to Lynne who then forwarded to me, but I have no idea what this is for . . . thanks for the insight!

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

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

From: Lynne Cross
Sent: Tuesday, December 06, 2011 1:12 PM
To: Candice Deininger
Subject: FW: Request for Information

?????

Lynne
859.258.3363

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

From: Jason.DePaul@amwater.com [mailto:Jason.DePaul@amwater.com] On Behalf Of aw.insurancecert.procure@amwater.com
Sent: Tuesday, December 06, 2011 12:59 PM
To: Lynne Cross
Subject: Request for Information

Hello,

American Water is currently doing a collection of data from all of our active vendors. We have attached an excel document which states all that we are looking to collect. Please enter all of the data requested and provide the miscellaneous documentation if available.

Please reply back to aw.insurancecert.procure@amwater.com

(See attached file: Vendor Data Collection.xls)

Thank you,

The Procurement Team

American Water

(Embedded image moved to file: pic06125.gif) [attachment "Vendor Data Collection.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "pic06125.gif" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Charles Martin [chmartin@lexingtonky.gov]
Sent: Tuesday, December 06, 2011 12:48 PM
To: Bryan.Siler@amwater.com; Charles Martin
Cc: Rachel.Cole@amwater.com; Keith.Cartier@amwater.com; William O'Mara; Candice Deininger; Douglas.Brock@amwater.com
Subject: RE: Blue Sky Wastewater Treatment Plant

Bryan - ignore my voice mail, Candice and I talked and I know how I want to proceed from here. Thanks

NOTE THE NEW ADDRESS FOR THE DIVISION OF WATER QUALITY'S ADMINISTRATIVE OFFICES

125 LISLE INDUSTRIAL AVE., SUITE 180
LEXINGTON KY, 40511

Charles H. Martin, P.E., Director
Division of Water Quality
Lexington-Fayette Urban County Government office (859) 425-2455 fax (859) 254-7787
chmartin@lexingtonky.gov

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

From: Charles Martin
Sent: Tuesday, December 06, 2011 12:19 PM
To: 'Bryan.Siler@amwater.com'
Cc: William O'Mara; Candice Deininger; Douglas.Brock@amwater.com;
Keith.Cartier@amwater.com; Rachel.Cole@amwater.com
Subject: RE: Blue Sky Wastewater Treatment Plant

I'm not sure we're clear with each other - I will call you.

NOTE THE NEW ADDRESS FOR THE DIVISION OF WATER QUALITY'S ADMINISTRATIVE OFFICES

125 LISLE INDUSTRIAL AVE., SUITE 180
LEXINGTON KY, 40511

Charles H. Martin, P.E., Director
Division of Water Quality
Lexington-Fayette Urban County Government office (859) 425-2455 fax (859) 254-7787
chmartin@lexingtonky.gov

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, December 06, 2011 12:09 PM
To: Charles Martin
Cc: William O'Mara; Candice Deininger; Douglas.Brock@amwater.com;
Keith.Cartier@amwater.com; Rachel.Cole@amwater.com
Subject: RE: Blue Sky Wastewater Treatment Plant

Charles,

With it not approved and no closing schedule it would be hard to plan the work. We have to avoid changes for several days prior to reading those accounts. It sounds like we should not plan for Kentucky American to bill these in January. I will get a better timeline together and let everyone know 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

From: "Charles Martin" <chmartin@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger"
<cdeining@lexingtonky.gov>
Cc: "William O'Mara" <billo@lexingtonky.gov>,
<Keith.Cartier@amwater.com>, <Douglas.Brock@amwater.com>,
<Rachel.Cole@amwater.com>
Date: 12/06/2011 12:03 PM
Subject: RE: Blue Sky Wastewater Treatment Plant

The closing for Blue Sky has not been scheduled yet. What's the drop dead date to make changes for the January 2012 billing? Given the holidays ahead, I doubt that closing would occur in time but thought I'd ask anyway.

NOTE THE NEW ADDRESS FOR THE DIVISION OF WATER QUALITY'S ADMINISTRATIVE OFFICES

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Division of Water Quality
Lexington-Fayette Urban County Government office (859) 425-2455 fax (859) 254-7787
chmartin@lexingtonky.gov

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, December 06, 2011 12:00 PM
To: Candice Deininger
Cc: William O'Mara; Charles Martin; Keith.Cartier@amwater.com; Douglas.Brock@amwater.com;
Rachel.Cole@amwater.com
Subject: Re: Blue Sky Wastewater Treatment Plant

Candice,

As we discussed I am working to find out how long it will take to update those premises. I hope to have an answer for you by tomorrow afternoon.

These accounts were just read yesterday and will bill on December 8th.

If

we can get the premises updated before these are accounts read again we would be able to bill the sewer fees. Otherwise, the LFUCG would need to continue to bill them in January or until they are updated.

I will be in touch with an answer. In the meantime, please let me know if you have any questions.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Keith.Cartier@amwater.com>, "William O'Mara"
<billo@lexingtonky.gov>, "Charles Martin"
<chmartin@lexingtonky.gov>
Date: 12/06/2011 09:22 AM
Subject: Blue Sky Wastewater Treatment Plant

Good morning, Bryan. There will be a walk-on item for today's Council meeting recommending the sale of the Blue Sky Wastewater Treatment Plant to LFUCG, and it is

anticipated that it will receive approval. As such, the accounts currently included in the Blue Sky area for which we receive water usage information and bill in-house will now need to be billed by KAWC just like any other mutual water/sewer customer. I need to know if there is anything I need to do on our end to facilitate the transition of these accounts into the regular billing system. I'd appreciate hearing from you as soon as possible - thank you!!

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

Janet Graham

From: Charles Martin [chmartin@lexingtonky.gov]
Sent: Tuesday, December 06, 2011 12:19 PM
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com; Keith.Cartier@amwater.com; William O'Mara; Candice Deininger; Douglas.Brock@amwater.com
Subject: RE: Blue Sky Wastewater Treatment Plant

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Lexington-Fayette Urban County Government office (859) 425-2455 fax (859) 254-7787
chmartin@lexingtonky.gov

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Sent: Tuesday, December 06, 2011 12:09 PM
To: Charles Martin
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Keith.Cartier@amwater.com; Rachel.Cole@amwater.com
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To: <Bryan.Siler@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
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LEXINGTON KY, 40511

Charles H. Martin, P.E., Director
Division of Water Quality
Lexington-Fayette Urban County Government office (859) 425-2455 fax (859) 254-7787
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To: Candice Deininger
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Rachel.Cole@amwater.com
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bryan.siler@amwater.com

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Cc: <Keith.Cartier@amwater.com>, "William O'Mara"
<billo@lexingtonky.gov>, "Charles Martin"
<chmartin@lexingtonky.gov>
Date: 12/06/2011 09:22 AM
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Sent: Tuesday, December 06, 2011 12:09 PM
To: Charles Martin
Cc: Rachel.Cole@amwater.com; Keith.Cartier@amwater.com; William O'Mara; Candice Deininger; Douglas.Brock@amwater.com
Subject: RE: Blue Sky Wastewater Treatment Plant

Charles,

With it not approved and no closing schedule it would be hard to plan the work. We have to avoid changes for several days prior to reading those accounts. It sounds like we should not plan for Kentucky American to bill these in January. I will get a better timeline together and let everyone know 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

From: "Charles Martin" <chmartin@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
Cc: "William O'Mara" <billo@lexingtonky.gov>, <Keith.Cartier@amwater.com>, <Douglas.Brock@amwater.com>, <Rachel.Cole@amwater.com>
Date: 12/06/2011 12:03 PM
Subject: RE: Blue Sky Wastewater Treatment Plant

The closing for Blue Sky has not been scheduled yet. What's the drop dead date to make changes for the January 2012 billing? Given the holidays ahead, I doubt that closing would occur in time but thought I'd ask anyway.

NOTE THE NEW ADDRESS FOR THE DIVISION OF WATER QUALITY'S ADMINISTRATIVE OFFICES

125 LISLE INDUSTRIAL AVE., SUITE 180
LEXINGTON KY, 40511

Charles H. Martin, P.E., Director
Division of Water Quality
Lexington-Fayette Urban County Government office (859) 425-2455 fax (859) 254-7787
chmartin@lexingtonky.gov

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, December 06, 2011 12:00 PM
To: Candice Deininger
Cc: William O'Mara; Charles Martin; Keith.Cartier@amwater.com; Douglas.Brock@amwater.com; Rachel.Cole@amwater.com
Subject: Re: Blue Sky Wastewater Treatment Plant

Candice,

As we discussed I am working to find out how long it will take to update those premises. I hope to have an answer for you by tomorrow afternoon. These accounts were just read yesterday and will bill on December 8th. If we can get the premises updated before these are accounts read again we would be able to

bill the sewer fees. Otherwise, the LFUCG would need to continue to bill them in January or until they are updated.

I will be in touch with an answer. In the meantime, 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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Keith.Cartier@amwater.com>, "William O'Mara"
<billo@lexingtonky.gov>, "Charles Martin"
<chmartin@lexingtonky.gov>
Date: 12/06/2011 09:22 AM
Subject: Blue Sky Wastewater Treatment Plant

Good morning, Bryan. There will be a walk-on item for today's Council meeting recommending the sale of the Blue Sky Wastewater Treatment Plant to LFUCG, and it is anticipated that it will receive approval. As such, the accounts currently included in the Blue Sky area for which we receive water usage information and bill in-house will now need to be billed by KAWC just like any other mutual water/sewer customer. I need to know if there is anything I need to do on our end to facilitate the transition of these accounts into the regular billing system. I'd appreciate hearing from you as soon as possible - thank you!!

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

Janet Graham

From: Charles Martin [chmartin@lexingtonky.gov]
Sent: Tuesday, December 06, 2011 12:03 PM
To: Bryan.Siler@amwater.com; Candice Deininger
Cc: Rachel.Cole@amwater.com; Keith.Cartier@amwater.com; William O'Mara;
Douglas.Brock@amwater.com
Subject: RE: Blue Sky Wastewater Treatment Plant

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Charles H. Martin, P.E., Director
Division of Water Quality
Lexington-Fayette Urban County Government office (859) 425-2455 fax (859) 254-7787
chmartin@lexingtonky.gov

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

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Sent: Tuesday, December 06, 2011 12:00 PM
To: Candice Deininger
Cc: William O'Mara; Charles Martin; Keith.Cartier@amwater.com; Douglas.Brock@amwater.com;
Rachel.Cole@amwater.com
Subject: Re: Blue Sky Wastewater Treatment Plant

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Field Operations Supervisor
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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: <Keith.Cartier@amwater.com>, "William O'Mara"
<billo@lexingtonky.gov>, "Charles Martin"
<chmartin@lexingtonky.gov>
Date: 12/06/2011 09:22 AM
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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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, December 06, 2011 12:00 PM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com; Keith.Cartier@amwater.com; Charles Martin; William O'Mara; Douglas.Brock@amwater.com
Subject: Re: Blue Sky Wastewater Treatment Plant

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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: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Keith.Cartier@amwater.com>, "William O'Mara" <billo@lexingtonky.gov>, "Charles Martin" <chmartin@lexingtonky.gov>
Date: 12/06/2011 09:22 AM
Subject: Blue Sky Wastewater Treatment Plant

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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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, December 06, 2011 11:05 AM
To: Cassie Felty; Julie Mantrom
Subject: FW: Blue Sky Wastewater Treatment Plant
Importance: High

FYI

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, December 06, 2011 9:22 AM
To: 'Bryan.Siler@amwater.com'
Cc: Keith.Cartier@amwater.com; William O'Mara; Charles Martin
Subject: Blue Sky Wastewater Treatment Plant
Importance: High

Good morning, Bryan. There will be a walk-on item for today's Council meeting recommending the sale of the Blue Sky Wastewater Treatment Plant to LFUCG, and it is anticipated that it will receive approval. As such, the accounts currently included in the Blue Sky area for which we receive water usage information and bill in-house will now need to be billed by KAWC just like any other mutual water/sewer customer. I need to know if there is anything I need to do on our end to facilitate the transition of these accounts into the regular billing system. I'd appreciate hearing from you as soon as possible – thank you!!

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: Tuesday, December 06, 2011 9:22 AM
To: Bryan.Siler@amwater.com
Cc: Keith.Cartier@amwater.com; Charles Martin; William O'Mara
Subject: Blue Sky Wastewater Treatment Plant
Importance: High

Good morning, Bryan. There will be a walk-on item for today's Council meeting recommending the sale of the Blue Sky Wastewater Treatment Plant to LFUCG, and it is anticipated that it will receive approval. As such, the accounts currently included in the Blue Sky area for which we receive water usage information and bill in-house will now need to be billed by KAWC just like any other mutual water/sewer customer. I need to know if there is anything I need to do on our end to facilitate the transition of these accounts into the regular billing system. I'd appreciate hearing from you as soon as possible – thank you!!

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: Tuesday, December 06, 2011 8:53 AM
To: Candice Deininger
Subject: Re: FW: Scan from WQ color printer

This is taken care of. I gave him the number to Customer Service.

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: "Alecia Smith" <aroby@lexingtonky.gov>
Date: 12/05/2011 08:05 AM
Subject: FW: Scan from WQ color printer

Hi, Bryan - does this go to KAWC by any chance?

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

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

From: Alecia Smith
Sent: Friday, December 02, 2011 1:56 PM
To: Candice Deininger
Subject: FW: Scan from WQ color printer

Is this yours?

Alecia R Smith
Administrative Specialist
Division of Water Quality
LFUCG
859-425-2401
Asmith2@lexingtonky.gov

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

From: WQ222118@lexucg.local [mailto:WQ222118@lexucg.local]
Sent: Friday, December 02, 2011 1:50 PM
To: Alecia Smith
Subject: Scan from WQ color printer

Image data from WQ222118
[attachment "document2011-12-02-134940.pdf" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, December 05, 2011 3:46 PM
To: Sheila Long
Cc: Candice Deininger; Mike Smith
Subject: Re: weekly file

Attachments: pic09103.gif



pic09103.gif (6
KB)

These were processed with no errors.

(Embedded image moved to file: pic09103.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>
Date: 12/05/2011 02:21 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 "HERC1205.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, December 05, 2011 8:18 AM
To: Bryan.Siler@amwater.com
Cc: Alecia Smith
Subject: RE: FW: Scan from WQ color printer

Thanks, Bryan . . .

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, December 05, 2011 8:17 AM
To: Candice Deininger
Cc: Alecia Smith
Subject: Re: FW: Scan from WQ color printer

Candice,

I called and left him a message to call me. I think this has something to do with Columbia Gas.

I'll find out.

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: "Alecia Smith" <aroby@lexingtonky.gov>
Date: 12/05/2011 08:05 AM
Subject: FW: Scan from WQ color printer

Hi, Bryan - does this go to KAWC by any chance?

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

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

From: Alecia Smith
Sent: Friday, December 02, 2011 1:56 PM
To: Candice Deininger

Subject: FW: Scan from WQ color printer

Is this yours?

Alecia R Smith
Administrative Specialist
Division of Water Quality
LFUCG
859-425-2401

Asmith2@lexingtonky.gov

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

From: WQ222118@lexucg.local [mailto:WQ222118@lexucg.local]

Sent: Friday, December 02, 2011 1:50 PM

To: Alecia Smith

Subject: Scan from WQ color printer

Image data from WQ222118

{attachment "document2011-12-02-134940.pdf" deleted by Bryan Siler/KAWC/AWWSC}

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, December 05, 2011 8:17 AM
To: Candice Deininger
Cc: Alecia Smith
Subject: Re: FW: Scan from WQ color printer

Candice,

I called and left him a message to call me. I think this has something to do with Columbia Gas.

I'll find out.

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: "Alecia Smith" <aroby@lexingtonky.gov>
Date: 12/05/2011 08:05 AM
Subject: FW: Scan from WQ color printer

Hi, Bryan - does this go to KAWC by any chance?

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

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

From: Alecia Smith
Sent: Friday, December 02, 2011 1:56 PM
To: Candice Deininger
Subject: FW: Scan from WQ color printer

Is this yours?

Alecia R Smith
Administrative Specialist
Division of Water Quality
LFUCG
859-425-2401
Asmith2@lexingtonky.gov

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

From: WQ222118@lexucg.local [mailto:WQ222118@lexucg.local]
Sent: Friday, December 02, 2011 1:50 PM
To: Alecia Smith
Subject: Scan from WQ color printer

Image data from WQ222118

[attachment "document2011-12-02-134940.pdf" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, December 05, 2011 8:05 AM
To: Bryan.Siler@amwater.com
Cc: Alecia Smith
Subject: FW: Scan from WQ color printer

Attachments: document2011-12-02-134940.pdf



document2011-1
2-02-134940.pdf ...

Hi, Bryan - does this go to KAWC by any chance?

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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Sent: Friday, December 02, 2011 1:50 PM
To: Alecia Smith
Subject: Scan from WQ color printer

Image data from WQ222118

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, December 05, 2011 8:05 AM
To: Alecia Smith
Subject: RE: Scan from WQ color printer

Nope - looks like it should go to KAWC . . . I'll forward to my contact there to see if it is.

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

cdeining@lexingtonky.gov

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

From: Alecia Smith
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Asmith2@lexingtonky.gov

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Sent: Friday, December 02, 2011 1:50 PM
To: Alecia Smith
Subject: Scan from WQ color printer

Image data from WQ222118

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, November 30, 2011 11:39 AM
To: Candice Deininger
Cc: William O'Mara; todd slatin
Subject: RE: Question

Candice,

I have not heard anything from the call center. I haven't yet but will refer people to Todd 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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Todd Slatin" <tslatin@lexingtonky.gov>, "William O'Mara" <billo@lexingtonky.gov>
Date: 11/30/2011 08:03 AM
Subject: RE: Question

Please have no calls referred to LexCall or Bill. The correct contact person is: Todd Slatin, Buyer Senior, 859-258-3320. Todd is the only person to whom calls should be directed.

Has the Call Center been receiving calls about this?

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, November 30, 2011 7:25 AM
To: Candice Deininger
Subject: Question

Good morning Candice,

I am going to provide Bill's name and the LexCall number (859.425.2255) to contact him to people asking questions about the RFP.

Is there another person I should use instead of Bill?

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, November 30, 2011 8:03 AM
To: Bryan.Siler@amwater.com
Cc: William O'Mara; todd slatin
Subject: RE: Question

Importance: High

Please have no calls referred to LexCall or Bill. The correct contact person is: Todd Slatin, Buyer Senior, 859-258-3320. Todd is the only person to whom calls should be directed.

Has the Call Center been receiving calls about this?

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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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859-268-6374 Fax
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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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, November 22, 2011 8:22 AM
To: Sheila Long
Cc: Candice Deininger; Mike Smith
Subject: Re: weekly file

Attachments: pic03175.gif



pic03175.gif (6
KB)

These were processed with no errors.

(Embedded image moved to file: pic03175.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>
Date: 11/21/2011 04:14 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 "HERC1121.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, November 15, 2011 2:10 PM
To: Sheila Long
Cc: Candice Deininger
Subject: Re: Weekly file

Attachments: pic20851.gif



pic20851.gif (6
KB)

These have been processed with no errors.

(Embedded image moved to file: pic20851.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: 11/15/2011 01:56 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

Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399

[attachment "HERC1114.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, November 14, 2011 4:21 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
Subject: Managed Contract Billing
Attachments: LFUCG 1011 MI Request.doc; Sadieville 1011 MI Request.doc; pic30333.gif



LFUCG 1011 MI Request.doc (6 K...
Sadieville 1011 MI Request.doc...
pic30333.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: LFUCG 1011 MI Request.doc) (See attached file: Sadieville 1011 MI Request.doc)

(Embedded image moved to file: pic30333.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, November 14, 2011 4:09 PM
To: Rachel.Cole@amwater.com; Steven.Snowden@amwater.com; Takisha.Walker@amwater.com; William O'Mara; Candice Deininger; Deborah Gerardi; Stephen Mulligan; Cecily Chan; James Hoskins; Rhonda Hicks; Kimberly Bryan; Robin Adams; Lori Vahle; Susan.Lee@amwater.com; Samantha.Papa@amwater.com
Subject: October Reports
Attachments: LFUCG 1011 Report.xls; pic23811.gif



LFUCG 1011 Report.xls (6 KB)



pic23811.gif (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 \$53.26 in taxes. These will be corrected.

The aging files are too large to e-mail but they are available on the Online Account Manager. The rates for billing the Sewer and Landfill Fees have been adjusted.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 1011 Report.xls)

(Embedded image moved to file: pic23811.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: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, November 14, 2011 4:01 PM
To: specialaccts@amwater.com
Subject: RE: Request To Apply Sewer User Exclusion Credits

You weren't able to do it because dummy here put the zero on the wrong line!!! Trying to juggle too many things at once, I guess. I've heard about more changes at KAWC - Takisha is now working in NJ, Bryan is working with the meter readers and God only knows what else is going on . . . I'm sure everyone in your shop is kept hopping and probably in the dark. Our RFP for a new 3rd party vendor hit the street late last week, so we'll see what kind of response we'll get. Any more, it feels like we've already been written off - never hear anything from Bryan - reports are late and there's never any acknowledgement that our billing files have been received and set up; same for changes/coding of accounts. I don't really blame him - I know how the company can be . . . expectations are high with little leeway for error. Even though we work for different entities, each of us is suffering our own type of hell with the all the changes . . .

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

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

From: Patricia.Butler@amwater.com [mailto:Patricia.Butler@amwater.com] On Behalf Of specialaccts@amwater.com
Sent: Monday, November 14, 2011 3:50 PM
To: Candice Deininger
Subject: RE: Request To Apply Sewer User Exclusion Credits

Not a problem, I just couldn't figure out why it wouldn't let me apply tax until I checked and saw it was exempt. It's Monday, yeah :o(. I fixed them both. Hope all is well in Lexington. I'm sure it's better there than here or at least prettier ;o)

Thanks,

Patty Butler
Special Accounts Representative
American Water - Alton CSC

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

<specialaccts@amwater.com>

To

cc

11/14/2011 01:27
PM

Subject

RE: Request To Apply Sewer User
Exclusion Credits

Hey there!!! How you doing, Patty Girl? Premise 120029911 should be tax exempt; their other account, Premise 120073983 should be the one coded for tax. Anyway, I've reattached that spreadsheet and highlighted those two accounts. So sorry, Patty - my apologies!!

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Sent: Monday, November 14, 2011 2:22 PM
To: Candice Deininger
Subject: Re: Request To Apply Sewer User Exclusion Credits

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American Water - Alton CSC

"Candice
Deininger"

To: <cdeining@lexingt
onky.gov> <specialaccts@amwater.com>
cc: 11/10/2011 12:56 <Bryan.Siler@amwater.com>,
"Carolyn PM E Knoll" <cknoll@lexingtonky.gov>
Subject: Request To Apply Sewer User
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Good afternoon. Please find attached one spreadsheet containing 20 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!

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(See attached file: ex110711.XLS)
(See attached file: ex110711.XLS)

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Sent: Monday, November 14, 2011 3:50 PM
To: Candice Deininger
Subject: RE: Request To Apply Sewer User Exclusion Credits

Attachments: ex110711.XLS



ex110711.XLS (6
KB)

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Subject Request To Apply Sewer User
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(See attached file: ex110711.XLS)
(See attached file: ex110711.XLS)

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, November 14, 2011 3:04 PM
To: Candice Deininger
Subject: RE: Do you still need that query or did the RFP already go out?

Thanks. Was curious what it would look like.

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: 11/14/2011 02:14 PM
Subject: RE: Do you still need that query or did the RFP already go out?

Here's the final copy we sent to Purchasing

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, November 14, 2011 2:10 PM
To: Candice Deininger
Subject: RE: Do you still need that query or did the RFP already go out?

Are you able to send me a copy or do I need to register?

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 11/10/2011 11:38 AM
Subject: RE: Do you still need that query or did the RFP already go out?

Yup . . .

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, November 10, 2011 11:26 AM
To: Candice Deininger
Subject: RE: Do you still need that query or did the RFP already go out?

Okay. Is the RFP posted?

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From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "William O'Mara" <billo@lexingtonky.gov>
Date: 11/10/2011 10:16 AM
Subject: RE: Do you still need that query or did the RFP already go out?

It's out . . . we used the number you left in your message to me . . .

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[attachment "RFP #40-2011 Billing Collection Services - Sewer Landfill Water Quality Fees(3)-To Purchasing.doc" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, November 14, 2011 2:28 PM
To: specialaccts@amwater.com
Subject: RE: Request To Apply Sewer User Exclusion Credits

Attachments: ex110711.XLS



ex110711.XLS (6 KB)

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Thanks,

Patty Butler
Special Accounts Representative
American Water - Alton CSC

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

11/10/2011 12:56
PM

<specialaccts@amwater.com> To

cc
<Bryan.Siler@amwater.com>, "Carolyn
E Knoll" <cknoll@lexingtonky.gov>

Subject
Request To Apply Sewer User
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Attachments: ex110711.XLS



ex110711.XLS (6
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11/10/2011 12:56
PM

<specialaccts@amwater.com>

To

cc

<Bryan.Siler@amwater.com>, "Carolyn
E Knoll" <cknoll@lexingtonky.gov>

Subject

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From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, November 14, 2011 2:14 PM
To: Bryan.Siler@amwater.com
Subject: RE: Do you still need that query or did the RFP already go out?

Attachments: RFP #40-2011 Billing Collection Services - Sewer Landfill Water Quality Fees(3)-To Purchasing.doc



RFP #40-2011
Billing Collecti...

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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, November 10, 2011 11:26 AM
To: Candice Deininger
Subject: RE: Do you still need that query or did the RFP already go out?

Okay. Is the RFP posted?

Bryan Siler
Field Operations Supervisor
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2300 Richmond Road
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859-268-6350 Office
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From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "William O'Mara" <billo@lexingtonky.gov>
Date: 11/10/2011 10:16 AM
Subject: RE: Do you still need that query or did the RFP already go out?

It's out . . . we used the number you left in your message to me . . .

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

Janet Graham

From: specialaccts@amwater.com
Sent: Tuesday, October 25, 2011 4:59 PM
To: Candice Deininger
Subject: Re: Request To Apply Sewer User Exclusion Credits

Attachments: ex101211.XLS



ex101211.XLS (6 KB)

Hi Candice,

Take a look at Line 33 for me. I know you want me to give back taxes on this., but we have it marked Tax Exempt for Water and Sewer. I'm not sure why, but it is. I thought maybe you would know why It's never been charged for Sales Tax, therefore the computer won't allow me to give the \$10.16 tax credit. We have been extremely short handed lately and I'm still working with these credits for you. I'm down to the end anyway and will probably finish today, but wanted to touch base with you on this one. Let me know.

Thanks,

Patty Butler
Special Accounts Representative
American Water - Alton CSC

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

10/14/2011 11:11
AM

<specialaccts@amwater.com> To

cc
<Bryan.Siler@amwater.com>, "Carolyn
E Knoll" <cknoll@lexingtonky.gov>,
"Lynne Cross"
<ccross@lexingtonky.gov>

Subject
Request To Apply Sewer User
Exclusion Credits

Please find attached one spreadsheet containing 44 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 weekend!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov
(See attached file: ex101211.XLS)

Janet Graham

From: Takisha.Walker@amwater.com
Sent: Monday, October 10, 2011 9:41 AM
To: William O'Mara
Cc: Bryan.Siler@amwater.com; Keith.Cartier@amwater.com; Candice Deininger
Subject: Re: payments applied

Attachments: KAWC paymnt application102011 - Feedback from KAW.doc



KAWC paymnt
pplication102011.

Hello Bill,

I have reviewed the document and provided a few minor recommendations just to provide a little more clarity.

Bryan is out of the office on vacation this week so please let me know if you have any additional questions or concerns.

Thanks

(See attached file: KAWC paymnt application102011 - Feedback from KAW.doc)

Takisha Walker, Customer Service Advocate Kentucky American Water
(O) 859-268-6313 (Internal: 7-533-6313)
(M) 859-361-8981
(F) 859-268-6315
takisha.walker@amwater.com
We Care About Water. It's What We Do.

From: "William O'Mara" <billo@lexingtonky.gov>
To: <bryan.siler@amwater.com>, <takisha.walker@amwater.com>, <Keith.Cartier@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 10/07/2011 05:00 PM
Subject: payments applied

Bryan-

I have a request from a Council member to explain the payment (and delinquent) process on the unified bill. Attached is my write up. Could you review for accuracy and let me know if I have misspoken before I send it on. ?

Thanks-
Bill O

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, October 07, 2011 4:45 PM
To: Rachel.Cole@amwater.com; Takisha.Walker@amwater.com; Candice Deininger; Robin Adams; Mary.Money@amwater.com; Susan.Lee@amwater.com; Kristina.Baehr@amwater.com; AW_-_MI_Requests/AWWSC@amwater.net
Subject: Managed Contract Billing
Attachments: Sadieville 0911 MI Request.doc; LFUCG 0911 MI Request.doc; pic16024.gif



Sadieville 0911 MI Request.doc... LFUCG 0911 MI Request.doc (6 K... pic16024.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 0911 MI Request.doc) (See attached file: LFUCG 0911 MI Request.doc)

(Embedded image moved to file: pic16024.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, October 07, 2011 4:37 PM
To: Rachel.Cole@amwater.com; Steven.Snowden@amwater.com;
Takisha.Walker@amwater.com; William O'Mara; Candice Deininger; Deborah Gerardi;
Stephen Mulligan; Cecily Chan; James Hoskins; Rhonda Hicks; Kimberly Bryan; Robin
Adams; Lori Vahle; Susan.Lee@amwater.com; Samantha.Papa@amwater.com
Subject: September Reports
Attachments: LFUCG 0911 Report.xls



LFUCG 0911
Report.xls (6 KB)

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 2 residential and 6 OPA accounts that were billed \$98.59 in taxes. These will be corrected.

Also, I was unable to summarize the aging reports. I will look into the issue with my program. 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 0911 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: William O'Mara [billo@lexingtonky.gov]
Sent: Friday, October 07, 2011 5:00 PM
To: Bryan.Siler@amwater.com; Keith.Cartier@amwater.com; Takisha.Walker@amwater.com
Cc: Candice Deininger
Subject: payments applied
Importance: High
Attachments: KAWC paymnt application102011.doc

Bryan-

I have a request from a Council member to explain the payment (and delinquent) process on the unified bill. Attached is my write up. Could you review for accuracy and let me know if I have misspoken before I send it on. ?

Thanks-
Bill O

Janet Graham

From: THOMAS, Travis [TThomas@ddafcpa.com]
Sent: Friday, October 07, 2011 8:19 AM
To: Bryan.Siler@amwater.com
Cc: Candice Deininger; LFUCG Audit
Subject: RE: Additional Confirmation - LFUCG

Thanks Bryan

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, October 07, 2011 8:19 AM
To: Thomas, Travis
Cc: cdeining@lexingtonky.gov; LFUCG Audit
Subject: RE: Additional Confirmation - LFUCG

Here you go. I already sent this to Kelly. Please let me know if you have any questions.

(See attached file: 3369_001.pdf)

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

From: "Thomas, Travis" <TThomas@ddafcpa.com>
To: "'Bryan.Siler@amwater.com'" <Bryan.Siler@amwater.com>
Cc: "cdeining@lexingtonky.gov" <cdeining@lexingtonky.gov>, LFUCG Audit <lfucg@ddafcpa.com>
Date: 10/06/2011 11:42 AM
Subject: RE: Additional Confirmation - LFUCG

Hi Bryan -

At your convenience, can you provide an update regarding the status of our other confirmation request? Thanks Travis

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, October 03, 2011 1:37 PM
To: Thomas, Travis
Cc: cdeining@lexingtonky.gov
Subject: Re: Additional Confirmation - LFUCG

Thomas,

Here you go.

I am still waiting to receive the other information but hope to have it today.

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: "Thomas, Travis" <TThomas@ddafcpa.com>
To: "'Bryan.Siler@amwater.com'" <Bryan.Siler@amwater.com>
Cc: "cdeining@lexingtonky.gov" <cdeining@lexingtonky.gov>, "Thomas, Travis" <TThomas@ddafcpa.com>
Date: 09/30/2011 03:02 PM
Subject: Additional Confirmationi - LFUCG

Hi Bryan -

Attached is a request to confirm the franchise fees paid by KAWC to LFUCG during the period under audit. Can you route the appropriate individual and ensure the confirmation gets returned directly to our office either via email or to the address listed below to my attention?

I greatly appreciate your assistance.
Regards,
Travis

cid:image001.png@01CBA903.9DE9C390
Travis D. Thomas, CPA
Manager of Assurance Services

Dean Dorton Allen Ford, PLLC
200 South Fifth Street
Suite 201 South
Louisville, Kentucky 40202
(502) 566-1072 Y Fax (502) 568-4372
tthomas@ddafcpa.com

IRS Circular 230 Notice: unless indicated otherwise, if this communication constitutes a covered opinion, any tax advice it contains cannot be used to avoid tax penalties.

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Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, October 07, 2011 8:19 AM
To: TThomas@ddafcpa.com
Cc: Candice Deininger; LFUCG Audit
Subject: RE: Additional Confirmation - LFUCG

Attachments: 3369_001.pdf



3369_001.pdf (6 KB)

Here you go. I already sent this to Kelly. Please let me know if you have any questions.

(See attached file: 3369_001.pdf)

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

From: "Thomas, Travis" <TThomas@ddafcpa.com>
To: "'Bryan.Siler@amwater.com'" <Bryan.Siler@amwater.com>
Cc: "cdeining@lexingtonky.gov" <cdeining@lexingtonky.gov>, LFUCG Audit <lfucg@ddafcpa.com>
Date: 10/06/2011 11:42 AM
Subject: RE: Additional Confirmation - LFUCG

Hi Bryan -

At your convenience, can you provide an update regarding the status of our other confirmation request? Thanks Travis

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, October 03, 2011 1:37 PM
To: Thomas, Travis
Cc: cdeining@lexingtonky.gov
Subject: Re: Additional Confirmation - LFUCG

Thomas,

Here you go.

I am still waiting to receive the other information but hope to have it today.

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: "Thomas, Travis" <TThomas@ddafcpa.com>
To: "'Bryan.Siler@amwater.com'" <Bryan.Siler@amwater.com>
Cc: "cdeining@lexingtonky.gov" <cdeining@lexingtonky.gov>, "Thomas,
Travis" <TThomas@ddafcpa.com>
Date: 09/30/2011 03:02 PM
Subject: Additional Confirmationi - LFUCG

Hi Bryan -

Attached is a request to confirm the franchise fees paid by KAWC to LFUCG during the period under audit. Can you route the appropriate individual and ensure the confirmation gets returned directly to our office either via email or to the address listed below to my attention?

I greatly appreciate your assistance.

Regards,
Travis

cid:image001.png@01CBA903.9DE9C390
Travis D. Thomas, CPA
Manager of Assurance Services

Dean Dorton Allen Ford, PLLC
200 South Fifth Street
Suite 201 South
Louisville, Kentucky 40202
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Janet Graham

From: Bryan.Siler@amwater.com
Sent: Thursday, October 06, 2011 4:58 PM
To: TThomas@ddafcpa.com
Cc: Candice Deininger; LFUCG Audit
Subject: RE: Additional Confirmation - LFUCG

I hope to be able to send it tomorrow.

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

From: "Thomas, Travis" <TThomas@ddafcpa.com>
To: "'Bryan.Siler@amwater.com'" <Bryan.Siler@amwater.com>
Cc: "cdeining@lexingtonky.gov" <cdeining@lexingtonky.gov>, LFUCG
Audit <lfucg@ddafcpa.com>
Date: 10/06/2011 11:42 AM
Subject: RE: Additional Confirmation - LFUCG

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, October 03, 2011 1:37 PM
To: Thomas, Travis
Cc: cdeining@lexingtonky.gov
Subject: Re: Additional Confirmation - LFUCG

Thomas,

Here you go.

I am still waiting to receive the other information but hope to have it today.

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: "Thomas, Travis" <TThomas@ddafcpa.com>
To: "'Bryan.Siler@amwater.com'" <Bryan.Siler@amwater.com>
Cc: "cdeining@lexingtonky.gov" <cdeining@lexingtonky.gov>, "Thomas,
Travis" <TThomas@ddafcpa.com>
Date: 09/30/2011 03:02 PM
Subject: Additional Confirmationi - LFUCG

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period under audit. Can you route the appropriate individual and ensure the confirmation gets returned directly to our office either via email or to the address listed below to my attention?

I greatly appreciate your assistance.
Regards,
Travis

cid:image001.png@01CBA903.9DE9C390
Travis D. Thomas, CPA
Manager of Assurance Services

Dean Dorton Allen Ford, PLLC
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Janet Graham

From: Maryann.Concilio@amwater.com
Sent: Wednesday, October 05, 2011 11:10 AM
To: Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle
Cc: Bryan.Siler@amwater.com; Candice Deininger; christiane.mckemy@amwater.com
Subject: Kentucky September ACH Disbursements

Attachments: ACHRec11.xls



ACHRec11.xls (6
KB)

Attached you will find your ACH spreadsheet for the month of September.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.

(See attached file: ACHRec11.xls)

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: linda.toussaint@amwater.com
Sent: Tuesday, October 04, 2011 8:00 AM
To: Candice Deininger
Subject: RE: Several things

Attachments: pic21708.jpg



pic21708.jpg (6 KB)

They moved all kinds of people around .. AND re-organized the regions .. AGAIN. An email went out yesterday with who went where and what states are in what region with the new region names. Thank you for the update ..

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

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

<Linda.Toussaint@amwater.com> To
cc
Subject
RE: Several things

10/04/2011 06:51
AM

Good morning . . . wasn't sure if you guys saw this either

Nick Rowe tapped for new American Water post

By Herald-Leader Staff Report

Posted: 4:22pm on Oct 3, 2011
Herald-Leader Staff Report
(Embedded image moved to file: pic21708.jpg)

Nick Rowe of Kentucky American Water Company. Photo by Bill Straus. BILL STAUS — Bill Straus

Former Kentucky American Water executive Nick Rowe has been tapped to a new leadership position within the utility's parent company.

Rowe, who has been senior vice president of American Water's Eastern Division, will now lead its Central Division and be based in St. Louis instead of Lexington.

In the new role, Rowe will lead the presidents of Kentucky American Water and six other American Water operations in Illinois, Indiana, Iowa, Michigan, Missouri and Tennessee.

Read more:

<http://www.kentucky.com/2011/10/03/1906921/nick-rowe-tapped-for-new-american.html#ixzz1ZoSPVOho>

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

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

From: Linda.Toussaint@amwater.com [mailto:Linda.Toussaint@amwater.com]
Sent: Monday, October 03, 2011 4:53 PM
To: Candice Deininger
Subject: RE: Several things

Hi .. I'll do my best .. have a good one.

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

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

<Linda.Toussaint@amwater.com>

To

cc

10/03/2011 03:49
PM

Subject

RE: Several things

Hi, Linda - just got out of meetings . . . dragging butt - lol!! Go to www.amwater.com to see the latest . . .

See below in red . . .

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

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

From: Linda.Toussaint@amwater.com [mailto:Linda.Toussaint@amwater.com]
Sent: Monday, October 03, 2011 1:44 PM
To: Candice Deininger
Subject: Re: Several things

Hi -

What press release? Something has changed? Please don't tell me it's been moved up!!

Unfortunately I don't have those figures. I don't think there is a way to break out the calls related to LFUCG without putting a query together and then it would be approx. If there's any way to break out the calls it would be great and an approximate number would be fine . . .

As far as the requests, I could have someone pull your records for Sept 2010 thru Sept 2011 and give you a count of your requests (it's A LOT!!!!). But whatever I can do to help, please let me know. Would this period be okay? .. or just do one month for an average? Since we would be putting the data together, please let me know what would work for you. The time period you stated would be wonderful as it takes into the beginning and ending dates of our FWA period when we get more from citizens who don't have that yet. I hate to make work for you, but if it could be done by month that would be good - hopefully we'll see a spike because of the FWA adjustment requests.

Weather here was great .. maybe it's coming your way. It's supposed to - each day this week it's supposed to get warmer and sunnier - can't wait . . . need to do some yard work!! I have a 2007 Mustang convertible. Put her in a car show yesterday and she won 2nd place in her class. I'm sooooo excited!!! Congratulations!!! My very first car was a Mustang - loved that little car . . .

Again, whatever you can do would be so helpful - and I know that if you can do it, you will; I owe you big time. Thanks, Linda, and have a great evening!!

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

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

<Linda.Toussaint@amwater.com> To

10/03/2011 11:29
AM

cc

Subject

Several things

Hi, Linda . . . I suppose you read the press release that came out this morning nothing ever stays the same, does it?!

I need some information, figures actually, on the number of calls the call center takes on LFUCG's behalf for sewer, landfill and water quality. Not sure who to contact to get this information.

Do you have figures on the number of adjustments we send to you for application to accounts? That would include all the ones submitted on your form, submitted by me or Lynne by Excel spreadsheet for exclusions and extra-strength charges and the ones for residential accounts. Again, they would be for all three services.

Trying to get some idea of the volume you guys handle for us so I can pass along to others here . . . I'm sure it will make their heads spin.

There might be other things that I might need to pick your brain about, so please forgive me in advance if I become a major pest!!!!

Thanks, Linda - and hope you had a great weekend . . . heard it was in the upper 60s and sunny - barely got to 50 here and it was overcast - ugh!

As always, thank you my dear!!!

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, October 03, 2011 2:31 PM
To: Sheila Long
Cc: Candice Deininger; Mike Smith
Subject: Re:

Attachments: pic21562.gif



pic21562.gif (6
KB)

These were processed with no errors.

(Embedded image moved to file: pic21562.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>
Date: 10/03/2011 11:43 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 "HERC1003.TXT" deleted by Bryan Siler/KAWC/AWWS]

Janet Graham

From: THOMAS, Travis [TThomas@ddafcpa.com]
Sent: Monday, October 03, 2011 1:43 PM
To: Bryan.Siler@amwater.com
Cc: Candice Deininger
Subject: RE: Additional Confirmation - LFUCG

Hi Bryan - Thank you so much!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, October 03, 2011 1:37 PM
To: Thomas, Travis
Cc: cdeining@lexingtonky.gov
Subject: Re: Additional Confirmation - LFUCG

Thomas,

Here you go.

I am still waiting to receive the other information but hope to have it today.

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: "Thomas, Travis" <TThomas@ddafcpa.com>
To: "'Bryan.Siler@amwater.com'" <Bryan.Siler@amwater.com>
Cc: "cdeining@lexingtonky.gov" <cdeining@lexingtonky.gov>, "Thomas, Travis" <TThomas@ddafcpa.com>
Date: 09/30/2011 03:02 PM
Subject: Additional Confirmationi - LFUCG

Hi Bryan -

Attached is a request to confirm the franchise fees paid by KAWC to LFUCG during the period under audit. Can you route the appropriate individual and ensure the confirmation gets returned directly to our office either via email or to the address listed below to my attention?

I greatly appreciate your assistance.

Regards,
Travis

cid:image001.png@01CBA903.9DE9C390
Travis D. Thomas, CPA
Manager of Assurance Services

Dean Dorton Allen Ford, PLLC
200 South Fifth Street
Suite 201 South
Louisville, Kentucky 40202
(502) 566-1072 Y Fax (502) 568-4372
tthomas@ddafcpa.com

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Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, October 03, 2011 1:37 PM
To: TThomas@ddafcpa.com
Cc: Candice Deininger
Subject: Re: Additional Confirmation - LFUCG

Attachments: 3286_001.pdf



3286_001.pdf (6
KB)

Thomas,

Here you go.

I am still waiting to receive the other information but hope to have it today.

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: "Thomas, Travis" <TThomas@ddafcpa.com>
To: "'Bryan.Siler@amwater.com'" <Bryan.Siler@amwater.com>
Cc: "cdeining@lexingtonky.gov" <cdeining@lexingtonky.gov>, "Thomas,
Travis" <TThomas@ddafcpa.com>
Date: 09/30/2011 03:02 PM
Subject: Additional Confirmationi - LFUCG

Hi Bryan -

Attached is a request to confirm the franchise fees paid by KAWC to LFUCG during the period under audit. Can you route the appropriate individual and ensure the confirmation gets returned directly to our office either via email or to the address listed below to my attention?

I greatly appreciate your assistance.
Regards,
Travis

cid:image001.png@01CBA903.9DE9C390
Travis D. Thomas, CPA
Manager of Assurance Services

Dean Dorton Allen Ford, PLLC
200 South Fifth Street
Suite 201 South
Louisville, Kentucky 40202
(502) 566-1072 Y Fax (502) 568-4372
tthomas@ddafcpa.com

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Janet Graham

From: THOMAS, Travis [TThomas@ddafcpa.com]
Sent: Friday, September 30, 2011 3:02 PM
To: Bryan.Siler@amwater.com
Cc: Candice Deininger; THOMAS, Travis
Subject: [SPAM ?] Additional Confirmationi - LFUCG
Importance: Low
Attachments: KAWC Franchise Confirmation.pdf

Hi Bryan –

Attached is a request to confirm the franchise fees paid by KAWC to LFUCG during the period under audit. Can you route the appropriate individual and ensure the confirmation gets returned directly to our office either via email or to the address listed below to my attention?

I greatly appreciate your assistance.

Regards,

Travis

 cid:image001.png@01CBA903.9DE9C390

*Travis D. Thomas, CPA
Manager of Assurance Services*

Dean Dorton Allen Ford, PLLC
200 South Fifth Street
Suite 201 South
Louisville, Kentucky 40202
(502) 566-1072 • Fax (502) 568-4372
tthomas@ddafcpa.com

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Janet Graham

From: Susan.Lancho@amwater.com
Sent: Thursday, September 29, 2011 2:56 PM
To: Candice Deininger
Subject: Re: Hi! Do you have Cheryl's phone number? Our commissioner wants to give her a call

Hi, Candace! Her number is 268-6339. She can also reach her assistant at 268-6325 (Erin O'Leary).

~~~~~  
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 www.kentuckyamwater.com Check us out on Facebook and Twitter

We Care About Water. It's What We Do.

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Susan.Lancho@amwater.com>  
Date: 09/29/2011 02:05 PM  
Subject: Hi! Do you have Cheryl's phone number? Our commissioner wants  
to give her a call . . . .

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, September 29, 2011 2:29 PM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: What is Cheryl Norton's number?

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: Thursday, September 29, 2011 2:16 PM  
To: Candice Deininger  
Subject: Re: What is Cheryl Norton's number?

859-268-6325

\*\*\*\*\*

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: 09/29/2011 02:01 PM  
Subject: What is Cheryl Norton's number?

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:** Thursday, September 29, 2011 2:16 PM  
**To:** Candice Deininger  
**Subject:** Re: What is Cheryl Norton's number?

859-268-6325

\*\*\*\*\*

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: 09/29/2011 02:01 PM  
Subject: What is Cheryl Norton's number?

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:** Thursday, September 29, 2011 9:59 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Charles Martin; William O'Mara; Julie Mantrom  
**Subject:** RE: Eastern State Hospital - Premise 120029975

Candice,

I will get the status of this adjustment today. There was some back and forth between Eastern State and the Department of Juvenile Justice and more than one adjustment was needed. We wanted to have everything straight before anything went 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>  
Cc: "William O'Mara" <billo@lexingtonky.gov>, "Charles Martin" <chmartin@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>  
Date: 09/28/2011 01:36 PM  
Subject: RE: Eastern State Hospital - Premise 120029975

Hi, Bryan. Here's another one from my pending file. I didn't quite understand what you meant in your response below that it had been transferred. I know there were discussions as to which entity was responsible for charges on various meters. Has that been figured out? And if so, can you tell me who owes what? I'm seeing no further activity on the above premise since it was closed by the Department of Juvenile Justice on July 19. It has been over a year since KAWC confirmed that the meters on this account were not mapped correctly, thus underbilling it for approximately two years - the backbilling represents approximately \$30,000 that we'd like to receive if possible.

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, September 14, 2011 3:59 PM  
To: Candice Deininger  
Cc: Julie Mantrom; Cassie Felty  
Subject: RE: Eastern State Hospital - Premise 120029975

Yes, it has been transferred. I will check the status and let you know.

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Cassie Felty"  
<mfelty@lexingtonky.gov>  
Date: 09/12/2011 03:28 PM  
Subject: RE: Eastern State Hospital - Premise 120029975

Hi, Bryan - did this ever get resolved? I know the account is now closed; but there is still a large amount of money that is due - either by Eastern State or the Department of Juvenile Justice.

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, June 21, 2011 11:50 AM  
To: Candice Deininger  
Cc: Julie Mantrom; Cassie Felty  
Subject: RE: Eastern State Hospital - Premise 120029975

Candice,

I am going to review this calculation tomorrow. Then I'll be in touch.

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Julie Mantrom" <jmantrom@lexingtonky.gov>,  
"Cassie Felty"  
<mfelty@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
Date: 06/03/2011 08:45 AM  
Subject: RE: Eastern State Hospital - Premise  
120029975

Thanks very much, Bryan!!

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: Friday, June 03, 2011 8:39 AM  
To: Candice Deininger  
Cc: Julie Mantrom; Cassie Felty; Takisha.Walker@amwater.com  
Subject: RE: Eastern State Hospital - Premise 120029975

Yes, I am currently working with our billing team to make the corrections. I hope to have it resolved very soon and will let you know how we proceed.



\*\*\*\*\*

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

From: "Candice Deininger"  
<cdeining@lexingtonky.gov>  
To: "Bryan.Siler@amwater.com"  
Cc: "Julie Mantrom"  
<jmantrom@lexingtonky.gov>,  
"Cassie Felty"  
<mfelty@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
Date: 06/03/2011 08:25 AM  
Subject: RE: Eastern State  
Hospital -  
Premise  
120029975

Good morning, Bryan. I see where this billing remains unresolved - do you have any information as to where the hold-up might be? Thanks for checking!!

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

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

From: Candice Deininger  
Sent: Tuesday, May 10, 2011 12:42 PM  
To: 'Bryan.Siler@amwater.com'  
Cc: Julie Mantrom; Cassie Felty; Takisha.Walker@amwater.com  
Subject: RE: Eastern State Hospital - Premise 120029975

Hi, Bryan - any more progress on this?

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, April 19, 2011 8:50 AM  
To: Candice Deininger  
Cc: Julie Mantrom; Cassie Felty; Takisha.Walker@amwater.com  
Subject: Re: Eastern State Hospital - Premise 120029975

Candice,

Eastern State Hospital proved they were paying for a meter that did not serve them. Juvenile Justice has taken responsibility for that meter.

I don't have a final answer on how much will be moved to Juvenile Justice's account but will let you know as soon as that is calculated.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com

Phone: (859) 268-6350

From:

"Candice Deininger"

<cdeining@lexingtonky.gov>

To:

<Bryan.Siler@amwater.com>

Cc:

"Cassie Felty"

<mfelty@lexingtonky.gov>, "Julie

Mantram"

<jmantrom@lexingtonky.gov>

Date:

04/18/2011 04:29 PM

Subject:

Eastern State

Hospital -

Premise 120029975

Hi, Bryan. What's going on with this account? I see where Account  
100309

for Eastern State was closed 03/02/11 leaving an unpaid sewer balance of  
\$44,598.65 and new Account 620023 opened on 03/23/11 in the name of Department of Juvenile  
Justice with its first billing date of 04/15/11 for  
1356 ccf for \$5,897.98. Since the old account is now closed, will it be subject to  
collections? That's a very big chunk of money, and we'd appreciate an update on this.  
Thanks very much!!

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:** Thursday, September 29, 2011 9:49 AM  
**To:** TThomas@ddafcpa.com  
**Cc:** Maryann.Concilio@amwater.com; Candice Deininger; LFUCG Audit; Jowski, Kelly  
**Subject:** RE: FW: [SPAM ?] KAWC

Travis,

Certainly. I will pass that along to the right folks. That information will likely take more time to obtain but we will send it as well.

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: "Thomas, Travis" <TThomas@ddafcpa.com>  
To: "'Bryan.Siler@amwater.com'" <Bryan.Siler@amwater.com>,  
"cdeining@lexingtonky.gov" <cdeining@lexingtonky.gov>  
Cc: "Jowski, Kelly" <kjowski@ddafcpa.com>,  
"Maryann.Concilio@amwater.com" <Maryann.Concilio@amwater.com>,  
LFUCG Audit <lfucg@ddafcpa.com>  
Date: 09/29/2011 08:48 AM  
Subject: RE: FW: [SPAM ?] KAWC

Hi Bryan -

We also wanted to confirm the franchise fees/taxes that KAWC paid to LFUCG during the fiscal year. Should we direct this request to you as well? I certainly appreciate your assistance.

Regards,  
Travis

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, September 29, 2011 8:38 AM  
To: cdeining@lexingtonky.gov  
Cc: Jowski, Kelly; Maryann.Concilio@amwater.com; Thomas, Travis  
Subject: Re: FW: [SPAM ?] KAWC

Candice,

I received this letter yesterday for the first time. It was marked second request so I am not sure what happened. I will respond today.

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>, <Maryann.Concilio@amwater.com>  
Cc: "Jowski, Kelly" <kjowski@ddafcpa.com>, "Thomas, Travis"  
<TThomas@ddafcpa.com>  
Date: 09/29/2011 08:29 AM  
Subject: FW: [SPAM ?] KAWC

Good morning, Bryan and Maryann. LFUCG is currently undergoing an audit, and I received the following email request from the lead auditor Travis. Would you two be the contacts to confirm billings and collections? If not, would you kindly provide the names of the individuals who would be? Kindly let me and Travis know as soon as possible as they are needing this information within the next week or so. 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

From: Thomas, Travis [mailto:TThomas@ddafcpa.com]  
Sent: Thursday, September 29, 2011 8:24 AM  
To: Candice Deininger  
Cc: Jowski, Kelly  
Subject: RE: [SPAM ?] KAWC

Hi Candice - absolutely - the confirmation is attached. Thank you so much!  
Travis

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]  
Sent: Thursday, September 29, 2011 8:22 AM  
To: Thomas, Travis  
Cc: Jowski, Kelly  
Subject: RE: [SPAM ?] KAWC

Good morning, Travis. Would you be able to email me again with a copy of the confirmation letter you sent? I'll then forward to the persons I believe can handle your request. Thank you.

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

From: Thomas, Travis [mailto:TThomas@ddafcpa.com]  
Sent: Thursday, September 29, 2011 8:18 AM  
To: Candice Deininger  
Cc: Jowski, Kelly; Thomas, Travis  
Subject: [SPAM ?] KAWC  
Importance: Low

Hi Candace -  
We mailed a confirmation to KAWC to confirm the revenue that they billed/collected on behalf of LFUCG. We have not received a response - do you have someone that we can contact to direct our request and follow-up on the status of our request? I certainly appreciate any assistance that you can provide.  
Regards,  
Travis

(Embedded image moved to file: pic14181.jpg) cid:image001.png@01CBA903.9DE9C390

Travis D. Thomas, CPA  
Manager of Assurance Services

Dean Dorton Allen Ford, PLLC  
200 South Fifth Street  
Suite 201 South  
Louisville, Kentucky 40202  
(502) 566-1072 Y Fax (502) 568-4372  
tthomas@ddafcpa.com

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**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, September 29, 2011 9:47 AM  
**To:** Candice Deininger  
**Cc:** Maryann.Concilio@amwater.com; THOMAS, Travis; LFUCG Audit; Jowski, Kelly  
**Subject:** RE: FW: [SPAM ?] KAWC

Thanks Candice.

\*\*\*\*\*

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: "Thomas, Travis" <TThomas@ddafcpa.com>, <Bryan.Siler@amwater.com>  
Cc: "Jowski, Kelly" <kjowski@ddafcpa.com>, <Maryann.Concilio@amwater.com>, "LFUCG Audit" <lfucg@ddafcpa.com>  
Date: 09/29/2011 08:54 AM  
Subject: RE: FW: [SPAM ?] KAWC

Bryan - I believe Rachel still takes care of this information?

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

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

From: Thomas, Travis [mailto:TThomas@ddafcpa.com]  
Sent: Thursday, September 29, 2011 8:49 AM  
To: 'Bryan.Siler@amwater.com'; Candice Deininger  
Cc: Jowski, Kelly; Maryann.Concilio@amwater.com; LFUCG Audit  
Subject: RE: FW: [SPAM ?] KAWC

Hi Bryan -

We also wanted to confirm the franchise fees/taxes that KAWC paid to LFUCG during the fiscal year. Should we direct this request to you as well? I certainly appreciate your assistance.

Regards,  
Travis

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, September 29, 2011 8:38 AM  
To: cdeining@lexingtonky.gov  
Cc: Jowski, Kelly; Maryann.Concilio@amwater.com; Thomas, Travis  
Subject: Re: FW: [SPAM ?] KAWC

Candice,

I received this letter yesterday for the first time. It was marked second request so I am not sure what happened. I will respond today.

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>, <Maryann.Concilio@amwater.com>  
Cc: "Jowski, Kelly" <kjowski@ddafcpa.com>, "Thomas, Travis"  
<TThomas@ddafcpa.com>  
Date: 09/29/2011 08:29 AM  
Subject: FW: [SPAM ?] KAWC

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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

From: Thomas, Travis [mailto:TThomas@ddafcpa.com]  
Sent: Thursday, September 29, 2011 8:24 AM  
To: Candice Deininger  
Cc: Jowski, Kelly  
Subject: RE: [SPAM ?] KAWC

Hi Candice - absolutely - the confirmation is attached. Thank you so much!  
Travis

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]  
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Cc: Jowski, Kelly  
Subject: RE: [SPAM ?] KAWC

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To: Candice Deininger  
Cc: Jowski, Kelly; Thomas, Travis

Subject: [SPAM ?] KAWC  
Importance: Low

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Regards,  
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Travis D. Thomas, CPA  
Manager of Assurance Services

Dean Dorton Allen Ford, PLLC  
200 South Fifth Street  
Suite 201 South  
Louisville, Kentucky 40202  
(502) 566-1072 Y Fax (502) 568-4372  
tthomas@ddafcpa.com

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**Janet Graham**

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**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, September 29, 2011 8:55 AM  
**To:** Bryan.Siler@amwater.com; THOMAS, Travis  
**Cc:** Maryann.Concilio@amwater.com; LFUCG Audit; Jowski, Kelly  
**Subject:** RE: FW: [SPAM ?] KAWC

Bryan - I believe Rachel still takes care of this information?

Candice Deininger  
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859-258-3364  
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**Sent:** Thursday, September 29, 2011 8:49 AM  
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Field Operations Supervisor  
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859-268-6350 Office  
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pic14181.jpg (6  
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04/29/2013

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*Travis D. Thomas, CPA  
Manager of Assurance Services*

04/29/2013

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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

---

**From:** Thomas, Travis [mailto:TThomas@ddafcpa.com]  
**Sent:** Thursday, September 29, 2011 8:18 AM  
**To:** Candice Deininger  
**Cc:** Jowski, Kelly; Thomas, Travis  
**Subject:** [SPAM ?] KAWC  
**Importance:** Low

Hi Candace –

We mailed a confirmation to KAWC to confirm the revenue that they billed/collected on behalf of LFUCG. We have not received a response – do you have someone that we can contact to direct our request and follow-up on the status of our request? I certainly appreciate any assistance that you can provide.

Regards,

Travis

04/29/2013

 cid:image001.png@01CBA903.9DE9C390

*Travis D. Thomas, CPA*  
*Manager of Assurance Services*

Dean Dorton Allen Ford, PLLC  
200 South Fifth Street  
Suite 201 South  
Louisville, Kentucky 40202  
(502) 566-1072 • Fax (502) 568-4372  
[tthomas@ddafcpa.com](mailto:tthomas@ddafcpa.com)

---

IRS Circular 230 Notice: unless indicated otherwise, if this communication constitutes a covered opinion, any tax advice it contains cannot be used to avoid tax penalties.

CONFIDENTIALITY NOTICE: The preceding email message, and any files or attachments transmitted with it, may contain confidential and privileged information, and may constitute protected work product, confidential client information, trade secrets, and/or other non-public information. Furthermore, this message and any attachments may be protected by accountant/client privilege, attorney/client privilege, and/or other applicable privileges. Any unauthorized review, use, dissemination, distribution, disclosure, or reproduction of this message is strictly prohibited and may be unlawful. This message is intended to be conveyed and transmitted only to the designated recipient(s). If you are not an intended recipient of this message, please notify the sender immediately by email or by telephone at 859-255-2341. Also, please delete this email message including all attachments and destroy all copies.

**Janet Graham**

---

**From:** THOMAS, Travis [TThomas@ddafcpa.com]  
**Sent:** Thursday, September 29, 2011 8:24 AM  
**To:** Candice Deininger  
**Cc:** Jowski, Kelly  
**Subject:** RE: [SPAM ?] KAWC  
**Attachments:** KAWC Confirmation.pdf

Hi Candice – absolutely – the confirmation is attached. Thank you so much!

Travis

---

**From:** Candice Deininger [mailto:cdeining@lexingtonky.gov]  
**Sent:** Thursday, September 29, 2011 8:22 AM  
**To:** Thomas, Travis  
**Cc:** Jowski, Kelly  
**Subject:** RE: [SPAM ?] KAWC

Good morning, Travis. Would you be able to email me again with a copy of the confirmation letter you sent? I'll then forward to the persons I believe can handle your request. Thank you.

Candice Deininger

Revenue Supervisor

LFUCG Division of Revenue

200 East Main Street

Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

---

**From:** Thomas, Travis [mailto:TThomas@ddafcpa.com]  
**Sent:** Thursday, September 29, 2011 8:18 AM  
**To:** Candice Deininger  
**Cc:** Jowski, Kelly; Thomas, Travis  
**Subject:** [SPAM ?] KAWC  
**Importance:** Low

04/29/2013



Hi Candace –

We mailed a confirmation to KAWC to confirm the revenue that they billed/collected on behalf of LFUCG. We have not received a response – do you have someone that we can contact to direct our request and follow-up on the status of our request? I certainly appreciate any assistance that you can provide.

Regards,

Travis



*Travis D. Thomas, CPA  
Manager of Assurance Services*

Dean Dorton Allen Ford, PLLC  
200 South Fifth Street  
Suite 201 South  
Louisville, Kentucky 40202  
(502) 566-1072 • Fax (502) 568-4372  
[tthomas@ddafcpa.com](mailto:tthomas@ddafcpa.com)

---

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---

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**Janet Graham**

**From:** THOMAS, Travis [TThomas@ddafcpa.com]  
**Sent:** Thursday, September 29, 2011 8:18 AM  
**To:** Candice Deininger  
**Cc:** THOMAS, Travis; Jowski, Kelly  
**Subject:** [SPAM ?] KAWC  
**Importance:** Low

Hi Candace –

We mailed a confirmation to KAWC to confirm the revenue that they billed/collected on behalf of LFUCG. We have not received a response – do you have someone that we can contact to direct our request and follow-up on the status of our request? I certainly appreciate any assistance that you can provide.

Regards,

Travis

 cid:image001.png@01CBA903.9DE9C390

*Travis D. Thomas, CPA  
Manager of Assurance Services*

Dean Dorton Allen Ford, PLLC  
200 South Fifth Street  
Suite 201 South  
Louisville, Kentucky 40202  
(502) 566-1072 • Fax (502) 568-4372  
[tthomas@ddafcpa.com](mailto:tthomas@ddafcpa.com)

---

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## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, September 28, 2011 1:37 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Cassie Felty; Charles Martin; William O'Mara; Julie Mantrom  
**Subject:** RE: Eastern State Hospital - Premise 120029975

Hi, Bryan. Here's another one from my pending file. I didn't quite understand what you meant in your response below that it had been transferred. I know there were discussions as to which entity was responsible for charges on various meters. Has that been figured out? And if so, can you tell me who owes what? I'm seeing no further activity on the above premise since it was closed by the Department of Juvenile Justice on July 19. It has been over a year since KAWC confirmed that the meters on this account were not mapped correctly, thus underbilling it for approximately two years - the backbilling represents approximately \$30,000 that we'd like to receive if possible.

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, September 14, 2011 3:59 PM  
**To:** Candice Deininger  
**Cc:** Julie Mantrom; Cassie Felty  
**Subject:** RE: Eastern State Hospital - Premise 120029975

Yes, it has been transferred. I will check the status and let you know.

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>  
**Date:** 09/12/2011 03:28 PM  
**Subject:** RE: Eastern State Hospital - Premise 120029975

Hi, Bryan - did this ever get resolved? I know the account is now closed; but there is still a large amount of money that is due - either by Eastern State or the Department of Juvenile Justice.

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, June 21, 2011 11:50 AM  
**To:** Candice Deininger  
**Cc:** Julie Mantrom; Cassie Felty  
**Subject:** RE: Eastern State Hospital - Premise 120029975

Candice,

I am going to review this calculation tomorrow. Then I'll be in touch.

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Cassie Felty"  
<mfelty@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
Date: 06/03/2011 08:45 AM  
Subject: RE: Eastern State Hospital - Premise 120029975

Thanks very much, Bryan!!

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: Friday, June 03, 2011 8:39 AM  
To: Candice Deininger  
Cc: Julie Mantrom; Cassie Felty; Takisha.Walker@amwater.com  
Subject: RE: Eastern State Hospital - Premise 120029975

Yes, I am currently working with our billing team to make the corrections. I hope to have it resolved very soon and will let you know how we proceed.

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Julie Mantrom" <jmantrom@lexingtonky.gov>,  
"Cassie Felty"  
<mfelty@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
Date: 06/03/2011 08:25 AM  
Subject: RE: Eastern State Hospital - Premise  
120029975

Good morning, Bryan. I see where this billing remains unresolved - do you have any information as to where the hold-up might be? Thanks for checking!!

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

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

From: Candice Deininger  
Sent: Tuesday, May 10, 2011 12:42 PM

To: 'Bryan.Siler@amwater.com'  
Cc: Julie Mantrom; Cassie Felty; Takisha.Walker@amwater.com  
Subject: RE: Eastern State Hospital - Premise 120029975

Hi, Bryan - any more progress on this?

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, April 19, 2011 8:50 AM  
To: Candice Deininger  
Cc: Julie Mantrom; Cassie Felty; Takisha.Walker@amwater.com  
Subject: Re: Eastern State Hospital - Premise 120029975

Candice,

Eastern State Hospital proved they were paying for a meter that did not serve them. Juvenile Justice has taken responsibility for that meter.

I don't have a final answer on how much will be moved to Juvenile Justice's account but will let you know as soon as that is calculated.

\*\*\*\*\*

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

From: "Candice Deininger"  
<cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Cassie Felty"  
<mfelty@lexingtonky.gov>, "Julie Mantrom"  
<jmantrom@lexingtonky.gov>  
Date: 04/18/2011 04:29 PM  
Subject: Eastern State  
Hospital -  
Premise 120029975

Hi, Bryan. What's going on with this account? I see where Account 100309 for Eastern State was closed 03/02/11 leaving an unpaid sewer balance of \$44,598.65 and new Account 620023 opened on 03/23/11 in the name of Department of Juvenile Justice with its first billing date of 04/15/11 for 1356 ccf for \$5,897.98. Since the old account is now closed, will it be subject to collections? That's a very big chunk of money, and we'd appreciate an update on this. Thanks very much!!

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:** Wednesday, September 28, 2011 1:20 PM  
**To:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com  
**Cc:** Charles Martin; William O'Mara; 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:** Lynne Cross [ccross@lexingtonky.gov]  
**Sent:** Monday, September 26, 2011 2:05 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger; Carolyn E Knoll  
**Subject:** Request To Apply Sewer User Exclusion Credits  
**Attachments:** ex092011.XLS

Please find attached one spreadsheet containing 51 sewer user exclusion credits to be applied to customer accounts. Please let me know if you have any questions. Thanks!

**Lynne Throckmorton**  
**Lexington-Fayette Urban County Gov't**  
**859.258.3363**

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, September 26, 2011 10:58 AM  
**To:** Sheila Long  
**Cc:** Candice Deininger; Mike Smith  
**Subject:** Re: weekly file

**Attachments:** pic30531.gif



pic30531.gif (6  
KB)

These were processed with no errors.

(Embedded image moved to file: pic30531.gif)

\*\*\*\*\*

Bryan Siler  
Supervisor, Field Operations  
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>  
Date: 09/19/2011 03:31 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 "HERC0919.TXT" deleted by Bryan Siler/KAWC/AWWSC]



## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, September 14, 2011 3:19 PM  
**To:** Sheila Long  
**Cc:** Candice Deininger; Mike Smith  
**Subject:** Re: weekly file

**Attachments:** pic21841.gif



pic21841.gif (6  
KB)

These were processed with no errors.

(Embedded image moved to file: pic21841.gif)

\*\*\*\*\*

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

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Mike Smith" <mikes@lexingtonky.gov>  
Date: 09/13/2011 05:23 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 "HERC0913.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, September 12, 2011 11:14 AM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Lynne Cross; Carolyn E Knoll  
**Subject:** Exclusion Spreadsheet Dated 08/25/11  
**Attachments:** ex081611.XLS

Good morning. I'm reattaching the above-referenced spreadsheet with one entry highlighted – the account was credited with \$60 too much; instead of the requested amount of \$339.44, it was given a credit of \$399.44. Kindly apply the appropriate correcting entry as soon as possible. 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

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, September 12, 2011 8:58 AM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Lynne Cross; Carolyn E Knoll  
**Subject:** Extra-Strength Spreadsheet Dated 08/17/11

**Attachments:** es080811.XLS

Good morning. I'm reattaching the above-referenced spreadsheet with one entry highlighted – as of this date, this charge has not yet been applied. Kindly add this charge to the account as soon as possible. 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

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, September 09, 2011 3:46 PM  
**To:** Candice Deininger; James Hoskins; Rhonda Hicks; William O'Mara; Deborah Gerardi; Rachel.Cole@amwater.com; Stephen Mulligan; Takisha.Walker@amwater.com; Cecily Chan; Kimberly Bryan; Robin Adams; Lori Vahle; Susan.Lee@amwater.com; Samantha.Papa@amwater.com  
**Subject:** Re: August Reports  
**Attachments:** LFUCG\_AGING\_COMPARISON.pdf



LFUCG\_AGING\_CO  
MPARISON.pdf (6 .

Everyone,

Here is the aging comparison.

(See attached file: LFUCG\_AGING\_COMPARISON.pdf)

\*\*\*\*\*

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

From: Bryan Siler/KAWC/AWWSC  
To: cdeining@lfucg.com, rhicks@lfucg.com, dgerardi@lfucg.com, Rachel Cole/KAWC/AWWSC@AWW, billo@lfucg.com, lvahle@lfucg.com, smulligan@lfucg.com, Takisha D Walker/KAWC/AWWSC@AWW, jhoskins@lfucg.com, cecilyc@lexingtonky.gov, Susan Lee/SERVCO/AWWSC@AWW, Steven Snowden/SERVCO/AWWSC@AWW, kbryan@lexingtonky.gov, Samantha Papa/SERVCO/AWWSC@AWW, rpulliam@lexingtonky.gov  
Date: 09/09/2011 02:55 PM  
Subject: August Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 3 residential and 9 OPA accounts that were billed \$76.42 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

[attachment "LFUCG 0811 Report.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "LFUCG 0811 Aging Totals.pdf" deleted by Bryan Siler/KAWC/AWWSC]

Aging comparison will be sent separately.

\*\*\*\*\*

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

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, September 09, 2011 3:01 PM  
**To:** Rachel.Cole@amwater.com; Takisha.Walker@amwater.com; Candice Deininger; Robin Adams; Mary.Money@amwater.com; AW\_-\_MI\_Requests@amwater.net; Susan.Lee@amwater.com; Kristina.Baehr@amwater.com  
**Subject:** Managed Contract Billing

**Attachments:** LFUCG 0811 MI Request.doc; Sadieville 0811 MI Request.doc



LFUCG 0811 MI Sadieville 0811 Request.doc (6 K... MI Request.doc...

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: LFUCG 0811 MI Request.doc) (See attached file: Sadieville 0811 MI Request.doc)

|                          |           |           |               |
|--------------------------|-----------|-----------|---------------|
| LFUCG Managed Contract   |           |           |               |
| Monthly Billing          |           |           |               |
| 8/31/2011                |           |           |               |
|                          |           |           |               |
|                          |           |           |               |
|                          |           |           |               |
| LFUCG                    | Sewer     | Landfill  | Water Quality |
| Total Bills              | 109,218   | 80,381    | 98,031        |
| Rate Per Bill            | 0.660     | 0.335     | 0.3683        |
|                          | 72,083.88 | 26,927.64 | 36,104.82     |
|                          |           |           |               |
| Total LFUCG Misc Invoice |           |           | 135,116.34    |

\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, September 09, 2011 1:52 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Carolyn E Knoll  
**Subject:** Request To Apply Sewer User Exclusion Credits  
**Attachments:** ex090211.XLS

Good afternoon. Please find attached one spreadsheet containing 21 sewer user exclusion credits to be applied to customer accounts. Please let me know if you have any questions. Thank you very much and have a good weekend!

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:** Tuesday, September 06, 2011 4:35 PM  
**To:** Sheila Long  
**Cc:** Candice Deininger; Mike Smith  
**Subject:** Re: weekly file

**Attachments:** pic20353.gif



pic20353.gif (6  
KB)

These were processed with no errors.

(Embedded image moved to file: pic20353.gif)

\*\*\*\*\*

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

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Mike Smith" <mikes@lexingtonky.gov>  
Date: 09/06/2011 12:52 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 "HERC0906.TXT" deleted by Bryan Siler/KAWC/AWWSC]

## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Thursday, September 01, 2011 10:05 AM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger  
**Subject:** Kentucky August ACH Disbursements

**Attachments:** ACHRec11.xls



ACHRec11.xls (6  
KB)

Attached you will find your ACH spreadsheet for the month of August.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.

(See attached file: ACHRec11.xls)

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:** Candiss.Martin@amwater.com  
**Sent:** Monday, August 29, 2011 2:15 PM  
**To:** Candice Deininger  
**Subject:** RE: Fw: Quick Question

Sounds good to me. Is it this Friday you're dropping by?

Candiss Martin  
Special Accounts  
Technical Coordinator  
Alton IL CSC  
Ph. 1-866-957-2886 xt. 6029  
Special Accts. Ph. 866-772-2228  
Fax 866-464-0232

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

08/29/2011 12:29  
PM

<Candiss.Martin@amwater.com>

To

cc

<Bryan.Siler@amwater.com>,  
<Linda.Toussaint@amwater.com>,  
<Takisha.Walker@amwater.com>,  
"Jennifer A Thompson"  
<jthompson@lexingtonky.gov>

Subject

RE: Fw: Quick Question

Hi, Candiss . . . this is the only customer who has requested any type of detailed information, and I am somewhat reluctant to propose that current processes on your end be changed to accommodate them. They are in possession of testing results, the amount and rate to calculate the charges themselves. I appreciate you checking and getting back to me, but we'll keep things as they are . . . thanks so 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: Candiss.Martin@amwater.com [mailto:Candiss.Martin@amwater.com]  
Sent: Monday, August 29, 2011 12:56 PM  
To: Candice Deininger  
Cc: Bryan.Siler@amwater.com; Linda.Toussaint@amwater.com; Takisha.Walker@amwater.com  
Subject: RE: Fw: Quick Question

OK, here we go. The account bills normally for usage around the 6th of the month. When you send the requests for the extra strength charges we enter them separately from the normal bill and send an additional bill. The last several charges, we have been more specific with our notes in the comments and actually stated they are extra strength charges. It doesn't actually give any of your usage or calculations in the comments. We could alter that if you need for us to. I hope this answers your customer's question.

(Embedded image moved to file: pic21501.jpg)

Candiss Martin  
Special Accounts  
Technical Coordinator  
Alton IL CSC  
Ph. 1-866-957-2886 xt. 6029  
Special Accts. Ph. 866-772-2228  
Fax 866-464-0232

"Candice  
Deininger"

To <cdeining@lexingt  
onky.gov> <Candiss.Martin@amwater.com>,  
<Bryan.Siler@amwater.com>  
08/29/2011 11:20  
cc AM <Linda.Toussaint@amwater.com>,  
<Takisha.Walker@amwater.com>  
Subject RE: Fw: Quick Question

Hi, Candiss, and thank you . . . following is a screenshot of the subject account. I'm guessing an additional bill is generated with just the extra-strength charges showing?

(Embedded image moved to file: pic26034.jpg)

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

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

From: Candiss.Martin@amwater.com [mailto:Candiss.Martin@amwater.com]  
Sent: Monday, August 29, 2011 12:16 PM  
To: Bryan.Siler@amwater.com; Candice Deininger  
Cc: Linda.Toussaint@amwater.com; Takisha.Walker@amwater.com  
Subject: Re: Fw: Quick Question

Hi Candice,

Patty Butler normally processes these but she's out today. I know when she enters the adjustment type, the comments auto populate but it's been a very long time since I've entered any of these to remember what the comments say. Send me one of the account numbers and I'll look and see how it posts.

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Fax 866-464-0232

Bryan  
Siler/KAWC/AWWSC

To 08/29/2011 11:04 AM Candiss L  
Martin/CALLCTR/CORP/AWWSC@AWW,  
Linda K Toussaint/ILAWC/AWWSC@AWW

cc Takisha D Walker/KAWC/AWWSC@AWW

Subject Fw: Quick Question

Hello,

Can you answer Candice's question? Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/29/2011 12:07 PM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Jennifer A Thompson" <jthompson@lexingtonky.gov>  
Date: 08/29/2011 11:18 AM  
Subject: Quick Question

Good morning, Bryan. When an account is given either an exclusion or assessed an extra-strength charge, does it state that on the bill opposite the dollar figure?

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:** Monday, August 29, 2011 1:30 PM  
**To:** Candiss.Martin@amwater.com  
**Cc:** Bryan.Siler@amwater.com; linda.toussaint@amwater.com; Takisha.Walker@amwater.com; Jennifer A Thompson  
**Subject:** RE: Fw: Quick Question

Hi, Candiss . . . this is the only customer who has requested any type of detailed information, and I am somewhat reluctant to propose that current processes on your end be changed to accommodate them. They are in possession of testing results, the amount and rate to calculate the charges themselves. I appreciate you checking and getting back to me, but we'll keep things as they are . . . thanks so much!

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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:** Monday, August 29, 2011 12:56 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Linda.Toussaint@amwater.com; Takisha.Walker@amwater.com  
**Subject:** RE: Fw: Quick Question

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(Embedded image moved to file: pic21501.jpg)

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Fax 866-464-0232

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

08/29/2011 11:20  
AM

<Candiss.Martin@amwater.com>,  
<Bryan.Siler@amwater.com>

To

<Linda.Toussaint@amwater.com>,  
<Takisha.Walker@amwater.com>

cc

Subject

RE: Fw: Quick Question

Hi, Candiss, and thank you . . .following is a screenshot of the subject account. I'm guessing an additional bill is generated with just the extra-strength charges showing?

(Embedded image moved to file: pic26034.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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Sent: Monday, August 29, 2011 12:16 PM  
To: Bryan.Siler@amwater.com; Candice Deininger  
Cc: Linda.Toussaint@amwater.com; Takisha.Walker@amwater.com  
Subject: Re: Fw: Quick Question

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Fax 866-464-0232

Bryan  
Siler/KAWC/AWWSC

08/29/2011 11:04  
AM

To  
Candiss L  
Martin/CALLCTR/CORP/AWWSC@AWW,  
Linda K Toussaint/ILAWC/AWWSC@AWW  
cc  
Takisha D Walker/KAWC/AWWSC@AWW  
Subject  
Fw: Quick Question

Hello,

Can you answer Candice's question? Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/29/2011 12:07 PM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Jennifer A Thompson" <jthompson@lexingtonky.gov>  
Date: 08/29/2011 11:18 AM  
Subject: Quick Question

Good morning, Bryan. When an account is given either an exclusion or assessed an extra-strength charge, does it state that on the bill opposite the dollar figure?

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

**Janet Graham**

---

**From:** Candiss.Martin@amwater.com  
**Sent:** Monday, August 29, 2011 12:56 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; linda.toussaint@amwater.com; Takisha.Walker@amwater.com  
**Subject:** RE: Fw: Quick Question

**Attachments:** pic21501.jpg; pic26034.jpg



pic21501.jpg (6 KB)



pic26034.jpg (6 KB)

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"Candice  
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<cdeining@lexingt  
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08/29/2011 11:20  
AM

<Candiss.Martin@amwater.com>,  
<Bryan.Siler@amwater.com>

To

<Linda.Toussaint@amwater.com>,  
<Takisha.Walker@amwater.com>

cc

Subject

RE: Fw: Quick Question

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(Embedded image moved to file: pic26034.jpg)

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

From: Candiss.Martin@amwater.com [mailto:Candiss.Martin@amwater.com]  
Sent: Monday, August 29, 2011 12:16 PM  
To: Bryan.Siler@amwater.com; Candice Deininger  
Cc: Linda.Toussaint@amwater.com; Takisha.Walker@amwater.com  
Subject: Re: Fw: Quick Question

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Special Accts. Ph. 866-772-2228  
Fax 866-464-0232

Bryan  
Siler/KAWC/AWWSC

08/29/2011 11:04  
AM

To  
Candiss L  
Martin/CALLCTR/CORP/AWWSC@AWW,  
Linda K Toussaint/ILAWC/AWWSC@AWW  
cc  
Takisha D Walker/KAWC/AWWSC@AWW  
Subject  
Fw: Quick Question

Hello,

Can you answer Candice's question? Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/29/2011 12:07 PM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Jennifer A Thompson" <jthompson@lexingtonky.gov>  
Date: 08/29/2011 11:18 AM  
Subject: Quick Question

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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



## Janet Graham

---

**From:** linda.toussaint@amwater.com  
**Sent:** Monday, August 29, 2011 12:35 PM  
**To:** Candice Deininger  
**Cc:** Candiss.Martin@amwater.com  
**Subject:** RE: Fw: Quick Question

Same here .. glad we can help. Have a great day.

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

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

<Linda.Toussaint@amwater.com>

To

08/29/2011 11:31  
AM

<Candiss.Martin@amwater.com>

cc

Subject

RE: Fw: Quick Question

Thanks, Linda - I just needed to see what it said on the bill. This customer seems to think an itemization of the extra-strength charges needs to appear on the actual bill. My thanks to both of you and I'm looking forward to meeting you on Friday!

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

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

**From:** Linda.Toussaint@amwater.com [mailto:Linda.Toussaint@amwater.com]  
**Sent:** Monday, August 29, 2011 12:27 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Candiss.Martin@amwater.com; Takisha.Walker@amwater.com  
**Subject:** RE: Fw: Quick Question

Hi Candiss -

It will reflect on the bill sent to the customer (please see screen shot of bill) .. but will not show in Online Account Manager .. sorry.. It will only be led code 10 for a charge.

(Embedded image moved to file: pic22821.gif)

Best Regards,  
Linda K Toussaint

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

"Candice

Deininger"

To <cdeining@lexingt  
onky.gov>

<Candiss.Martin@amwater.com>,  
<Bryan.Siler@amwater.com>

cc 08/29/2011 11:20

AM

<Linda.Toussaint@amwater.com>,  
<Takisha.Walker@amwater.com>

Subject

RE: Fw: Quick Question

Hi, Candiss, and thank you . . .following is a screenshot of the subject account. I'm guessing an additional bill is generated with just the extra-strength charges showing?

(Embedded image moved to file: pic13605.jpg)

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

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

From: Candiss.Martin@amwater.com [mailto:Candiss.Martin@amwater.com]  
Sent: Monday, August 29, 2011 12:16 PM  
To: Bryan.Siler@amwater.com; Candice Deininger  
Cc: Linda.Toussaint@amwater.com; Takisha.Walker@amwater.com  
Subject: Re: Fw: Quick Question

Hi Candice,

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Technical Coordinator  
Alton IL CSC  
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Special Accts. Ph. 866-772-2228  
Fax 866-464-0232

Bryan  
Siler/KAWC/AWWSC

To 08/29/2011 11:04  
AM

Candiss L  
Martin/CALLCTR/CORP/AWWSC@AWW,  
Linda K Toussaint/ILAWC/AWWSC@AWW

cc

Takisha D Walker/KAWC/AWWSC@AWW

Subject

Fw: Quick Question

Hello,

Can you answer Candice's question? Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/29/2011 12:07 PM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Jennifer A Thompson" <jthompson@lexingtonky.gov>  
Date: 08/29/2011 11:18 AM  
Subject: Quick Question

Good morning, Bryan. When an account is given either an exclusion or assessed an extra-strength charge, does it state that on the bill opposite the dollar figure?

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:** Monday, August 29, 2011 12:32 PM  
**To:** linda.toussaint@amwater.com  
**Cc:** Candiss.Martin@amwater.com  
**Subject:** RE: Fw: Quick Question

Thanks, Linda - I just needed to see what it said on the bill. This customer seems to think an itemization of the extra-strength charges needs to appear on the actual bill. My thanks to both of you and I'm looking forward to meeting you on Friday!

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

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

From: Linda.Toussaint@amwater.com [mailto:Linda.Toussaint@amwater.com]  
Sent: Monday, August 29, 2011 12:27 PM  
To: Candice Deininger  
Cc: Bryan.Siler@amwater.com; Candiss.Martin@amwater.com; Takisha.Walker@amwater.com  
Subject: RE: Fw: Quick Question

Hi Candiss -

It will reflect on the bill sent to the customer (please see screen shot of bill) .. but will not show in Online Account Manager .. sorry.. It will only be led code 10 for a charge.

(Embedded image moved to file: pic22821.gif)

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

"Candice  
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<cdeining@lexingt  
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<Candiss.Martin@amwater.com>,  
<Bryan.Siler@amwater.com>  
08/29/2011 11:20 AM cc  
<Linda.Toussaint@amwater.com>,  
<Takisha.Walker@amwater.com>  
Subject  
RE: Fw: Quick Question

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(Embedded image moved to file: pic13605.jpg)

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LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
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Bryan  
Siler/KAWC/AWWSC

08/29/2011 11:04  
AM

Candiss L  
Martin/CALLCTR/CORP/AWWSC@AWW,  
Linda K Toussaint/ILAWC/AWWSC@AWW

Takisha D Walker/KAWC/AWWSC@AWW

Fw: Quick Question

To

cc

Subject

Hello,

Can you answer Candice's question? Thanks.

\*\*\*\*\*

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bryan.siler@amwater.com  
Phone: (859) 268-6350

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Revenue Supervisor  
LFUCG Division of Revenue

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

**Janet Graham**

---

**From:** linda.toussaint@amwater.com  
**Sent:** Monday, August 29, 2011 12:27 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Candiss.Martin@amwater.com; Takisha.Walker@amwater.com  
**Subject:** RE: Fw: Quick Question

**Attachments:** pic22821.gif; pic13605.jpg



pic22821.gif (6 KB)



pic13605.jpg (6 KB)

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To

<Linda.Toussaint@amwater.com>,  
<Takisha.Walker@amwater.com>

cc

Subject

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Special Accts. Ph. 866-772-2228  
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Bryan  
Siler/KAWC/AWWSC

08/29/2011 11:04  
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To  
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Linda K Toussaint/ILAWC/AWWSC@AWW  
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859-258-3364  
cdeining@lexingtonky.gov



**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, August 29, 2011 11:26 AM  
**To:** Sheila Long  
**Cc:** Candice Deininger; Mike Smith  
**Subject:** Re: weekly file

**Attachments:** pic26312.gif



pic26312.gif (6  
KB)

These were also processed with no errors.

(Embedded image moved to file: pic26312.gif)

\*\*\*\*\*

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

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Mike Smith" <mikes@lexingtonky.gov>  
Date: 08/29/2011 11:14 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 "HERC0829.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, August 29, 2011 11:25 AM  
**To:** Sheila Long  
**Cc:** Candice Deininger; Mike Smith  
**Subject:** Re: weekly file

**Attachments:** pic22284.gif



pic22284.gif (6  
KB)

These were processed with no errors.

(Embedded image moved to file: pic22284.gif)

\*\*\*\*\*

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

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Mike Smith" <mikes@lexingtonky.gov>  
Date: 08/22/2011 04:55 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 "HERC0822.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, August 24, 2011 1:58 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Lynne Cross; Carolyn E Knoll  
**Subject:** Request To Apply Sewer User Exclusion Credits  
**Attachments:** ex081711.XLS

Good afternoon. Please find attached one spreadsheet containing 24 sewer user exclusion credits to be applied to customer accounts. Please let me know if you have any questions. Thank you 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:** Thursday, August 18, 2011 12:31 PM  
**To:** Sheila Long  
**Cc:** Candice Deininger; Mike Smith  
**Subject:** Re: file for week

**Attachments:** pic12570.gif



pic12570.gif (6  
KB)

These were processed with no errors.

(Embedded image moved to file: pic12570.gif)

\*\*\*\*\*

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

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Mike Smith" <mikes@lexingtonky.gov>  
Date: 08/16/2011 02:08 PM  
Subject: file for week

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 "HERC0816.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, August 18, 2011 8:58 AM  
**To:** Candice Deininger  
**Cc:** Christopher Doerge; Takisha.Walker@amwater.com  
**Subject:** Re: KAWC New Services - July 2011

Thanks Candice.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, "Christopher Doerge"  
<cdoerge@lexingtonky.gov>  
Date: 08/16/2011 04:48 PM  
Subject: KAWC New Services - July 2011

Good afternoon, Bryan. Attached is the file containing the geocoded locations for new services for July 2011. If you have any questions, kindly let me know. I apologize for the delay; but since Scott has left, our IT department has been stretched pretty thin as duties are reassigned among remaining personnel. Thanks!

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

[attachment "ONSET-NEW TAPS FOR JULY 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, August 15, 2011 2:47 PM  
**To:** Rachel.Cole@amwater.com; Steven.Snowden@amwater.com; Takisha.Walker@amwater.com; William O'Mara; Candice Deininger; Deborah Gerardi; Stephen Mulligan; Cecily Chan; James Hoskins; Rhonda Hicks; Kimberly Bryan; Robin Adams; Lori Vahle; Susan.Lee@amwater.com; Samantha.Papa@amwater.com  
**Subject:** Fw: July Reports  
**Attachments:** LFUCG\_AGING\_COMPARISON.pdf; LFUCG 0711 Report.xls; LFUCG 0711 Aging Totals.pdf; CPI-Price Change 07-2011 - WQ FEE.pdf



LFUCG\_AGING\_CO MPARISON.pdf (6 . Report.xls (6 KB) aging Totals.pdf (6. 07-2011 - WQ ...

Attached is the aging comparison.

(See attached file: LFUCG\_AGING\_COMPARISON.pdf)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/15/2011 02:48 PM -----

**From:** Bryan Siler/KAWC/AWWSC  
**To:** cdeining@lfucg.com, rhicks@lfucg.com, dgerardi@lfucg.com, Rachel Cole/KAWC/AWWSC@AWW, billo@lfucg.com, lvahle@lfucg.com, smulligan@lfucg.com, Takisha D Walker/KAWC/AWWSC@AWW, jhoskins@lfucg.com, cecilyc@lexingtonky.gov, Susan Lee/SERVCO/AWWSC@AWW, Steven Snowden/SERVCO/AWWSC@AWW, kbryan@lexingtonky.gov, Samantha Papa/SERVCO/AWWSC@AWW, rpulliam@lexingtonky.gov  
**Date:** 08/09/2011 03:44 PM  
**Subject:** July Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 1 residential and 7 OPA accounts that were billed \$38.25 in taxes. These will be corrected. The rate for billing the Water Quality Management Fee has been adjusted.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0711 Report.xls)(See attached file: LFUCG 0711 Aging Totals.pdf)(See attached file: CPI-Price Change 07-2011 - WQ FEE.pdf)

Aging comparison will be sent separately.

\*\*\*\*\*

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

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, August 15, 2011 2:47 PM  
**To:** Candice Deininger; James Hoskins; Rhonda Hicks; William O'Mara; Deborah Gerardi; Rachel.Cole@amwater.com; Stephen Mulligan; Steven.Snowden@amwater.com; Cecily Chan; Kimberly Bryan; Robin Adams; Takisha.Walker@amwater.com; Lori Vahle; Susan.Lee@amwater.com; Samantha.Papa@amwater.com  
**Subject:** Fw: July Reports  
**Attachments:** LFUCG\_AGING\_COMPARISON.pdf; LFUCG 0711 Report.xls; LFUCG 0711 Aging Totals.pdf; CPI-Price Change 07-2011 - WQ FEE.pdf



LFUCG\_AGING\_CO MPARISON.pdf (6 . Report.xls (6 KB) aging Totals.pdf (6. 07-2011 - WQ ...

Attached is the aging comparison.

(See attached file: LFUCG\_AGING\_COMPARISON.pdf)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/15/2011 02:48 PM -----

**From:** Bryan Siler/KAWC/AWWSC  
**To:** cdeining@lfucg.com, rhicks@lfucg.com, dgerardi@lfucg.com, Rachel Cole/KAWC/AWWSC@AWW, billo@lfucg.com, lvahle@lfucg.com, smulligan@lfucg.com, Takisha D Walker/KAWC/AWWSC@AWW, jhoskins@lfucg.com, cecilyc@lexingtonky.gov, Susan Lee/SERVCO/AWWSC@AWW, Steven Snowden/SERVCO/AWWSC@AWW, kbryan@lexingtonky.gov, Samantha Papa/SERVCO/AWWSC@AWW, rpulliam@lexingtonky.gov  
**Date:** 08/09/2011 03:44 PM  
**Subject:** July Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 1 residential and 7 OPA accounts that were billed \$38.25 in taxes. These will be corrected. The rate for billing the Water Quality Management Fee has been adjusted.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0711 Report.xls) (See attached file: LFUCG 0711 Aging Totals.pdf) (See attached file: CPI-Price Change 07-2011 - WQ FEE.pdf)

Aging comparison will be sent separately.

\*\*\*\*\*

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

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, August 08, 2011 2:57 PM  
**To:** Candice Deininger; James Hoskins  
**Subject:** Re: July Reports

FYI - Just got some data I was waiting on. I usually have it early in the month. I still hope to get them out this evening but it may be in the morning.

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

From: Bryan Siler/KAWC/AWWSC  
To: "James Hoskins" <jhoskins@lexingtonky.gov>@AWX  
Cc: Candice Deininger <cdeining@lexingtonky.gov>  
Date: 08/08/2011 11:13 AM  
Subject: Re: July Reports

I am trying to get them out today.

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

From: "James Hoskins" <jhoskins@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 08/08/2011 10:41 AM  
Subject: July Reports

When can I expect the July reports?

James A. Hoskins  
Accountant  
phone: 859-258-3193



## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, August 01, 2011 2:37 PM  
**To:** Sheila Long  
**Cc:** Candice Deininger; Mike Smith  
**Subject:** Re: Weekly file

**Attachments:** pic26867.gif



pic26867.gif (6  
KB)

These were processed with no errors.

(Embedded image moved to file: pic26867.gif)

\*\*\*\*\*

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

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Mike Smith" <mikes@lexingtonky.gov>, "Candice Deininger"  
<cdeining@lexingtonky.gov>  
Date: 08/01/2011 02:30 PM  
Subject: Weekly file

For 08-01-11

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 "HERC0801.TXT" deleted by Bryan Siler/KAWC/AWWSC]

## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Monday, August 01, 2011 9:43 AM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger  
**Subject:** Kentucky July ACH Disbursements

**Attachments:** ACHRec11.xls



ACHRec11.xls (6  
KB)

Attached you will find your ACH spreadsheet for the month of July.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.

(See attached file: ACHRec11.xls)

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:** Friday, July 29, 2011 8:28 AM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Carolyn E Knoll  
**Subject:** Request To Apply Sewer User Exclusion Credits  
**Attachments:** ex072611.XLS

Good morning. Please find attached one spreadsheet containing 17 sewer user exclusion credits to be applied to customer accounts. Please let me know if you have any questions. Thank you very much and have a good weekend!

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:** Thursday, July 28, 2011 9:46 AM  
**To:** Sheila Long  
**Cc:** Candice Deininger; Mike Smith  
**Subject:** Re: weekly file

**Attachments:** pic22804.gif



pic22804.gif (6  
KB)

This file was processed with no errors.

(Embedded image moved to file: pic22804.gif)

\*\*\*\*\*

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

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Mike Smith" <mikes@lexingtonky.gov>  
Date: 07/27/2011 12:12 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 "HERC0727.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, July 27, 2011 4:46 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Carolyn E Knoll  
**Subject:** Request To Apply Sewer User Exclusion Credits

**Attachments:** ex072511.XLS

Good afternoon. Please find attached one spreadsheet containing 32 sewer user exclusion credits to be applied to customer accounts. Please let me know if you have any questions. Thank you 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, July 25, 2011 8:29 AM  
**To:** Robert Bowman  
**Cc:** Candice Deininger  
**Subject:** Re: August Billing File

Thanks Robert.

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

From: "Robert Bowman" <rbowman2@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>, "Candice Deininger"  
<cdeining@lexingtonky.gov>  
Date: 07/22/2011 05:25 PM  
Subject: August Billing File

Hello Bryan,

I have the August billing file attached.

Robert

Robert E. Bowman  
Database Administrator  
Lexington-Fayette Urban County Government  
Office: 859.425.2456  
Email: RBowman2@LexingtonKy.gov  
[attachment "August2011.csv" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, July 19, 2011 3:01 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** List of Unsewered Accounts

**Attachments:** UNCODED ACCOUNTS FOR SEWER 2008-2011.xls

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:** Beverly.Brassfield@amwater.com  
**Sent:** Monday, July 18, 2011 2:21 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Jose Rincon; Carolyn E Knoll  
**Subject:** Re: Request for New User Access to KAWC Website

Hi Candice,

The new OAM user id 'cknoll@lexingtonky.gov' has been created for contract billing customer codes LFUCG & LFUCG2 in Kentucky.

The log on information for Carrie Knoll:  
user id: cknoll@lexingtonky.gov  
password: cknoll@118

NOTE: the password is case sensitive and the 8th character in the password is the lower case letter 'L' followed by the number one.

Please confirm with an email that the id is working so that we may close the work order.

Thanks,

Beverly Brassfield  
Special Accounts Representative  
1-866-772-2228 Phone  
1-866-464-0232 Fax

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

07/14/2011 02:11  
PM

To  
<Beverly.Brassfield@amwater.com>

CC  
<Bryan.Siler@amwater.com>, "Carolyn  
E Knoll" <cknoll@lexingtonky.gov>,  
"Jose Rincon"  
<jrincon@lexingtonky.gov>

Subject  
Request for New User Access to KAWC  
Website

Good afternoon, Beverly. I have another request for user access to KAWC's website and have attached the completed form. Carolyn needs the same level of access/privileges as those for existing user Jose Rincon ( jrincon@lexingtonky.gov).

Also, has user access been established/updated for the two I submitted a week ago for Robert Bowman and Kenneth Johns?

Thanks for your help - 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

[attachment "OAM Set Up Form- Carrie Knoll.doc" deleted by Beverly D  
Brassfield/CALLCTR/CORP/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, July 18, 2011 11:04 AM  
**To:** Candice Deininger  
**Subject:** RE: KAWC New Services - June 2011

I sure will, thanks.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 07/18/2011 09:50 AM  
Subject: RE: KAWC New Services - June 2011

Okay - just let me know if there's something else we can be doing to help.

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, July 18, 2011 9:41 AM  
To: Candice Deininger  
Cc: Kenneth Johns; Takisha.Walker@amwater.com  
Subject: RE: KAWC New Services - June 2011

No, that's what I needed to know. Could have been the way I opened it.  
Thanks.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Kenneth Johns" <kjohns@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
Date: 07/14/2011 09:39 AM  
Subject: RE: KAWC New Services - June 2011

Hello . . . I see the same characters as well - not sure, but didn't some of Scott's later files also show this configuration? It looks like the characters on lines not designated as 'Y' are dashes that presumably indicate not sewered and are for the lines where it has been labeled 'W' for water service. Would it be better if we removed the dashes?

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, July 14, 2011 9:33 AM  
To: Candice Deininger  
Cc: Kenneth Johns; Takisha.Walker@amwater.com  
Subject: Re: KAWC New Services - June 2011

Hi Candice,

I am having trouble seeing the Sewered column. I see "Y"s and jumbled characters. If you see the correct values in this column can you PDF it to me or something?

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, "Kenneth Johns"  
<kjohns@lexingtonky.gov>  
Date: 07/14/2011 09:24 AM  
Subject: KAWC New Services - June 2011

Hi, Bryan! Here's the file containing the geocoded locations for new services for June 2011. If you have any questions, please let me know - thanks 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

[attachment "ONSET-NEW TAPS FOR JUNE 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, July 18, 2011 11:02 AM  
**To:** Mike Smith  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger  
**Subject:** Re: weekly file is attached.

**Attachments:** pic09389.gif; pic19627.jpg



pic09389.gif (6 KB)    pic19627.jpg (2 KB)

These were processed with no errors.

(Embedded image moved to file: pic09389.gif)

\*\*\*\*\*

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

From: "Mike Smith" <mikes@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>, "Candice Deininger"  
<cdeining@lexingtonky.gov>  
Date: 07/18/2011 09:48 AM  
Subject: weekly file is attached.

Here you go.

Thank you !

Michael S. Smith  
Computer Operations Manager  
Help Desk Manager  
Cell Phone Administrator  
Division of Computer Services - Suite # 718 200 East Main Street - Lexington, KY 40507  
859-258-3730    mikes@lexingtonky.gov  
(Embedded image moved to file: pic19627.jpg)HDI CERTIFIED

[attachment "HERC0718.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, July 18, 2011 9:50 AM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: KAWC New Services - June 2011

Okay - just let me know if there's something else we can be doing to help.

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, July 18, 2011 9:41 AM  
**To:** Candice Deininger  
**Cc:** Kenneth Johns; Takisha.Walker@amwater.com  
**Subject:** RE: KAWC New Services - June 2011

No, that's what I needed to know. Could have been the way I opened it.  
Thanks.

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Kenneth Johns" <kjohns@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
**Date:** 07/14/2011 09:39 AM  
**Subject:** RE: KAWC New Services - June 2011

Hello . . . I see the same characters as well - not sure, but didn't some of Scott's later files also show this configuration? It looks like the characters on lines not designated as 'Y' are dashes that presumably indicate not sewerred and are for the lines where it has been labeled 'W' for water service. Would it be better if we removed the dashes?

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, July 14, 2011 9:33 AM  
**To:** Candice Deininger  
**Cc:** Kenneth Johns; Takisha.Walker@amwater.com  
**Subject:** Re: KAWC New Services - June 2011

Hi Candice,

I am having trouble seeing the Sewered column. I see "Y"s and jumbled characters. If you see the correct values in this column can you PDF it to me or something?

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, "Kenneth Johns"  
<kjohns@lexingtonky.gov>  
Date: 07/14/2011 09:24 AM  
Subject: KAWC New Services - June 2011

Hi, Bryan! Here's the file containing the geocoded locations for new services for June 2011. If you have any questions, please let me know - thanks 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

[attachment "ONSET-NEW TAPS FOR JUNE 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, July 18, 2011 9:41 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; kenneth johns  
**Subject:** RE: KAWC New Services - June 2011

No, that's what I needed to know. Could have been the way I opened it.  
Thanks.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Kenneth Johns" <kjohns@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>  
Date: 07/14/2011 09:39 AM  
Subject: RE: KAWC New Services - June 2011

Hello . . . I see the same characters as well - not sure, but didn't some of Scott's later files also show this configuration? It looks like the characters on lines not designated as 'Y' are dashes that presumably indicate not sewerred and are for the lines where it has been labeled 'W' for water service. Would it be better if we removed the dashes?

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, July 14, 2011 9:33 AM  
To: Candice Deininger  
Cc: Kenneth Johns; Takisha.Walker@amwater.com  
Subject: Re: KAWC New Services - June 2011

Hi Candice,

I am having trouble seeing the Sewered column. I see "Y"s and jumbled characters. If you see the correct values in this column can you PDF it to me or something?

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, "Kenneth Johns"  
<kjohns@lexingtonky.gov>  
Date: 07/14/2011 09:24 AM  
Subject: KAWC New Services - June 2011

Hi, Bryan! Here's the file containing the geocoded locations for new services for June

2011. If you have any questions, please let me know - thanks 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

[attachment "ONSET-NEW TAPS FOR JUNE 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]



## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, July 14, 2011 4:13 PM  
**To:** Beverly.Brassfield@amwater.com  
**Subject:** RE: Request for New User Access to KAWC Website

Hi, Beverly - just logged in with both user IDs/passwords and everything worked fine - thanks 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:** Beverly.Brassfield@amwater.com [mailto:Beverly.Brassfield@amwater.com]  
**Sent:** Thursday, July 14, 2011 3:17 PM  
**To:** Candice Deininger  
**Subject:** Re: Request for New User Access to KAWC Website

Hi Candice,

I will submit your new request to IT. I'm sorry. I did receive the information for your previous request but hadn't passed it along yet. I have pasted it below:

The new OAM user id 'kjohns@lexingtonky.gov' has been created for contract billing customer codes LFUCG & LFUCG2 in Kentucky.  
The user id for Robert Bowman has been update to 'rbowman2@lexingtonky.gov' and the password reset.

Log on information for Robert Bowman:  
user id: rbowman2@lexingtonky.gov  
password: rbowman212

Log on information for Kenneth Johns:  
user id: kjohns@lexingtonky.gov kjohns@112  
password: kjohns@112

NOTE: The 8th character in the password for Kenneth Johns is the lower case letter 'l' followed by the number one and number two.

Can you have them log in and verify that everything is working properly and let me know?

Thanks,

Beverly Brassfield  
Special Accounts Representative  
1-866-772-2228 Phone  
1-866-464-0232 Fax

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

07/14/2011 02:11  
PM

To  
<Beverly.Brassfield@amwater.com>  
cc  
<Bryan.Siler@amwater.com>, "Carolyn  
E Knoll" <cknoll@lexingtonky.gov>,  
"Jose Rincon"  
<jrincon@lexingtonky.gov>

Subject  
Request for New User Access to KAWC  
Website

Good afternoon, Beverly. I have another request for user access to KAWC's website and have attached the completed form. Carolyn needs the same level of access/privileges as those for existing user Jose Rincon ( jrincon@lexingtonky.gov).

Also, has user access been established/updated for the two I submitted a week ago for Robert Bowman and Kenneth Johns?

Thanks for your help - 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

[attachment "OAM Set Up Form- Carrie Knoll.doc" deleted by Beverly D  
Brassfield/CALLCTR/CORP/AWWSC]

## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, July 14, 2011 4:10 PM  
**To:** kenneth johns; Robert Bowman  
**Subject:** FW: Request for New User Access to KAWC Website

**Importance:** High

Good afternoon, Robert and Kenneth. Your OAM user identification information is below. I have already tried your user ID and password and both work fine. I've also saved the respective passwords so that when you log in, the password will automatically populate. Please let me know if you have any difficulty. 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:** Beverly.Brassfield@amwater.com [mailto:Beverly.Brassfield@amwater.com]  
**Sent:** Thursday, July 14, 2011 3:17 PM  
**To:** Candice Deininger  
**Subject:** Re: Request for New User Access to KAWC Website

Hi Candice,

I will submit your new request to IT. I'm sorry. I did receive the information for your previous request but hadn't passed it along yet. I have pasted it below:

The new OAM user id 'kjohns@lexingtonky.gov' has been created for contract billing customer codes LFUCG & LFUCG2 in Kentucky.  
The user id for Robert Bowman has been update to 'rbowman2@lexingtonky.gov' and the password reset.

Log on information for Robert Bowman:  
user id: rbowman2@lexingtonky.gov  
password: rbowman212

Log on information for Kenneth Johns:  
user id: kjohns@lexingtonky.gov kjohns@112  
password: kjohns@112

NOTE: The 8th character in the password for Kenneth Johns is the lower case letter 'L' followed by the number one and number two.

Can you have them log in and verify that everything is working properly and let me know?

Thanks,

Beverly Brassfield  
Special Accounts Representative  
1-866-772-2228 Phone  
1-866-464-0232 Fax

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

To  
<Beverly.Brassfield@amwater.com>

To  
cc

07/14/2011 02:11  
PM

<Bryan.Siler@amwater.com>, "Carolyn  
E Knoll" <cknoll@lexingtonky.gov>,  
"Jose Rincon"  
<jrincon@lexingtonky.gov>

Subject  
Request for New User Access to KAWC  
Website

Good afternoon, Beverly. I have another request for user access to KAWC's website and have attached the completed form. Carolyn needs the same level of access/privileges as those for existing user Jose Rincon ( jrincon@lexingtonky.gov).

Also, has user access been established/updated for the two I submitted a week ago for Robert Bowman and Kenneth Johns?

Thanks for your help - 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

[attachment "OAM Set Up Form- Carrie Knoll.doc" deleted by Beverly D  
Brassfield/CALLCTR/CORP/AWWSC]

## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, July 14, 2011 3:46 PM  
**To:** Beverly.Brassfield@amwater.com  
**Subject:** RE: Request for New User Access to KAWC Website

Hi, Beverly, and thanks so much!! I'll try logging on with their information before I pass along to them.

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

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

**From:** Beverly.Brassfield@amwater.com [mailto:Beverly.Brassfield@amwater.com]  
**Sent:** Thursday, July 14, 2011 3:17 PM  
**To:** Candice Deininger  
**Subject:** Re: Request for New User Access to KAWC Website

Hi Candice,

I will submit your new request to IT. I'm sorry. I did receive the information for your previous request but hadn't passed it along yet. I have pasted it below:

The new OAM user id 'kjohns@lexingtonky.gov' has been created for contract billing customer codes LFUCG & LFUCG2 in Kentucky.  
The user id for Robert Bowman has been update to 'rbowman2@lexingtonky.gov' and the password reset.

Log on information for Robert Bowman:  
user id: rbowman2@lexingtonky.gov  
password: rbowman212

Log on information for Kenneth Johns:  
user id: kjohns@lexingtonky.gov kjohns@112  
password: kjohns@112

NOTE: The 8th character in the password for Kenneth Johns is the lower case letter 'L' followed by the number one and number two.

Can you have them log in and verify that everything is working properly and let me know?

Thanks,

Beverly Brassfield  
Special Accounts Representative  
1-866-772-2228 Phone  
1-866-464-0232 Fax

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

07/14/2011 02:11  
PM

To  
<Beverly.Brassfield@amwater.com>  
cc  
<Bryan.Siler@amwater.com>, "Carolyn  
E Knoll" <cknoll@lexingtonky.gov>,  
"Jose Rincon"  
<jrincon@lexingtonky.gov>

Subject  
Request for New User Access to KAWC  
Website

Good afternoon, Beverly. I have another request for user access to KAWC's website and have attached the completed form. Carolyn needs the same level of access/privileges as those for existing user Jose Rincon ( jrincon@lexingtonky.gov).

Also, has user access been established/updated for the two I submitted a week ago for Robert Bowman and Kenneth Johns?

Thanks for your help - 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

[attachment "OAM Set Up Form- Carrie Knoll.doc" deleted by Beverly D  
Brassfield/CALLCTR/CORP/AWWSC]

## Janet Graham

---

**From:** Beverly.Bradfield@amwater.com  
**Sent:** Thursday, July 14, 2011 3:17 PM  
**To:** Candice Deininger  
**Subject:** Re: Request for New User Access to KAWC Website

Hi Candice,

I will submit your new request to IT. I'm sorry. I did receive the information for your previous request but hadn't passed it along yet. I have pasted it below:

The new OAM user id 'kjohns@lexingtonky.gov' has been created for contract billing customer codes LFUCG & LFUCG2 in Kentucky.  
The user id for Robert Bowman has been update to 'rbowman2@lexingtonky.gov' and the password reset.

Log on information for Robert Bowman:  
user id: rbowman2@lexingtonky.gov  
password: rbowman212

Log on information for Kenneth Johns:  
user id: kjohns@lexingtonky.gov kjohns@112  
password: kjohns@112

NOTE: The 8th character in the password for Kenneth Johns is the lower case letter 'L' followed by the number one and number two.

Can you have them log in and verify that everything is working properly and let me know?

Thanks,

Beverly Brassfield  
Special Accounts Representative  
1-866-772-2228 Phone  
1-866-464-0232 Fax

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

07/14/2011 02:11  
PM

To  
<Beverly.Bradfield@amwater.com>

cc  
<Bryan.Siler@amwater.com>, "Carolyn  
E Knoll" <cknoll@lexingtonky.gov>,  
"Jose Rincon"  
<jrincon@lexingtonky.gov>

Subject  
Request for New User Access to KAWC  
Website

Good afternoon, Beverly. I have another request for user access to KAWC's website and have attached the completed form. Carolyn needs the same level of access/privileges as those for existing user Jose Rincon ( jrincon@lexingtonky.gov).

Also, has user access been established/updated for the two I submitted a week ago for Robert Bowman and Kenneth Johns?

Thanks for your help - 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

[attachment "OAM Set Up Form- Carrie Knoll.doc" deleted by Beverly D  
Brassfield/CALLCTR/CORP/AWWSC]



**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, July 14, 2011 3:12 PM  
**To:** Beverly.Brassfield@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Jose Rincon; Carolyn E Knoll  
**Subject:** Request for New User Access to KAWC Website

**Attachments:** OAM Set Up Form- Carrie Knoll.doc

Good afternoon, Beverly. I have another request for user access to KAWC's website and have attached the completed form. Carolyn needs the same level of access/privileges as those for existing user Jose Rincon ([jrincon@lexingtonky.gov](mailto:jrincon@lexingtonky.gov)).

Also, has user access been established/updated for the two I submitted a week ago for Robert Bowman and Kenneth Johns?

Thanks for your help – 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](mailto:cdeining@lexingtonky.gov)

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, July 14, 2011 9:39 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; kenneth johns  
**Subject:** RE: KAWC New Services - June 2011

Hello . . . I see the same characters as well - not sure, but didn't some of Scott's later files also show this configuration? It looks like the characters on lines not designated as 'Y' are dashes that presumably indicate not sewered and are for the lines where it has been labeled 'W' for water service. Would it be better if we removed the dashes?

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, July 14, 2011 9:33 AM  
**To:** Candice Deininger  
**Cc:** Kenneth Johns; Takisha.Walker@amwater.com  
**Subject:** Re: KAWC New Services - June 2011

Hi Candice,

I am having trouble seeing the Sewered column. I see "Y"s and jumbled characters. If you see the correct values in this column can you PDF it to me or something?

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** <Takisha.Walker@amwater.com>, "Kenneth Johns" <kjohns@lexingtonky.gov>  
**Date:** 07/14/2011 09:24 AM  
**Subject:** KAWC New Services - June 2011

Hi, Bryan! Here's the file containing the geocoded locations for new services for June 2011. If you have any questions, please let me know - thanks 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

[attachment "ONSET-NEW TAPS FOR JUNE 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, July 14, 2011 9:33 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; kenneth johns  
**Subject:** Re: KAWC New Services - June 2011

Hi Candice,

I am having trouble seeing the Sewered column. I see "Y"s and jumbled characters. If you see the correct values in this column can you PDF it to me or something?

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, "Kenneth Johns"  
<kjohns@lexingtonky.gov>  
Date: 07/14/2011 09:24 AM  
Subject: KAWC New Services - June 2011

Hi, Bryan! Here's the file containing the geocoded locations for new services for June 2011. If you have any questions, please let me know - thanks 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

[attachment "ONSET-NEW TAPS FOR JUNE 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]

**Sent:** Thursday, July 14, 2011 9:24 AM

**To:** Bryan.Siler@amwater.com

**Cc:** Takisha.Walker@amwater.com; kenneth johns

**Subject:** KAWC New Services - June 2011

**Attachments:** ONSET-NEW TAPS FOR JUNE 2011.xls

Hi, Bryan! Here's the file containing the geocoded locations for new services for June 2011. If you have any questions, please let me know – thanks 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

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, July 11, 2011 3:32 PM  
**To:** Sheila Long  
**Cc:** Candice Deininger  
**Subject:** Re: weekly file

**Attachments:** pic01416.gif



pic01416.gif (6  
KB)

These were processed with no errors.

(Embedded image moved to file: pic01416.gif)

\*\*\*\*\*

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

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Network Staff \ (Email\)" <NetworkStaff@lexingtonky.gov>  
Date: 07/11/2011 03:03 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 "HERC0711.TXT" deleted by Bryan Siler/KAWC/AWWSC]

## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, July 11, 2011 11:22 AM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: FW:

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: Monday, July 11, 2011 11:20 AM  
To: Candice Deininger  
Subject: Re: FW:

This has been processed.

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 07/01/2011 05:02 PM  
Subject: FW:

Hi, Bryan . . . here's the sewer tap-on report for June 2011 - thank you!!

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

From: Sheila Long  
Sent: Friday, July 01, 2011 4:05 PM  
To: Candice Deininger  
Subject:

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 "TAP062011R.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, July 11, 2011 11:20 AM  
**To:** Candice Deininger  
**Subject:** Re: FW:

This has been processed.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 07/01/2011 05:02 PM  
Subject: FW:

Hi, Bryan . . . here's the sewer tap-on report for June 2011 - thank you!!

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

From: Sheila Long  
Sent: Friday, July 01, 2011 4:05 PM  
To: Candice Deininger  
Subject:

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 "TAP062011R.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, July 08, 2011 1:27 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Jose Rincon  
**Subject:** Request To Apply Sewer User Exclusion Credits  
**Attachments:** ex070411.XLS

Good afternoon. Please find attached one spreadsheet containing 25 sewer user exclusion credits to be applied to customer accounts. Please let me know if you have any questions. Thank you very much and have a good weekend!

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:** Friday, July 08, 2011 12:18 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Hilori Morgan  
**Subject:** RE: Water Quality Management Fee Proration Issue

Thanks, Bryan - much appreciated!!!

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: Friday, July 08, 2011 12:11 PM  
To: Candice Deininger  
Cc: Hilori Morgan; Takisha.Walker@amwater.com  
Subject: Water Quality Management Fee Proration Issue

Candice,

Actually this is exactly what happened. These customers should have billed for 6/1-7/1. Our Billing Department failed to update the route that the non-mutuals are in and this caused them to bill for 5/1-6/1 again. The rate increase was effective on 5/20 to prevent the July bills (6/1-7/1) from prorating. Since these customers were billed again for 5/1-6/1 they prorated with the old and new rates.

This issue only affected 1,546 non-mutual accounts that have a bill date of 7/7/11. The customers' bills will have two line items for the Water Quality Management fee - one for each prorated period. No dates are shown on these line items.

Please let me know if you have any questions about this issue.

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
Date: 07/07/2011 03:56 PM  
Subject: RE: Premise 120135231 and Premise 120040089

Thanks for the update, Bryan - much appreciated!

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, July 07, 2011 3:34 PM  
To: Candice Deininger  
Cc: Hilori Morgan; Takisha.Walker@amwater.com  
Subject: Fw: Premise 120135231 and Premise 120040089

Candice,

I believe we found the issue. Somehow a date did not get updated correctly yesterday when our bill batches were processed. This caused the proration of the bills that were rendered yesterday that have a bill date of 7/7/11. I am verifying that this is the extent of the issue and will let you know once I have completed my investigation.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/07/2011 03:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
Date: 07/07/2011 12:02 PM  
Subject: Re: Premise 120135231 and Premise 120040089

Candice,

I am looking into this with our billing and rates department. I'll let you know what I find.

Everything I saw dated 7/1/11 billed correctly. I have found a few dated 7/7/11 that did this proration and I am not sure how widespread this is.

I should know something shortly.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
Date: 07/07/2011 10:58 AM  
Subject: Premise 120135231 and Premise 120040089

Hi, Bryan - Hope you got message about the above account and the water quality fee question. Here's a screenshot of the account:

(Embedded image moved to file: pic28138.jpg)

Also discovered the following account that was billed correctly:

(Embedded image moved to file: pic12183.jpg)

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:** Friday, July 08, 2011 12:11 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Hilori Morgan  
**Subject:** Water Quality Management Fee Proration Issue

Candice,

Actually this is exactly what happened. These customers should have billed for 6/1-7/1. Our Billing Department failed to update the route that the non-mutuals are in and this caused them to bill for 5/1-6/1 again. The rate increase was effective on 5/20 to prevent the July bills (6/1-7/1) from prorating. Since these customers were billed again for 5/1-6/1 they prorated with the old and new rates.

This issue only affected 1,546 non-mutual accounts that have a bill date of 7/7/11. The customers' bills will have two line items for the Water Quality Management fee - one for each prorated period. No dates are shown on these line items.

Please let me know if you have any questions about this issue.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
Date: 07/07/2011 03:56 PM  
Subject: RE: Premise 120135231 and Premise 120040089

Thanks for the update, Bryan - much appreciated!

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, July 07, 2011 3:34 PM  
To: Candice Deininger  
Cc: Hilori Morgan; Takisha.Walker@amwater.com  
Subject: Fw: Premise 120135231 and Premise 120040089

Candice,

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\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com

Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/07/2011 03:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
Date: 07/07/2011 12:02 PM  
Subject: Re: Premise 120135231 and Premise 120040089

Candice,

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I should know something shortly.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
Date: 07/07/2011 10:58 AM  
Subject: Premise 120135231 and Premise 120040089

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

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, July 08, 2011 11:25 AM  
**To:** Rachel.Cole@amwater.com; Takisha.Walker@amwater.com; Candice Deininger; Robin Adams; Mary.Money@amwater.com; AW\_-\_MI\_Requests@amwater.net; Susan.Lee@amwater.com; Samantha.Papa@amwater.com  
**Subject:** Managed Contract Billing  
**Attachments:** LFUCG 0611 MI Request.doc; Sadieville 0611 MI Request.doc; pic11192.gif



LFUCG 0611 MI Request.doc (6 K...  
Sadieville 0611 MI Request.doc...  
pic11192.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: LFUCG 0611 MI Request.doc) (See attached file: Sadieville 0611 MI Request.doc)

(Embedded image moved to file: pic11192.gif)

\*\*\*\*\*

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

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, July 07, 2011 3:57 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Hilori Morgan  
**Subject:** RE: Premise 120135231 and Premise 120040089

Thanks for the update, Bryan - much appreciated!

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, July 07, 2011 3:34 PM  
**To:** Candice Deininger  
**Cc:** Hilori Morgan; Takisha.Walker@amwater.com  
**Subject:** Fw: Premise 120135231 and Premise 120040089

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/07/2011 03:24 PM -----

**From:** Bryan Siler/KAWC/AWWSC  
**To:** "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
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**Date:** 07/07/2011 12:02 PM  
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Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>

To: <Bryan.Siler@amwater.com>  
Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
Date: 07/07/2011 10:58 AM  
Subject: Premise 120135231 and Premise 120040089

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

**Janet Graham**

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**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, July 07, 2011 3:34 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Hilori Morgan  
**Subject:** Fw: Premise 120135231 and Premise 120040089

**Attachments:** pic28138.jpg; pic12183.jpg



pic28138.jpg (6 KB)



pic12183.jpg (6 KB)

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

----- Forwarded by Bryan Siler/KAWC/AWWS on 07/07/2011 03:24 PM -----

**From:** Bryan Siler/KAWC/AWWS  
**To:** "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
**Cc:** "Hilori Morgan" <hmorgan@lexingtonky.gov>  
**Date:** 07/07/2011 12:02 PM  
**Subject:** Re: Premise 120135231 and Premise 120040089

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I should know something shortly.

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Hilori Morgan" <hmorgan@lexingtonky.gov>  
**Date:** 07/07/2011 10:58 AM  
**Subject:** Premise 120135231 and Premise 120040089

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(Embedded image moved to file: pic28138.jpg)

Also discovered the following account that was billed correctly:

(Embedded image moved to file: pic12183.jpg)

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:** Thursday, July 07, 2011 11:52 AM  
**To:** Hilori Morgan  
**Cc:** Cassie Felty; Candice Deininger; Julie Mantrom  
**Subject:** Re: FW: Service Address Change

This has been done.

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

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Cassie Felty" <mfelty@lexingtonky.gov>, "Julie Mantrom"  
<jmantrom@lexingtonky.gov>, "Candice Deininger"  
<cdeining@lexingtonky.gov>  
Date: 07/07/2011 10:27 AM  
Subject: FW: Service Address Change

Bryan,

I sent this request for a service address change on May 13, 2011, but it has not yet been completed. Can you please double-check for me and make the change, if necessary?

Thanks!  
Hilori

Thank you,

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

From: Hilori Morgan  
Sent: Friday, May 13, 2011 10:59 AM  
To: 'Bryan.Siler@amwater.com'  
Subject: Service Address Change

If you have any questions, please give me a call. I hope you have a good weekend.

Thank you,

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

[attachment "120135665CHANGE.doc" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, July 07, 2011 11:20 AM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** RE: Fw: Access to KAWC Website

**Attachments:** OAM Set Up Form revised 7 15 09.doc



OAM Set Up Form  
revised 7 15 0...

Good morning, Beverly. I hope I completed the attached form correctly. These two LFUCG employees need the same level of access/privileges as current user Scott Dickison (sdickison@lexingtonky.gov). Please let me know if anything further is needed. And thanks for your help in getting them set up as quickly as possible!!

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

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

**From:** Beverly.Brassfield@amwater.com [mailto:Beverly.Brassfield@amwater.com] On Behalf Of specialaccts@amwater.com  
**Sent:** Thursday, July 07, 2011 10:46 AM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** Re: Fw: Access to KAWC Website

Hi Candice,

Setting up access for new users to OAM requires an IT ticket. Please fill out and return the attached Usage Data Request Form and we can submit it to IT to have access for your new users set up.

Thanks,

Beverly Brassfield  
Special Accounts Representative

(See attached file: OAM Set Up Form revised 7.15.09.doc)

Bryan  
Siler/KAWC/AWWSC

07/07/2011 08:18  
AM

CSC\_Special\_Accounts/AWWSC@AWW

To  
cc

Subject  
Fw: Access to KAWC Website

Hello,

Can these two people be set up for access to the Online Account Manager?  
If rbowman2@lexingtonky.gov is already set up he will need a new password.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/07/2011 09:20 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Scott Dickison" <sdickison@lexingtonky.gov>, "Robert Bowman"  
<rbowman2@lexingtonky.gov>, "Kenneth Johns"  
<kjohns@lexingtonky.gov>  
Date: 07/06/2011 10:24 AM  
Subject: Access to KAWC Website

Good morning, Bryan. As Scott stated in an email last week, his time with LFUCG is coming to an end this Friday, July 8. His departure leaves a huge void in our processes that deal with KAWC, and he will be missed greatly. His duties are being reassigned to two individuals who will need the same level of access to KAWC as did Scott; their names are Robert Bowman (rbowman2@lexingtonky.gov) and Kenneth Johns (kjohns@lexingtonky.gov). Would you kindly take care of this for us at your earliest convenience - thank you!!

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, July 07, 2011 11:01 AM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: Access to KAWC Website

Not a problem, I know how things change!

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, July 07, 2011 11:00 AM  
To: Candice Deininger  
Subject: Fw: Access to KAWC Website

Sorry, used to be easier.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/07/2011 11:02 AM -----

From: CSC\_Special\_Accounts/AWWSC  
To: cdeining@lexingtonky.gov  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/07/2011 10:46 AM  
Subject: Re: Fw: Access to KAWC Website  
Sent by: Beverly D Brassfield

Hi Candice,

Setting up access for new users to OAM requires an IT ticket. Please fill out and return the attached Usage Data Request Form and we can submit it to IT to have access for your new users set up.

Thanks,

Beverly Brassfield  
Special Accounts Representative

(See attached file: OAM Set Up Form revised 7.15.09.doc)

Bryan  
Siler/KAWC/AWWSC

07/07/2011 08:18  
AM

CSC\_Special\_Accounts/AWWSC@AWW

To  
cc

Subject  
Fw: Access to KAWC Website

Hello,

Can these two people be set up for access to the Online Account Manager?  
If rbowman2@lexingtonky.gov is already set up he will need a new password.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSA on 07/07/2011 09:20 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Scott Dickison" <sdickison@lexingtonky.gov>, "Robert Bowman"  
<rbowman2@lexingtonky.gov>, "Kenneth Johns"  
<kjohns@lexingtonky.gov>  
Date: 07/06/2011 10:24 AM  
Subject: Access to KAWC Website

Good morning, Bryan. As Scott stated in an email last week, his time with LFUCG is coming to an end this Friday, July 8. His departure leaves a huge void in our processes that deal with KAWC, and he will be missed greatly. His duties are being reassigned to two individuals who will need the same level of access to KAWC as did Scott; their names are Robert Bowman (rbowman2@lexingtonky.gov) and Kenneth Johns (kjohns@lexingtonky.gov). Would you kindly take care of this for us at your earliest convenience - thank you!!

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:** Thursday, July 07, 2011 11:00 AM  
**To:** Candice Deininger  
**Subject:** Fw: Access to KAWC Website

**Attachments:** OAM Set Up Form revised 7.15.09.doc



OAM Set Up Form  
revised 7.15.0...

Sorry, used to be easier.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/07/2011 11:02 AM -----

**From:** CSC\_Special\_Accounts/AWWSC  
**To:** cdeining@lexingtonky.gov  
**Cc:** Bryan Siler/KAWC/AWWSC@AWW  
**Date:** 07/07/2011 10:46 AM  
**Subject:** Re: Fw: Access to KAWC Website  
**Sent by:** Beverly D Brassfield

Hi Candice,

Setting up access for new users to OAM requires an IT ticket. Please fill out and return the attached Usage Data Request Form and we can submit it to IT to have access for your new users set up.

Thanks,

Beverly Brassfield  
Special Accounts Representative

(See attached file: OAM Set Up Form revised 7.15.09.doc)

Bryan  
Siler/KAWC/AWWSC

07/07/2011 08:18  
AM

CSC\_Special\_Accounts/AWWSC@AWW

To  
cc

Subject  
Fw: Access to KAWC Website

Hello,

Can these two people be set up for access to the Online Account Manager?

If rbowman2@lexingtonky.gov is already set up he will need a new password.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSA on 07/07/2011 09:20 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Scott Dickison" <sdickison@lexingtonky.gov>, "Robert Bowman"  
<rbowman2@lexingtonky.gov>, "Kenneth Johns"  
<kjohns@lexingtonky.gov>  
Date: 07/06/2011 10:24 AM  
Subject: Access to KAWC Website

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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



**Janet Graham**

---

**From:** specialaccts@amwater.com  
**Sent:** Thursday, July 07, 2011 10:46 AM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** Re: Fw: Access to KAWC Website

**Attachments:** OAM Set Up Form revised 7.15.09.doc



OAM Set Up Form  
revised 7.15.0...

Hi Candice,

Setting up access for new users to OAM requires an IT ticket. Please fill out and return the attached Usage Data Request Form and we can submit it to IT to have access for your new users set up.

Thanks,

Beverly Brassfield  
Special Accounts Representative

(See attached file: OAM Set Up Form revised 7.15.09.doc)

Bryan  
Siler/KAWC/AWWSC

07/07/2011 08:18  
AM

CSC\_Special\_Accounts/AWWSC@AWW

To

cc

Subject

Fw: Access to KAWC Website

Hello,

Can these two people be set up for access to the Online Account Manager?  
If rbowman2@lexingtonky.gov is already set up he will need a new password.

Thanks.

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

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**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Scott Dickison" <sdickison@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Kenneth Johns" <kjohns@lexingtonky.gov>

Date: 07/06/2011 10:24 AM  
Subject: Access to KAWC Website

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

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, July 07, 2011 9:25 AM  
**To:** Mike Smith  
**Cc:** Candice Deininger; Sheila Long  
**Subject:** Re: weekly if is attached

**Attachments:** pic12529.gif; pic22549.jpg



pic12529.gif (6  
KB)



pic22549.jpg (2  
KB)

These were processed with no errors.

(Embedded image moved to file: pic12529.gif)

\*\*\*\*\*

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

**From:** "Mike Smith" <mikes@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Sheila Long" <slong@lexingtonky.gov>, "Candice Deininger"  
<cdeining@lexingtonky.gov>  
**Date:** 07/05/2011 04:46 PM  
**Subject:** weekly if is attached

Thank you !

Michael S. Smith  
Computer Operations Manager  
Help Desk Manager  
Cell Phone Administrator  
Division of Computer Services - Suite # 718 200 East Main Street - Lexington, KY 40507  
859-258-3730 mikes@lexingtonky.gov  
(Embedded image moved to file: pic22549.jpg)HDI CERTIFIED

[attachment "HERC0705.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, July 07, 2011 9:24 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** kenneth johns; Robert Bowman; Scott Dickison  
**Subject:** RE: Access to KAWC Website

Thanks very much, Bryan!

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, July 07, 2011 9:20 AM  
To: Candice Deininger  
Cc: Kenneth Johns; Robert Bowman; Scott Dickison  
Subject: Re: Access to KAWC Website

Candice,

I sent this request in. They are usually pretty quick to turn it around.

Good Luck Scott!!!

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Scott Dickison" <sdickison@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Kenneth Johns" <kjohns@lexingtonky.gov>  
Date: 07/06/2011 10:24 AM  
Subject: Access to KAWC Website

Good morning, Bryan. As Scott stated in an email last week, his time with LFUCG is coming to an end this Friday, July 8. His departure leaves a huge void in our processes that deal with KAWC, and he will be missed greatly. His duties are being reassigned to two individuals who will need the same level of access to KAWC as did Scott; their names are Robert Bowman (rbowman2@lexingtonky.gov) and Kenneth Johns (kjohns@lexingtonky.gov). Would you kindly take care of this for us at your earliest convenience - thank you!!

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:** Thursday, July 07, 2011 9:20 AM  
**To:** Candice Deininger  
**Cc:** kenneth johns; Robert Bowman; Scott Dickison  
**Subject:** Re: Access to KAWC Website

Candice,

I sent this request in. They are usually pretty quick to turn it around.

Good Luck Scott!!!

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Scott Dickison" <sdickison@lexingtonky.gov>, "Robert Bowman"  
<rbowman2@lexingtonky.gov>, "Kenneth Johns"  
<kjohns@lexingtonky.gov>  
Date: 07/06/2011 10:24 AM  
Subject: Access to KAWC Website

Good morning, Bryan. As Scott stated in an email last week, his time with LFUCG is coming to an end this Friday, July 8. His departure leaves a huge void in our processes that deal with KAWC, and he will be missed greatly. His duties are being reassigned to two individuals who will need the same level of access to KAWC as did Scott; their names are Robert Bowman (rbowman2@lexingtonky.gov) and Kenneth Johns (kjohns@lexingtonky.gov). Would you kindly take care of this for us at your earliest convenience - thank you!!

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

**Janet Graham**

---

**From:** Scott Dickison [sdickison@lexingtonky.gov]  
**Sent:** Wednesday, July 06, 2011 10:26 AM  
**To:** Bryan.Siler@amwater.com; Candice Deininger  
**Cc:** kenneth johns; Robert Bowman  
**Subject:** RE: Access to KAWC Website

I think that Robert Bowman already has it so he's okay. You might want to check and see if his account is still active because I believe it's been some time since he has used it – if ever.

---

**From:** Candice Deininger  
**Sent:** Wednesday, July 06, 2011 10:25 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** Scott Dickison; Robert Bowman; Kenneth Johns  
**Subject:** Access to KAWC Website

Good morning, Bryan. As Scott stated in an email last week, his time with LFUCG is coming to an end this Friday, July 8. His departure leaves a huge void in our processes that deal with KAWC, and he will be missed greatly. His duties are being reassigned to two individuals who will need the same level of access to KAWC as did Scott; their names are Robert Bowman ([rbowman2@lexingtonky.gov](mailto:rbowman2@lexingtonky.gov)) and Kenneth Johns ([kjohns@lexingtonky.gov](mailto:kjohns@lexingtonky.gov)). Would you kindly take care of this for us at your earliest convenience – thank you!!

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

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]

**Sent:** Wednesday, July 06, 2011 10:25 AM

**To:** Bryan.Siler@amwater.com

**Cc:** kenneth johns; Robert Bowman; Scott Dickison

**Subject:** Access to KAWC Website

Good morning, Bryan. As Scott stated in an email last week, his time with LFUCG is coming to an end this Friday, July 8. His departure leaves a huge void in our processes that deal with KAWC, and he will be missed greatly. His duties are being reassigned to two individuals who will need the same level of access to KAWC as did Scott; there names are Robert Bowman ([rbowman2@lexingtonky.gov](mailto:rbowman2@lexingtonky.gov)) and Kenneth Johns ([kjohns@lexingtonky.gov](mailto:kjohns@lexingtonky.gov)). Would you kindly take care of this for us at your earliest convenience – thank you!!

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

## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Friday, July 01, 2011 9:41 AM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger  
**Subject:** Kentucky June ACH Disbursements

**Attachments:** ACHRec11.xls



ACHRec11.xls (6  
KB)

Attached you will find your ACH spreadsheet for the month of June.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day. Please have a Safe and Wonderful 4th of July.

(See attached file: ACHRec11.xls)

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:** Bryan.Siler@amwater.com  
**Sent:** Monday, June 27, 2011 4:40 PM  
**To:** Candice Deininger  
**Subject:** Re: weekly file

**Attachments:** pic03306.gif



pic03306.gif (6  
KB)

This file was processed with no errors.

(Embedded image moved to file: pic03306.gif)

\*\*\*\*\*

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

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Mike Smith" <mikes@lexingtonky.gov>  
Date: 06/27/2011 04:19 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 "HERC0627.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, June 22, 2011 4:28 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Scott Dickison  
**Subject:** RE: May 2011 New Services

I requested to stop sewer on the one premise and they others were fine. I think we're good.

Thanks.

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: "Scott Dickison" <sdickison@lexingtonky.gov>  
Cc: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>  
Date: 06/22/2011 04:24 PM  
Subject: RE: May 2011 New Services

Thanks, Scott!!

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

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

From: Scott Dickison  
Sent: Wednesday, June 22, 2011 4:24 PM  
To: Candice Deininger  
Cc: Bryan.Siler@amwater.com; Takisha.Walker@amwater.com  
Subject: Re: May 2011 New Services

They were hydrant meters.

On Jun 22, 2011, at 4:12 PM, "Candice Deininger"  
<cdeining@lexingtonky.gov> wrote:

> Hello . . . I'll go back and look at the address - they may have been  
> overlooked.

>  
> 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, June 22, 2011 4:06 PM  
> To: Candice Deininger  
> Cc: Scott Dickison; Takisha.Walker@amwater.com  
> Subject: Re: May 2011 New Services  
>

> Candice,  
>  
> What about the following premises:  
>  
> 120137384  
> 120137334  
> 120137343  
>  
> Thanks.  
>  
> \*\*\*\*\*  
> Bryan Siler  
> Eastern Division  
> bryan.siler@amwater.com  
> Phone: (859) 268-6350  
>  
>  
>  
>  
> From: "Candice Deininger" <cdeining@lexingtonky.gov>  
> To: <Bryan.Siler@amwater.com>  
> Cc: <Takisha.Walker@amwater.com>, "Scott Dickison"  
> <sdickison@lexingtonky.gov>  
> Date: 06/21/2011 04:05 PM  
> Subject: May 2011 New Services  
>  
>  
>  
> Good afternoon, Bryan. Attached is the file containing the geocoded  
> locations for new services for May 2011. Thanks 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  
> [attachment "ONSET-NEW TAPS FOR MAY 2011.xls" deleted by Bryan  
> Siler/KAWC/AWWSC]  
>

## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, June 22, 2011 4:25 PM  
**To:** Scott Dickison  
**Cc:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com  
**Subject:** RE: May 2011 New Services

Thanks, Scott!!

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

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

**From:** Scott Dickison  
**Sent:** Wednesday, June 22, 2011 4:24 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com  
**Subject:** Re: May 2011 New Services

They were hydrant meters.

On Jun 22, 2011, at 4:12 PM, "Candice Deininger" <cdeining@lexingtonky.gov> wrote:

> Hello . . . I'll go back and look at the address - they may have been  
> overlooked.

>  
> 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, June 22, 2011 4:06 PM  
> **To:** Candice Deininger  
> **Cc:** Scott Dickison; Takisha.Walker@amwater.com  
> **Subject:** Re: May 2011 New Services

> Candice,

> What about the following premises:

>  
> 120137384  
> 120137334  
> 120137343

> Thanks.

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

>  
>  
>

>  
>  
> From: "Candice Deininger" <cdeining@lexingtonky.gov>  
> To: <Bryan.Siler@amwater.com>  
> Cc: <Takisha.Walker@amwater.com>, "Scott Dickison"  
> <sdickison@lexingtonky.gov>  
> Date: 06/21/2011 04:05 PM  
> Subject: May 2011 New Services  
>  
>  
>  
> Good afternoon, Bryan. Attached is the file containing the geocoded  
> locations for new services for May 2011. Thanks 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  
> [attachment "ONSET-NEW TAPS FOR MAY 2011.xls" deleted by Bryan  
> Siler/KAWC/AWWSC]  
>

**Janet Graham**

---

**From:** Scott Dickison [sdickison@lexingtonky.gov]  
**Sent:** Wednesday, June 22, 2011 4:24 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com  
**Subject:** Re: May 2011 New Services

They were hydrant meters.

On Jun 22, 2011, at 4:12 PM, "Candice Deininger" <cdeining@lexingtonky.gov> wrote:

> Hello . . . I'll go back and look at the address - they may have been  
> overlooked.

>  
> 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, June 22, 2011 4:06 PM  
> To: Candice Deininger  
> Cc: Scott Dickison; Takisha.Walker@amwater.com  
> Subject: Re: May 2011 New Services

> Candice,

> What about the following premises:

> 120137384  
> 120137334  
> 120137343

> Thanks.

> \*\*\*\*\*

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

> From: "Candice Deininger" <cdeining@lexingtonky.gov>  
> To: <Bryan.Siler@amwater.com>  
> Cc: <Takisha.Walker@amwater.com>, "Scott Dickison"  
> <sdickison@lexingtonky.gov>  
> Date: 06/21/2011 04:05 PM  
> Subject: May 2011 New Services

> Good afternoon, Bryan. Attached is the file containing the geocoded  
> locations for new services for May 2011. Thanks 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  
> [attachment "ONSET-NEW TAPS FOR MAY 2011.xls" deleted by Bryan  
> Siler/KAWC/AWWSC]  
>

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, June 22, 2011 4:23 PM  
**To:** Sheila Powell  
**Cc:** Candice Deininger  
**Subject:** Re: FW: Message from SSAD201524

Hi Sheila,

In the future please send this type of e-mail to kawc.fieldservices@amwater.com. That way the tellers will be sure to receive the information.

For now, you can continue to send the other e-mails to me. Thanks.

\*\*\*\*\*

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

From: "Sheila Powell" <sheilap@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 06/22/2011 04:12 PM  
Subject: FW: Message from SSAD201524

Please be advised that the email is her Sewer and Landfill payment's on reducing KAWC customers water bills will be mailed out tomorrow.

Have a nice day.

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

From: SSAD201524@lexingtonky.gov [mailto:SSAD201524@lexingtonky.gov]  
Sent: Wednesday, June 22, 2011 11:49 PM  
To: Sheila Powell  
Subject: Message from SSAD201524

Image data from SSAD201524  
[attachment "SSAD20152411062303480.pdf" deleted by Bryan Siler/KAWC/AWWSC]



**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, June 22, 2011 4:12 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Scott Dickison  
**Subject:** RE: May 2011 New Services

Hello . . . I'll go back and look at the address - they may have been overlooked.

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, June 22, 2011 4:06 PM  
To: Candice Deininger  
Cc: Scott Dickison; Takisha.Walker@amwater.com  
Subject: Re: May 2011 New Services

Candice,

What about the following premises:

120137384  
120137334  
120137343

Thanks.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, "Scott Dickison"  
<sdickison@lexingtonky.gov>  
Date: 06/21/2011 04:05 PM  
Subject: May 2011 New Services

Good afternoon, Bryan. Attached is the file containing the geocoded locations for new services for May 2011. Thanks 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

[attachment "ONSET-NEW TAPS FOR MAY 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, June 22, 2011 4:05 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Scott Dickison  
**Subject:** Re: May 2011 New Services

Candice,

What about the following premises:

120137384  
120137334  
120137343

Thanks.

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, "Scott Dickison"  
<sdickison@lexingtonky.gov>  
Date: 06/21/2011 04:05 PM  
Subject: May 2011 New Services

Good afternoon, Bryan. Attached is the file containing the geocoded locations for new services for May 2011. Thanks 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

[attachment "ONSET-NEW TAPS FOR MAY 2011.xls" deleted by Bryan Siler/KAWC/AWWS]

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, June 21, 2011 8:18 AM  
**To:** Candice Deininger  
**Subject:** Fw: file for this week.

**Attachments:** pic26869.gif; HERC0620.TXT



pic26869.gif (6  
KB)



HERC0620.TXT (6  
KB)

Hi Candice,

This file was processed without any errors.

(Embedded image moved to file: pic26869.gif)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWS on 06/21/2011 08:19 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 06/20/2011 09:23 PM  
Subject: file for this week.

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  
(See attached file: HERC0620.TXT)

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]

**Sent:** Tuesday, June 21, 2011 4:06 PM

**To:** Bryan.Siler@amwater.com

**Cc:** Takisha.Walker@amwater.com; Scott Dickison

**Subject:** May 2011 New Services

**Attachments:** ONSET-NEW TAPS FOR MAY 2011.xls

Good afternoon, Bryan. Attached is the file containing the geocoded locations for new services for May 2011. Thanks 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:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, June 22, 2011 2:49 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Jose Rincon  
**Subject:** Request To Apply Sewer User Exclusion Credits  
**Attachments:** ex062011.XLS

Good afternoon. Please find attached one spreadsheet containing 30 sewer user exclusion credits to be applied to customer accounts. Please let me know if you have any questions. Thank you 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:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, June 21, 2011 11:45 AM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Jose Rincon  
**Subject:** Request To Apply Extra-Strength Sewer Charges  
**Attachments:** es061711.XLS

Good morning. Please find attached one spreadsheet containing 14 extra-strength sewer charges 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

## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, June 20, 2011 2:04 PM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: weekly file is attached

Thanks, Bryan!

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, June 20, 2011 2:02 PM  
Cc: Candice Deininger  
Subject: Re: weekly file is attached

Hi Candice,

This file was processed with no errors.

(Embedded image moved to file: pic31556.gif)

\*\*\*\*\*

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

From: "Mike Smith" <mikes@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>  
Date: 06/13/2011 10:32 AM  
Subject: weekly file is attached

Thank you !

Michael S. Smith  
Computer Operations Manager  
Help Desk Manager  
Cell Phone Administrator  
Division of Computer Services - Suite # 718 200 East Main Street - Lexington, KY 40507  
859-258-3730 mikes@lexingtonky.gov  
(Embedded image moved to file: pic22798.jpg)HDI CERTIFIED

[attachment "HERC0613.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, June 20, 2011 2:02 PM  
**Cc:** Candice Deininger  
**Subject:** Re: weekly file is attached

**Attachments:** pic31556.gif; pic22798.jpg



pic31556.gif (6 KB)



pic22798.jpg (2 KB)

Hi Candice,

This file was processed with no errors.

(Embedded image moved to file: pic31556.gif)

\*\*\*\*\*

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

From: "Mike Smith" <mikes@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>  
Date: 06/13/2011 10:32 AM  
Subject: weekly file is attached

Thank you !

Michael S. Smith  
Computer Operations Manager  
Help Desk Manager  
Cell Phone Administrator  
Division of Computer Services - Suite # 718 200 East Main Street - Lexington, KY 40507  
859-258-3730 mikes@lexingtonky.gov  
(Embedded image moved to file: pic22798.jpg)HDI CERTIFIED

[attachment "HERC0613.TXT" deleted by Bryan Siler/KAWC/AWWSC]



**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, June 09, 2011 2:41 PM  
**To:** Rachel.Cole@amwater.com; Takisha.Walker@amwater.com; Candice Deininger; Robin Adams; Mary.Money@amwater.com; Susan.Lee@amwater.com; Samantha.Papa@amwater.com  
**Subject:** Managed Contract Billing  
**Attachments:** LFUCG 0511 MI Request.doc; Sadieville 0511 MI Request.doc; pic04860.gif



LFUCG 0511 MI Request.doc (6 K...  
Sadieville 0511 MI Request.doc...  
pic04860.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: LFUCG 0511 MI Request.doc) (See attached file: Sadieville 0511 MI Request.doc)

(Embedded image moved to file: pic04860.gif)

\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, June 08, 2011 10:47 AM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: file for week

Thanks, Bryan - I'll have computer services delete that record, if they can.

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, June 08, 2011 10:36 AM  
**To:** Candice Deininger  
**Subject:** RE: file for week

Yeah, it was the error last week. You gave me that second premise that it should be. This week, they both showed up.

Thanks.

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Date:** 06/08/2011 10:11 AM  
**Subject:** RE: file for week

Hello . . . are you referring to the invalid account number? If so, I'll let our computer folks to delete it . . .

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, June 08, 2011 9:52 AM  
**To:** Candice Deininger  
**Subject:** Fw: file for week

Candice,

Both of these premise numbers showed up on this report. I ignored the invalid one. Did you mean for it to come off your report?

080538057 0  
120040367 4

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWS on 06/08/2011 09:19 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Mike Smith" <mikes@lexingtonky.gov>  
Date: 06/07/2011 05:30 PM  
Subject: file for week

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  
(See attached file: HERC0606.TXT)

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, June 08, 2011 10:36 AM  
**To:** Candice Deininger  
**Subject:** RE: file for week

Yeah, it was the error last week. You gave me that second premise that it should be. This week, they both showed up.

Thanks.

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Date:** 06/08/2011 10:11 AM  
**Subject:** RE: file for week

Hello . . . are you referring to the invalid account number? If so, I'll let our computer folks to delete it . . .

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, June 08, 2011 9:52 AM  
**To:** Candice Deininger  
**Subject:** Fw: file for week

Candice,

Both of these premise numbers showed up on this report. I ignored the invalid one. Did you mean for it to come off your report?

080538057 0  
120040367 4

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/08/2011 09:19 AM -----

**From:** "Sheila Long" <slong@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Mike Smith" <mikes@lexingtonky.gov>  
**Date:** 06/07/2011 05:30 PM  
**Subject:** file for week

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  
(See attached file: HERC0606.TXT)

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, June 08, 2011 10:11 AM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: file for week

Hello . . . are you referring to the invalid account number? If so, I'll let our computer folks to delete it . . .

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, June 08, 2011 9:52 AM  
**To:** Candice Deininger  
**Subject:** Fw: file for week

Candice,

Both of these premise numbers showed up on this report. I ignored the invalid one. Did you mean for it to come off your report?

|           |   |
|-----------|---|
| 080538057 | 0 |
| 120040367 | 4 |

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/08/2011 09:19 AM -----

**From:** "Sheila Long" <slong@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Mike Smith" <mikes@lexingtonky.gov>  
**Date:** 06/07/2011 05:30 PM  
**Subject:** file for week

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  
(See attached file: HERC0606.TXT)

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, June 08, 2011 9:52 AM  
**To:** Candice Deininger  
**Subject:** Fw: file for week

**Attachments:** HERC0606.TXT



HERC0606.TXT (6  
KB)

Candice,

Both of these premise numbers showed up on this report. I ignored the invalid one. Did you mean for it to come off your report?

|           |   |
|-----------|---|
| 080538057 | 0 |
| 120040367 | 4 |

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWS on 06/08/2011 09:19 AM -----

**From:** "Sheila Long" <slong@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Mike Smith" <mikes@lexingtonky.gov>  
**Date:** 06/07/2011 05:30 PM  
**Subject:** file for week

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  
(See attached file: HERC0606.TXT)

**Janet Graham**

---

**From:** Hilori Morgan [hmorgan@lexingtonky.gov]  
**Sent:** Wednesday, June 08, 2011 10:11 AM  
**To:** Candice Deininger  
**Subject:** Credit Adjustment Request  
**Attachments:** June 8, 2011.xls

Thanks!

Thank you,

*Hilori Morgan*

LFUCG Division of Water Quality  
125 Lisle Industrial Avenue, Suite 180  
Lexington, KY 40511  
859.425.2507 direct line  
[hmorgan@lexingtonky.gov](mailto:hmorgan@lexingtonky.gov)



## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Wednesday, June 01, 2011 11:40 PM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger  
**Subject:** Kentucky May ACH Disbursements

**Attachments:** ACHRec11.xls



ACHRec11.xls (6  
KB)

Attached you will find your ACH spreadsheet for the month of May.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.

(See attached file: ACHRec11.xls)

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:** Wednesday, June 01, 2011 8:40 AM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: FW: weekly file

Okay, that's fine . . .

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, June 01, 2011 8:40 AM  
To: Candice Deininger  
Subject: Re: FW: weekly file

Hi Candice,

I was going to change it but that premise is already at 2.

(Embedded image moved to file: pic18846.gif)

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 06/01/2011 08:15 AM  
Subject: FW: weekly file

Good morning, Bryan. The correct premise number for that record is 120040367. I've changed it in our files. 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: Mike Smith  
Sent: Wednesday, June 01, 2011 8:07 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Sheila Long; Candice Deininger  
Subject: FW: weekly file

Hi Bryan:

Beginning next week instead of sending this information to Sheila and myself, would you send it to Candice Deininger instead, please? She is the one who would process the information.

Thank you !

Michael S. Smith  
Computer Operations Manager  
Help Desk Manager  
Cell Phone Administrator  
Division of Computer Services - Suite # 718 200 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: Tuesday, May 31, 2011 4:27 PM  
To: Sheila Long  
Cc: Mike Smith  
Subject: Re: weekly file

These were processed with one error.

(Embedded image moved to file: pic27577.gif)

\*\*\*\*\*

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

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Mike Smith" <mikes@lexingtonky.gov>  
Date: 05/31/2011 04:24 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 "HERC0531.TXT" deleted by Bryan Siler/KAWC/AWWSC] [attachment "pic27577.gif"  
deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, June 01, 2011 8:40 AM  
**To:** Candice Deininger  
**Subject:** Re: FW: weekly file

**Attachments:** pic18846.gif



pic18846.gif (6 KB)

Hi Candice,

I was going to change it but that premise is already at 2.

(Embedded image moved to file: pic18846.gif)

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 06/01/2011 08:15 AM  
Subject: FW: weekly file

Good morning, Bryan. The correct premise number for that record is 120040367. I've changed it in our files. 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: Mike Smith  
Sent: Wednesday, June 01, 2011 8:07 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Sheila Long; Candice Deininger  
Subject: FW: weekly file

Hi Bryan:

Beginning next week instead of sending this information to Sheila and myself, would you send it to Candice Deininger instead, please? She is the one who would process the information.

Thank you !

Michael S. Smith  
Computer Operations Manager  
Help Desk Manager  
Cell Phone Administrator  
Division of Computer Services - Suite # 718 200 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: Tuesday, May 31, 2011 4:27 PM  
To: Sheila Long  
Cc: Mike Smith  
Subject: Re: weekly file

These were processed with one error.

(Embedded image moved to file: pic27577.gif)

\*\*\*\*\*

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

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Mike Smith" <mikes@lexingtonky.gov>  
Date: 05/31/2011 04:24 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 "HERC0531.TXT" deleted by Bryan Siler/KAWC/AWWSC] [attachment "pic27577.gif"  
deleted by Bryan Siler/KAWC/AWWSC]

## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, June 01, 2011 8:16 AM  
**To:** Bryan.Siler@amwater.com  
**Subject:** FW: weekly file

**Attachments:** pic27577.gif



pic27577.gif (6  
KB)

Good morning, Bryan. The correct premise number for that record is 120040367. I've changed it in our files. 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:** Mike Smith  
**Sent:** Wednesday, June 01, 2011 8:07 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** Sheila Long; Candice Deininger  
**Subject:** FW: weekly file

Hi Bryan:

Beginning next week instead of sending this information to Sheila and myself, would you send it to Candice Deininger instead, please? She is the one who would process the information.

Thank you !

Michael S. Smith  
Computer Operations Manager  
Help Desk Manager  
Cell Phone Administrator  
Division of Computer Services - Suite # 718 200 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:** Tuesday, May 31, 2011 4:27 PM  
**To:** Sheila Long  
**Cc:** Mike Smith  
**Subject:** Re: weekly file

These were processed with one error.

(Embedded image moved to file: pic27577.gif)

\*\*\*\*\*

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

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Mike Smith" <mikes@lexingtonky.gov>  
Date: 05/31/2011 04:24 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 "HERC0531.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, May 20, 2011 4:36 PM  
**To:** Candice Deininger  
**Subject:** Re: 30% Discount Coding

We will work on this next week. Have a great weekend.

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>  
Date: 05/20/2011 04:18 PM  
Subject: 30% Discount Coding

Good afternoon, Bryan. Attached is the file containing the name of a client from Adult Services whose accounts need to be coded to receive the 30% discount. If you have any questions, kindly contact Sheila. Thank you and have a good weekend!

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

[attachment "Friday May 20 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]



**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, May 20, 2011 4:13 PM  
**To:** Sheila Powell  
**Subject:** RE: 30% Sewer User Discount on KAWC clients bill for the week ending 05-20-2011

Hi, Sheila, and thank you!! Hope you have a great weekend, too!!

Candice 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, May 20, 2011 4:10 PM  
**To:** Candice Deininger  
**Subject:** 30% Sewer User Discount on KAWC clients bill for the week ending 05-20-2011

Only one this week Candice, enjoy your weekend.

Sheila Powell, Administrative Specialist  
Division of Adult & Tenant Services  
1055 Industry Road  
Lexington, KY. 40505  
Phone: 859- 258-3811  
Fax: 859-425-2055  
Email: [SheilaP@Lexingtonky.gov](mailto:SheilaP@Lexingtonky.gov)

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]

**Sent:** Friday, May 20, 2011 3:46 PM

**To:** specialaccts@amwater.com

**Cc:** Bryan.Siler@amwater.com; Jose Rincon

**Subject:** Request To Apply Extra-Strength Sewer Charges

**Attachments:** es051911.XLS

Good afternoon. Please find attached one spreadsheet containing 15 extra-strength sewer charges to be applied to customer accounts. Kindly let me know if you have any questions. Thanks very much and have a good weekend!

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:** Thursday, May 19, 2011 10:28 AM  
**To:** Sheila Powell  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger; Cheryl Talbert  
**Subject:** Re: FW: Message from SSAD201524

Sheila,

These payments were applied on May 17, 2011.

\*\*\*\*\*

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

From: "Sheila Powell" <sheilap@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Cheryl Talbert" <ctalbert@lexingtonky.gov>  
Date: 05/19/2011 10:19 AM  
Subject: FW: Message from SSAD201524

Good Morning Bryan

I spoke with you last week regarding Sewer and Landfill User Fees clients deductions not coming off water bill here is the client list and the check numbers and the date mailed out May 9th.

Thanks

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

From: SSAD201524@lexingtonky.gov [mailto:SSAD201524@lexingtonky.gov]  
Sent: Thursday, May 19, 2011 6:16 PM  
To: Sheila Powell  
Subject: Message from SSAD201524

Image data from SSAD201524  
[attachment "SSAD20152411051922160.pdf" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, May 18, 2011 1:18 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Jose Rincon; Lynne Cross  
**Subject:** Request To Apply Sewer User Exclusion Credits  
**Attachments:** ex051611.XLS

Good afternoon. Please find attached one spreadsheet containing 28 sewer user exclusion credits to be applied to customer accounts. Please let me know if you have any questions. Thank you 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

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, May 17, 2011 4:06 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; William O'Mara  
**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:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, May 17, 2011 3:32 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** Re: Bulk Water Sales

Candice,

Like we discussed, let me know if Charlie needs more information.

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>  
**Date:** 05/17/2011 01:10 PM  
**Subject:** Bulk Water Sales

Hello - Bryan, I left you a message but also wanted to follow up with an email. Kindly refer to the following email from Charlie Martin about bulk water rates. Would one of you kindly let me know so I can get back to him?  
Thanks very much!!

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

---

**From:** Charles Martin  
**Sent:** Tuesday, May 17, 2011 12:36 PM  
**To:** Candice Deininger  
**Subject:** question

Does KAWC have a standard bulk rate for water? I have someone asking for a one time use of 3 million gallons of non-potable water and am trying to price it compared to "the competition".

NOTE THE NEW ADDRESS FOR THE DIVISION OF WATER QUALITY'S ADMINISTRATIVE OFFICES  
125 LISLE INDUSTRIAL AVE., SUITE 180  
LEXINGTON KY, 40511  
Charles H. Martin, P.E., Director  
Division of Water Quality  
Lexington-Fayette Urban County Government

office (859) 425-2455

fax (859) 254-7787

chmartin@lexingtonky.gov

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, May 13, 2011 10:58 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Scott Dickison  
**Subject:** RE: April 2011 New Services

Okay, here's the info:

120044614 This is sewerd but is within the Blue Sky sewer district; I already show a meter there from the billing information received online from OAM.

120056106 This should be sewerd.

120063759 This is not sewerd according to our tap-on desk.

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:** Friday, May 13, 2011 10:51 AM  
**To:** Candice Deininger  
**Cc:** Scott Dickison; Takisha.Walker@amwater.com  
**Subject:** Re: April 2011 New Services

Hi Candice,

Here are three premises that don't say whether they are sewerd or not.  
Can you check these for me?

120044614  
120056106  
120063759

I did notice we had one set up to bill sewer that should not have been. It has been corrected.

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** <Takisha.Walker@amwater.com>, "Scott Dickison" <sdickison@lexingtonky.gov>  
**Date:** 05/12/2011 04:07 PM  
**Subject:** April 2011 New Services

Good afternoon, Bryan. Here is the file containing the geocoded locations for new services for April 2011. Thank you 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

[attachment "ONSET-NEW TAPS FOR APRIL 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, May 13, 2011 10:52 AM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: April 2011 New Services

Sure will . . . will get back to you shortly. 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: Friday, May 13, 2011 10:51 AM  
To: Candice Deininger  
Cc: Scott Dickison; Takisha.Walker@amwater.com  
Subject: Re: April 2011 New Services

Hi Candice,

Here are three premises that don't say whether they are sewerred or not.  
Can you check these for me?

120044614  
120056106  
120063759

I did notice we had one set up to bill sewer that should not have been. It has been corrected.

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, "Scott Dickison" <sdickison@lexingtonky.gov>  
Date: 05/12/2011 04:07 PM  
Subject: April 2011 New Services

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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

[attachment "ONSET-NEW TAPS FOR APRIL 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, May 13, 2011 10:50 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Scott Dickison  
**Subject:** Re: April 2011 New Services

Hi Candice,

Here are three premises that don't say whether they are sewerred or not.  
Can you check these for me?

120044614  
120056106  
120063759

I did notice we had one set up to bill sewer that should not have been. It has been corrected.

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, "Scott Dickison"  
<sdickison@lexingtonky.gov>  
Date: 05/12/2011 04:07 PM  
Subject: April 2011 New Services

Good afternoon, Bryan. Here is the file containing the geocoded locations for new services for April 2011. Thank you 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

[attachment "ONSET-NEW TAPS FOR APRIL 2011.xls" deleted by Bryan Siler/KAWC/AWWS]

**Janet Graham**

---

**From:** Sheila Long [slong@lexingtonky.gov]  
**Sent:** Friday, May 13, 2011 9:23 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Candice Deininger; Mike Smith  
**Subject:** RE: weekly file

Bryan,  
Mike Smith request that you include him in the emails in the future.  
I will do so as well.  
Thanks,  
Sheila

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

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Friday, May 13, 2011 8:00 AM  
**To:** Sheila Long  
**Cc:** Candice Deininger  
**Subject:** Re: weekly file

Hi Sheila,

These were processed with one error. Premise 123456789 does not exist.

(Embedded image moved to file: pic16812.gif)

\*\*\*\*\*

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

**From:** "Sheila Long" <slong@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Date:** 05/12/2011 03:46 PM  
**Subject:** weekly file

Have a great week.

Sheila  
258-3730

[attachment "HERC0512.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, May 13, 2011 8:00 AM  
**To:** Sheila Long  
**Cc:** Candice Deininger  
**Subject:** Re: weekly file

**Attachments:** pic16812.gif



pic16812.gif (6 KB)

Hi Sheila,

These were processed with one error. Premise 123456789 does not exist.

(Embedded image moved to file: pic16812.gif)

\*\*\*\*\*

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

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 05/12/2011 03:46 PM  
Subject: weekly file

Have a great week.  
Sheila  
258-3730

[attachment "HERC0512.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]

**Sent:** Thursday, May 12, 2011 4:08 PM

**To:** Bryan.Siler@amwater.com

**Cc:** Takisha.Walker@amwater.com; Scott Dickison

**Subject:** April 2011 New Services

**Attachments:** ONSET-NEW TAPS FOR APRIL 2011.xls

Good afternoon, Bryan. Here is the file containing the geocoded locations for new services for April 2011. Thank you 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, May 09, 2011 12:55 PM  
**To:** Cassie Felty  
**Cc:** Candice Deininger  
**Subject:** RE: Monthly Meeting

Absolutely. 3:00pm it is. (Call me if it changes)

Dial in information

Number: 1-866-528-2256  
Access #: 3701368

\*\*\*\*\*

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

From: "Cassie Felty" <mfelty@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 05/09/2011 12:51 PM  
Subject: RE: Monthly Meeting

Bryan - Could we reschedule for 3:00 p.m.?

Cassie S. Felty, Administrative Officer  
Division of Water Quality  
Department of Environmental Quality and Public Works Lexington-Fayette Urban County  
Government  
125 Lisle Industrial Rd., Suite 180  
Lexington, KY 40511  
859-425-2405 - phone  
859-254-7787 - FAX  
mfelty@lexingtonky.gov

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

From: Candice Deininger  
Sent: Monday, May 09, 2011 12:33 PM  
To: 'Bryan.Siler@amwater.com'  
Cc: Julie Mantrom; Cassie Felty  
Subject: RE: Monthly Meeting

Hi, Bryan. I believe we are because I have it on my calendar. Julie, Cassie - is this correct?

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, May 09, 2011 12:28 PM  
To: Candice Deininger  
Subject: Monthly Meeting

Candice,

This is Julie's e-mail she sent a while back. Are we having a meeting today? Do we need to set up more dates?

Just let me know.

\*\*\*\*\*

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

I have booked our conference room for the second Monday of each month at 2:30 p.m. for our conference call with KAW.

September 13, 2010  
October 11, 2010  
November 8, 2010  
December 13, 2010  
January 10, 2010  
February 14, 2011  
March 14, 2011

Julie A. Mantrom  
Division of Water Quality  
Department of Environmental Quality  
Lexington-Fayette Urban County Government  
(859) 425-2402 (Office)  
(859) 254-7787 (Fax)  
jmantrom@lfucg.com



## Janet Graham

---

**From:** Cassie Felty [mfelty@lexingtonky.gov]  
**Sent:** Monday, May 09, 2011 12:41 PM  
**To:** Bryan.Siler@amwater.com; Candice Deininger  
**Cc:** Julie Mantrom  
**Subject:** RE: Monthly Meeting

Yes. Is this a live meeting, or phone call?

Cassie S. Felty, Administrative Officer  
Division of Water Quality  
Department of Environmental Quality and Public Works Lexington-Fayette Urban County  
Government  
125 Lisle Industrial Rd., Suite 180  
Lexington, KY 40511  
859-425-2405 - phone  
859-254-7787 - FAX  
mfelty@lexingtonky.gov

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

**From:** Candice Deininger  
**Sent:** Monday, May 09, 2011 12:33 PM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** Julie Mantrom; Cassie Felty  
**Subject:** RE: Monthly Meeting

Hi, Bryan. I believe we are because I have it on my calendar. Julie, Cassie - is this correct?

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, May 09, 2011 12:28 PM  
**To:** Candice Deininger  
**Subject:** Monthly Meeting

Candice,

This is Julie's e-mail she sent a while back. Are we having a meeting today? Do we need to set up more dates?

Just let me know.

\*\*\*\*\*

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

I have booked our conference room for the second Monday of each month at 2:30 p.m. for our conference call with KAW.

September 13, 2010  
October 11, 2010  
November 8, 2010

December 13, 2010  
January 10, 2010  
February 14, 2011  
March 14, 2011

Julie A. Mantrom  
Division of Water Quality  
Department of Environmental Quality  
Lexington-Fayette Urban County Government  
(859) 425-2402 (Office)  
(859) 254-7787 (Fax)  
jmantrom@lfucg.com

**Janet Graham**

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, May 09, 2011 12:33 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Cassie Felty; Julie Mantrom  
**Subject:** RE: Monthly Meeting

Hi, Bryan. I believe we are because I have it on my calendar. Julie, Cassie - is this correct?

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, May 09, 2011 12:28 PM  
**To:** Candice Deininger  
**Subject:** Monthly Meeting

Candice,

This is Julie's e-mail she sent a while back. Are we having a meeting today? Do we need to set up more dates?

Just let me know.

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

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- September 13, 2010
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- December 13, 2010
- January 10, 2010
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- March 14, 2011

Julie A. Mantrom  
Division of Water Quality  
Department of Environmental Quality  
Lexington-Fayette Urban County Government  
(859) 425-2402 (Office)  
(859) 254-7787 (Fax)  
jmantrom@lfucg.com

**Janet Graham**

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**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, May 09, 2011 12:28 PM  
**To:** Candice Deininger  
**Subject:** Monthly Meeting

Candice,

This is Julie's e-mail she sent a while back. Are we having a meeting today? Do we need to set up more dates?

Just let me know.

\*\*\*\*\*

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

I have booked our conference room for the second Monday of each month at 2:30 p.m. for our conference call with KAW.

September 13, 2010  
October 11, 2010  
November 8, 2010  
December 13, 2010  
January 10, 2010  
February 14, 2011  
March 14, 2011

Julie A. Mantrom  
Division of Water Quality  
Department of Environmental Quality  
Lexington-Fayette Urban County Government  
(859) 425-2402 (Office)  
(859) 254-7787 (Fax)  
jmantrom@lfucg.com

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, May 06, 2011 4:03 PM  
**To:** AW\_-\_MI\_Requests@amwater.net  
**Cc:** Candice Deininger; Kathleen Hicks; Rachel.Cole@amwater.com;  
Takisha.Walker@amwater.com; Mary.Money@amwater.com; Susan.Lee@amwater.com;  
Samantha.Papa@amwater.com  
**Subject:** Managed Contract Billing

**Attachments:** LFUCG 0411 MI Request.doc; Sadieville 0411 MI Request.doc; pic02334.gif



LFUCG 0411 MI Request.doc (6 K... MI Request.doc...  
Sadieville 0411 MI Request.doc...  
pic02334.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: LFUCG 0411 MI Request.doc) (See attached file:  
Sadieville 0411 MI Request.doc)

(Embedded image moved to file: pic02334.gif)

\*\*\*\*\*

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

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, May 06, 2011 2:56 PM  
**To:** William.Buckner@amwater.com  
**Cc:** Rickie Caldwell; Douglas.Brock@amwater.com  
**Subject:** RE: Backflow Prevention Letters

Thanks very much, Bill!

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

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

**From:** William.Buckner@amwater.com [mailto:William.Buckner@amwater.com]  
**Sent:** Friday, May 06, 2011 2:48 PM  
**To:** Candice Deininger  
**Cc:** Douglas.Brock@amwater.com  
**Subject:** Re: Backflow Prevention Letters

Thank you for the up date. I will forward this to Kenny Roney, he's in charge of the Backflow Prevention activities. Have a nice week-end.

William S. Buckner  
Field Service Supervisor  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Email: William.Buckner@amwater.com  
Ph: 859-268-6371  
Cell 859-537-0759

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

05/06/2011 01:40  
PM

<William.Buckner@amwater.com>

"Rickie Caldwell"  
<rcaldwell@lexingtonky.gov>

Backflow Prevention Letters

To  
cc

Subject

Good afternoon, Bill. I wanted to provide you with a better mailing address for all the backflow prevention letters that are sent to LFUCG. Currently, they are addressed to LFUCG at 200 East Main Street which is not specific enough to get them to the proper person. Because everyone seems to know I worked at KAWC, they end being delivered to me, after floating around for a few days. If you would, kindly have the mailing address show as follows:

LFUCG  
Attn: Rick Caldwell  
Department of General Services

200 East Main Street, 4th Floor  
Lexington, KY 40507

In addition, I have copied Rick Caldwell on this email so you will have his email address should you need to get in touch with him.

Thanks very much for your help, Bill, and have a good afternoon!

Candice

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: Friday, May 06, 2011 1:30 PM  
To: Candice Deininger  
Cc: William.Buckner@amwater.com  
Subject: Fw: Bill Buckner's Email Address

Candice,

I am not sure if that is it but it should show up on this e-mail. If not let me know.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWS on 05/06/2011 01:28 PM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 05/06/2011 01:07 PM  
Subject: Bill Buckner's Email Address

Hi, Bryan. Is Bill's email address: William.buckner@amwater.com? I wanted to give him a better mailing address for the backflow prevention letters sent to LFUCG. Thank you!

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

**Janet Graham**

---

**From:** William.Buckner@amwater.com  
**Sent:** Friday, May 06, 2011 2:48 PM  
**To:** Candice Deininger  
**Cc:** Douglas.Brock@amwater.com  
**Subject:** Re: Backflow Prevention Letters

Thank you for the up date. I will forward this to Kenny Roney, he's in charge of the Backflow Prevention activities. Have a nice week-end.

William S. Buckner  
Field Service Supervisor  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Email: William.Buckner@amwater.com  
Ph: 859-268-6371  
Cell 859-537-0759

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<William.Buckner@amwater.com>  
cc  
05/06/2011 01:40 "Rickie Caldwell"  
PM <rcaldwell@lexingtonky.gov>  
Subject  
Backflow Prevention Letters

Good afternoon, Bill. I wanted to provide you with a better mailing address for all the backflow prevention letters that are sent to LFUCG. Currently, they are addressed to LFUCG at 200 East Main Street which is not specific enough to get them to the proper person. Because everyone seems to know I worked at KAWC, they end being delivered to me, after floating around for a few days. If you would, kindly have the mailing address show as follows:

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Attn: Rick Caldwell  
Department of General Services  
200 East Main Street, 4th Floor  
Lexington, KY 40507

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Candice

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: Friday, May 06, 2011 1:30 PM  
To: Candice Deininger  
Cc: William.Buckner@amwater.com  
Subject: Fw: Bill Buckner's Email Address

Candice,

I am not sure if that is it but it should show up on this e-mail. If not let me know.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 05/06/2011 01:28 PM -----

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To: <Bryan.Siler@amwater.com>  
Date: 05/06/2011 01:07 PM  
Subject: Bill Buckner's Email Address

Hi, Bryan. Is Bill's email address: William.buckner@amwater.com? I wanted to give him a better mailing address for the backflow prevention letters sent to LFUCG. Thank you!

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

## Janet Graham

---

**From:** Rickie Caldwell [rcaldwell@lexingtonky.gov]  
**Sent:** Friday, May 06, 2011 1:43 PM  
**To:** William.Buckner@amwater.com; Candice Deininger  
**Subject:** RE: Backflow Prevention Letters

Thanks Candice !

Rick Caldwell  
Administrative Officer  
Office of the Commissioner  
Department of General Services  
200 E Main Street - 4th Floor  
Lexington, KY 40507  
rcaldwell@lexingtonky.gov  
Office (859) 258-3023  
Fax (859) 258-3909

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

**From:** Candice Deininger  
**Sent:** Friday, May 06, 2011 1:40 PM  
**To:** William.Buckner@amwater.com  
**Cc:** Rickie Caldwell  
**Subject:** Backflow Prevention Letters

Good afternoon, Bill. I wanted to provide you with a better mailing address for all the backflow prevention letters that are sent to LFUCG. Currently, they are addressed to LFUCG at 200 East Main Street which is not specific enough to get them to the proper person. Because everyone seems to know I worked at KAWC, they end being delivered to me, after floating around for a few days. If you would, kindly have the mailing address show as follows:

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200 East Main Street, 4th Floor  
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Candice

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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**To:** Candice Deininger  
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**Subject:** Fw: Bill Buckner's Email Address

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\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 05/06/2011 01:28 PM -----

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To: <Bryan.Siler@amwater.com>  
Date: 05/06/2011 01:07 PM  
Subject: Bill Buckner's Email Address

Hi, Bryan. Is Bill's email address: William.buckner@amwater.com? I wanted to give him a better mailing address for the backflow prevention letters sent to LFUCG. Thank you!

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:** Friday, May 06, 2011 1:30 PM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: Bill Buckner's Email Address

Thanks, Bryan!

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:** Friday, May 06, 2011 1:30 PM  
**To:** Candice Deininger  
**Cc:** William.Buckner@amwater.com  
**Subject:** Fw: Bill Buckner's Email Address

Candice,

I am not sure if that is it but it should show up on this e-mail. If not let me know.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWSC on 05/06/2011 01:28 PM -----

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Date:** 05/06/2011 01:07 PM  
**Subject:** Bill Buckner's Email Address

Hi, Bryan. Is Bill's email address: William.buckner@amwater.com? I wanted to give him a better mailing address for the backflow prevention letters sent to LFUCG. Thank you!

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:** Friday, May 06, 2011 1:30 PM  
**To:** Candice Deininger  
**Cc:** William.Buckner@amwater.com  
**Subject:** Fw: Bill Buckner's Email Address

Candice,

I am not sure if that is it but it should show up on this e-mail. If not let me know.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWS on 05/06/2011 01:28 PM -----

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Date:** 05/06/2011 01:07 PM  
**Subject:** Bill Buckner's Email Address

Hi, Bryan. Is Bill's email address: William.buckner@amwater.com? I wanted to give him a better mailing address for the backflow prevention letters sent to LFUCG. Thank you!

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:** Thursday, May 05, 2011 11:30 AM  
**To:** Candice Deininger  
**Subject:** Re: Request To Apply Sewer User Exclusion Credits

**Attachments:** ex042511.XLS



ex042511.XLS (6  
KB)

Candice,

Was the Madison Investments adjustment for a leak?

\*\*\*\*\*

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <specialaccts@amwater.com>  
Cc: <Bryan.Siler@amwater.com>, "Jose Rincon"  
<jrincon@lexingtonky.gov>, "Lynne Cross"  
<ccross@lexingtonky.gov>  
Date: 04/26/2011 11:40 AM  
Subject: Request To Apply Sewer User Exclusion Credits

Good morning. Please find attached one spreadsheet containing 28 sewer user exclusion credits to be applied to customer accounts. Please let me know if you have any questions. Thank you 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: ex042511.XLS)

## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Monday, May 02, 2011 9:12 AM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger  
**Subject:** Kentucky April ACH Disbursements

**Attachments:** ACHRec11.xls



ACHRec11.xls (6  
KB)

Attached you will find your ACH spreadsheet for the month of April.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.

(See attached file: ACHRec11.xls)

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:** Wednesday, April 20, 2011 8:28 AM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: Lexington Center 120077799

Thanks again!!

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, April 20, 2011 8:26 AM  
**To:** Candice Deininger  
**Subject:** Re: Lexington Center 120077799

Candice,

The meter was stuck. It has been changed out and the account will be reviewed by billing.

\*\*\*\*\*

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

**From:** Bryan Siler/KAWC/AWWS  
**To:** "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
**Date:** 04/14/2011 11:09 AM  
**Subject:** Re: Lexington Center 120077799

Candice,

We verified the reading was correct. I created an order to have someone check for a stuck meter. I will let you know what we find.

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Date:** 04/14/2011 10:18 AM  
**Subject:** Lexington Center 120077799

Good morning, Bryan. I have one more account, above, that shows only lccf of usage, and was wondering if there was anything going on with it. I've noticed that usage has gone down over the past several months, but it still normally bills between 150-200ccf monthly. Is there anything on the account notes? Thank you!!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507



859-258-3364  
cdeining@lexingtonky.gov

**Janet Graham**

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**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, April 20, 2011 8:26 AM  
**To:** Candice Deininger  
**Subject:** Re: Lexington Center 120077799

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

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Date: 04/14/2011 11:09 AM  
Subject: Re: Lexington Center 120077799

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 04/14/2011 10:18 AM  
Subject: Lexington Center 120077799

Good morning, Bryan. I have one more account, above, that shows only lccf of usage, and was wondering if there was anything going on with it. I've noticed that usage has gone down over the past several months, but it still normally bills between 150-200ccf monthly. Is there anything on the account notes? Thank you!!

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:** Tuesday, April 19, 2011 2:36 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Jose Rincon  
**Subject:** Request To Apply Extra-Strength Sewer Charges  
**Attachments:** es041811.XLS

Good afternoon. Please find attached one spreadsheet containing 12 extra-strength sewer charges 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:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, April 14, 2011 8:02 AM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Jose Rincon  
**Subject:** Request To Apply Sewer User Exclusion Credits  
**Attachments:** ex041211.XLS

Good morning. Please find attached one spreadsheet containing 22 sewer user exclusion credits to be applied to customer accounts. Please let me know if you have any questions. Thank you 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

## Janet Graham

---

**From:** Takisha.Walker@amwater.com  
**Sent:** Wednesday, March 23, 2011 12:06 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Travis.Rodgers@amwater.com  
**Subject:** Payments Being Made on Closed Accounts -- Adult Tenant Services Assistance Program

**Attachments:** Closed Accounts.xls



Closed

Accounts.xls (6 KB)

Hello Candice,

I need your assistance. We receive and process the payments that are sent from Adult Tenant Services. It is from their program that provides assistance on the sewer user fee.

We have processed the payments as requested, however we have identified some accounts that are closed and still on the list for payments.

We wanted to provide this information to the appropriate department but did not have a direct contact for this program. We will continue to send a list based upon the payments that have been sent for processing.

Please let me know if you have any additional questions or concerns.

Thanks

(See attached file: Closed Accounts.xls) Takisha Walker, Customer Service Advocate  
Kentucky American Water

(O) 859-268-6313

(M) 859-361-8981

(F) 859-268-6315

takisha.walker@amwater.com

We Care About Water. It's What We Do.

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, March 08, 2011 11:41 AM  
**To:** Candice Deininger  
**Subject:** RE: Lexmark Exclusions

Sounds good. Thanks.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 03/08/2011 11:38 AM  
Subject: RE: Lexmark Exclusions

You and me both!! I'll find out and let you know . . .

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, March 08, 2011 11:10 AM  
To: Candice Deininger  
Subject: RE: Lexmark Exclusions

Ok, I will plan on coming. Will need directions on where to park though.

Thanks.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 03/08/2011 10:51 AM  
Subject: RE: Lexmark Exclusions

Oh no - still plan on going down . . . last I knew they were still expecting 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, March 08, 2011 10:50 AM

To: Candice Deininger  
Subject: RE: Lexmark Exclusions

Okay, thanks. At this point I will not plan on going there but will wait for any direction.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 03/08/2011 10:48 AM  
Subject: RE: Lexmark Exclusions

As far as I know . . . Water Quality administrative folks did move to their new offices over the past weekend, so I'm guessing they're good to go. I do know that phone service for them has not yet been established; so if you need to get hold of anyone, email is the only way right now.  
When things change, I'll let you know.

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, March 08, 2011 10:45 AM  
To: Candice Deininger  
Subject: RE: Lexmark Exclusions

Gotcha. Thanks.

Am I still coming down there on Monday?

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

From: "Candice Deininger"  
<cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 03/08/2011 10:44 AM  
Subject: RE: Lexmark  
Exclusions

They have another account on which they get exclusions, too.

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, March 08, 2011 10:43 AM  
To: Candice Deininger  
Subject: RE: Lexmark Exclusions

Yes, it is being processed now. I was curious about the gap but I guess they did not receive one for that period.

Thanks.

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

From:  
"Candice Deininger"  
<cdeining@lexingtonky.gov>  
To:  
<Bryan.Siler@amwater.com>  
Date:  
03/08/2011 10:38 AM  
Subject:  
RE: Lexmark  
Exclusions

Good morning, Bryan. One of the exclusions was applied per the highlighted entry below. The other was emailed to Special Accounts 02/28/11 (I copied you on the email with attachment) and appears not to be posted yet . . .

(Embedded image moved to file: pic12896.jpg)

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, March 08, 2011 10:18 AM  
To: Candice Deininger  
Subject: Lexmark Exclusions

Hi Candice,

Did Lexmark get an exclusion credit for 12/3/10 - 1/2/11.

|                   |         |              |                                  |
|-------------------|---------|--------------|----------------------------------|
| 12/02/10          | 514,500 | LEXMARK CORP | 120133110                        |
| 11/02/10-12/02/10 | 27.81%  | 143,076      | \$6,209.50  \$372.57  \$6,582.07 |

|                   |         |              |                                  |
|-------------------|---------|--------------|----------------------------------|
| 02/02/11          | 430,500 | LEXMARK CORP | 120133110                        |
| 01/03/11-02/02/11 | 19.71%  | 84,856       | \$3,682.75  \$220.97  \$3,903.72 |

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

[attachment "ex022811.XLS" deleted by Bryan Siler/KAWC/AWWS]



**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, March 08, 2011 11:38 AM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: Lexmark Exclusions

You and me both!! I'll find out and let you know . . .

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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**To:** Candice Deininger  
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Thanks.

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Eastern Division  
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Phone: (859) 268-6350

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Oh no - still plan on going down . . . last I knew they were still expecting you.

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
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Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>

To: <Bryan.Siler@amwater.com>  
Date: 03/08/2011 10:48 AM  
Subject: RE: Lexmark Exclusions

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LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
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Bryan Siler  
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bryan.siler@amwater.com  
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 03/08/2011 10:44 AM  
Subject: RE: Lexmark Exclusions

They have another account on which they get exclusions, too.

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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Bryan Siler  
Eastern Division  
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Exclusions

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(Embedded image moved to file: pic12896.jpg)

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bryan.siler@amwater.com  
Phone: (859) 268-6350

[attachment "ex022811.XLS" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

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**To:** Candice Deininger  
**Subject:** RE: Lexmark Exclusions

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Phone: (859) 268-6350

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

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Date: 03/08/2011 10:44 AM  
Subject: RE: Lexmark Exclusions

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Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
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Lexington, KY 40507  
859-258-3364  
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Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

From: "Candice Deininger"  
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Date: 03/08/2011 10:38 AM  
Subject: RE: Lexmark  
Exclusions

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(Embedded image moved to file: pic12896.jpg)

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue

Lexington, RI 04307

859-258-3364

cdeining@lexingtonky.gov

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

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

Sent: Tuesday, March 08, 2011 10:18 AM

To: Candice Deininger

Subject: Lexmark Exclusions

Hi Candice,

Did Lexmark get an exclusion credit for 12/3/10 - 1/2/11.

|                   |         |              |                                  |
|-------------------|---------|--------------|----------------------------------|
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|          |         |              |                             |
|----------|---------|--------------|-----------------------------|
| 02/02/11 | 430,500 | LEXMARK CORP | 120133110 01/03/11-02/02/11 |
| 19.71%   | 84,856  | \$3,682.75   | \$220.97  \$3,903.72        |

\*\*\*\*\*

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

[attachment "ex022811.XLS" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, March 08, 2011 10:51 AM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: Lexmark Exclusions

Oh no - still plan on going down . . . last I knew they were still expecting 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, March 08, 2011 10:50 AM  
**To:** Candice Deininger  
**Subject:** RE: Lexmark Exclusions

Okay, thanks. At this point I will not plan on going there but will wait for any direction.

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Date:** 03/08/2011 10:48 AM  
**Subject:** RE: Lexmark Exclusions

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**Subject:** RE: Lexmark Exclusions

Gotcha. Thanks.

Am I still coming down there on Monday?

\*\*\*\*\*

Bryan Siler  
Eastern Division

bryan.siler@amwater.com  
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 03/08/2011 10:44 AM  
Subject: RE: Lexmark Exclusions

They have another account on which they get exclusions, too.

Candice 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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Sent: Tuesday, March 08, 2011 10:43 AM  
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Thanks.

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bryan.siler@amwater.com  
Phone: (859) 268-6350

[attachment "ex022811.XLS" deleted by Bryan Siler/KAWC/AWWSC]

## Janet Graham

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**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, March 08, 2011 10:50 AM  
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[attachment "ex022811.XLS" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

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**Sent:** Tuesday, March 08, 2011 10:49 AM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: Lexmark Exclusions

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## Janet Graham

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**Attachments:** pic12896.jpg



pic12896.jpg (6 KB)

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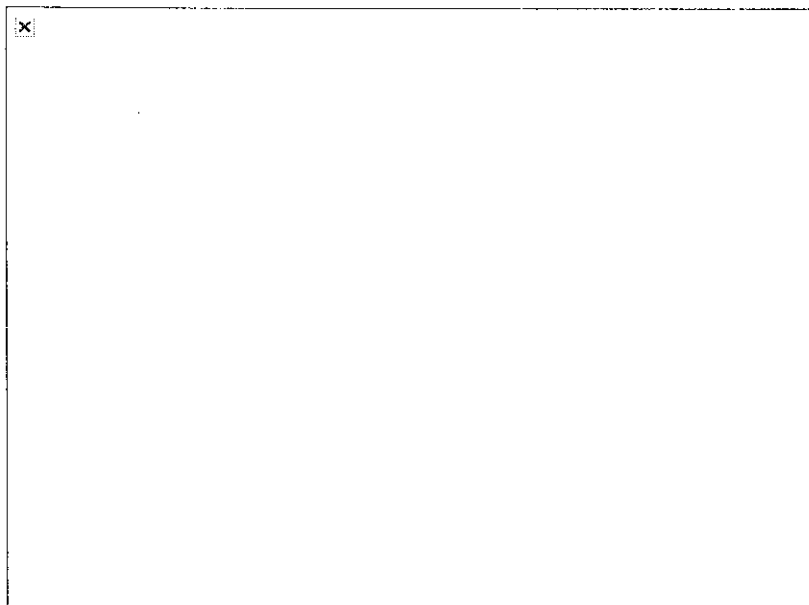
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Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

[attachment "ex022811.XLS" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
Sent: Tuesday, March 08, 2011 10:39 AM  
To: Bryan.Siler@amwater.com  
Subject: RE: Lexmark Exclusions  
Attachments: ex022811.XLS

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\*\*\*\*\*  
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bryan.siler@amwater.com  
Phone: (859) 268-6350

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, March 04, 2011 1:25 PM  
**To:** AW\_-\_MI\_Requests@amwater.net  
**Cc:** Candice Deininger; Kathleen Hicks; Rachel.Cole@amwater.com;  
Steven.Snowden@amwater.com; Takisha.Walker@amwater.com;  
Mary.Money@amwater.com; Susan.Lee@amwater.com; Samantha.Papa@amwater.com  
**Subject:** Managed Contract Billing  
**Attachments:** LFUCG 0211 MI Request.doc; Sadieville 0211 MI Request.doc; pic30057.gif



LFUCG 0211 MI Request.doc (6 K... MI Request.doc...  
Sadieville 0211 MI Request.doc...  
pic30057.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: LFUCG 0211 MI Request.doc) (See attached file: Sadieville 0211 MI Request.doc)

(Embedded image moved to file: pic30057.gif)

\*\*\*\*\*

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

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, March 03, 2011 3:57 PM  
**To:** Candice Deininger  
**Subject:** RE: Reports

Thanks. Have a good night.

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Date:** 03/03/2011 03:44 PM  
**Subject:** RE: Reports

Nope - not a problem . . . and thank you for the aging!!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
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**Sent:** Thursday, March 03, 2011 3:44 PM  
**To:** Candice Deininger  
**Subject:** Reports

It may be in the morning before I can send these. Hope that doesn't cause a problem.

I have the aging reports if you need them.

(See attached file: LFUCG 0211 Aging Totals.pdf)

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <specialacct@amwater.com>  
**Cc:** <Bryan.Siler@amwater.com>, "Catherine Combs" <ccombs@ballhomes.com>, "Lynne Cross" <ccross@lexingtonky.gov>  
**Date:** 03/03/2011 02:31 PM  
**Subject:** Request For Sewer Adjustments

Good afternoon. Please find attached three spreadsheets containing 15 sewer adjustments to be applied to the customer's accounts. Kindly let me know if there are 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

[attachment "Universal Sewer Authority Payment Form;03-03-2011#1.xls"  
deleted by Bryan Siler/KAWC/AWWSC] [attachment "Universal Sewer Authority Payment  
Form;03-03-2011#2.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Universal Sewer  
Authority Payment Form;03-03-2011#3.xls"  
deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, March 03, 2011 3:45 PM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: Reports

Nope - not a problem . . . and thank you for the aging!!

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, March 03, 2011 3:44 PM  
**To:** Candice Deininger  
**Subject:** Reports

It may be in the morning before I can send these. Hope that doesn't cause a problem.

I have the aging reports if you need them.

(See attached file: LFUCG 0211 Aging Totals.pdf)

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <specialacct@amwater.com>  
**Cc:** <Bryan.Siler@amwater.com>, "Catherine Combs" <ccombs@ballhomes.com>, "Lynne Cross" <ccross@lexingtonky.gov>  
**Date:** 03/03/2011 02:31 PM  
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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

[attachment "Universal Sewer Authority Payment Form;03-03-2011#1.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Universal Sewer Authority Payment Form;03-03-2011#2.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Universal Sewer Authority Payment Form;03-03-2011#3.xls" deleted by Bryan Siler/KAWC/AWWSC]



## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, March 03, 2011 3:44 PM  
**To:** Candice Deininger  
**Subject:** Reports

**Attachments:** LFUCG 0211 Aging Totals.pdf



LFUCG 0211  
Aging Totals.pdf (6

It may be in the morning before I can send these. Hope that doesn't cause a problem.

I have the aging reports if you need them.

(See attached file: LFUCG 0211 Aging Totals.pdf)

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <specialaccts@amwater.com>  
**Cc:** <Bryan.Siler@amwater.com>, "Catherine Combs" <ccombs@ballhomes.com>, "Lynne Cross" <ccross@lexingtonky.gov>  
**Date:** 03/03/2011 02:31 PM  
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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

[attachment "Universal Sewer Authority Payment Form;03-03-2011#1.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Universal Sewer Authority Payment Form;03-03-2011#2.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Universal Sewer Authority Payment Form;03-03-2011#3.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, March 02, 2011 1:47 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Jose Rincon  
**Subject:** Unapplied Extra-Strength Charge  
**Importance:** High  
**Attachments:** es021411.XLS

Good afternoon. The highlighted entry for an extra-strength charge on the attached spreadsheet appears not to have been posted to the customer's account. Would you kindly post it at your earliest convenience. 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:** Friday, March 04, 2011 1:25 PM  
**To:** AW\_-\_MI\_Requests@amwater.net  
**Cc:** Candice Deininger; Kathleen Hicks; Rachel.Cole@amwater.com; Steven.Snowden@amwater.com; Takisha.Walker@amwater.com; Mary.Money@amwater.com; Susan.Lee@amwater.com; Samantha.Papa@amwater.com  
**Subject:** Managed Contract Billing

**Attachments:** LFUCG 0211 MI Request.doc; Sadieville 0211 MI Request.doc; pic30057.gif



LFUCG 0211 MI Request.doc (6 K... MI Request.doc...  
Sadieville 0211 MI Request.doc...  
pic30057.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: LFUCG 0211 MI Request.doc) (See attached file: Sadieville 0211 MI Request.doc)

(Embedded image moved to file: pic30057.gif)

\*\*\*\*\*

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

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, March 03, 2011 3:57 PM  
**To:** Candice Deininger  
**Subject:** RE: Reports

Thanks. Have a good night.

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Date:** 03/03/2011 03:44 PM  
**Subject:** RE: Reports

Nope - not a problem . . . and thank you for the aging!!

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, March 03, 2011 3:44 PM  
**To:** Candice Deininger  
**Subject:** Reports

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I have the aging reports if you need them.

(See attached file: LFUCG 0211 Aging Totals.pdf)

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <specialacct@amwater.com>  
**Cc:** <Bryan.Siler@amwater.com>, "Catherine Combs" <ccombs@ballhomes.com>, "Lynne Cross" <ccross@lexingtonky.gov>  
**Date:** 03/03/2011 02:31 PM  
**Subject:** Request For Sewer Adjustments

Good afternoon. Please find attached three spreadsheets containing 15 sewer adjustments to be applied to the customer's accounts. Kindly let me know if there are 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

[attachment "Universal Sewer Authority Payment Form;03-03-2011#1.xls"  
deleted by Bryan Siler/KAWC/AWWSC] [attachment "Universal Sewer Authority Payment  
Form;03-03-2011#2.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Universal Sewer  
Authority Payment Form;03-03-2011#3.xls"  
deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

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**Sent:** Thursday, March 03, 2011 3:45 PM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: Reports

Nope - not a problem . . . and thank you for the aging!!

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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**Sent:** Thursday, March 03, 2011 3:44 PM  
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I have the aging reports if you need them.

(See attached file: LFUCG 0211 Aging Totals.pdf)

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <specialaccts@amwater.com>  
**Cc:** <Bryan.Siler@amwater.com>, "Catherine Combs" <ccombs@ballhomes.com>, "Lynne Cross" <ccross@lexingtonky.gov>  
**Date:** 03/03/2011 02:31 PM  
**Subject:** Request For Sewer Adjustments

Good afternoon. Please find attached three spreadsheets containing 15 sewer adjustments to be applied to the customer's accounts. Kindly let me know if there are 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

[attachment "Universal Sewer Authority Payment Form;03-03-2011#1.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Universal Sewer Authority Payment Form;03-03-2011#2.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Universal Sewer Authority Payment Form;03-03-2011#3.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, March 03, 2011 3:44 PM  
**To:** Candice Deininger  
**Subject:** Reports

**Attachments:** LFUCG 0211 Aging Totals.pdf



LFUCG 0211  
Aging Totals.pdf (6)

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I have the aging reports if you need them.

(See attached file: LFUCG 0211 Aging Totals.pdf)

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <specialaccts@amwater.com>  
**Cc:** <Bryan.Siler@amwater.com>, "Catherine Combs" <ccombs@ballhomes.com>, "Lynne Cross" <ccross@lexingtonky.gov>  
**Date:** 03/03/2011 02:31 PM  
**Subject:** Request For Sewer Adjustments

Good afternoon. Please find attached three spreadsheets containing 15 sewer adjustments to be applied to the customer's accounts. Kindly let me know if there are 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

[attachment "Universal Sewer Authority Payment Form;03-03-2011#1.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Universal Sewer Authority Payment Form;03-03-2011#2.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Universal Sewer Authority Payment Form;03-03-2011#3.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, March 01, 2011 9:43 AM  
**To:** Mike Smith  
**Cc:** Candice Deininger  
**Subject:** Re: file

**Attachments:** pic22971.gif; pic26471.jpg



pic22971.gif (6  
KB)



pic26471.jpg (2  
KB)

These were processed with no errors.

(Embedded image moved to file: pic22971.gif)

\*\*\*\*\*

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

**From:** "Mike Smith" <mikes@lexingtonky.gov>  
**To:** <BRYAN.SILER@AMWATER.COM>  
**Date:** 02/28/2011 03:09 PM  
**Subject:** file

Weekly file is attached.

Thank you !

Michael S. Smith  
Computer Operations Manager/Help Desk Manager Division of Computer Services - Suite # 718  
200 East Main Street - Lexington, KY 40507  
859-258-3730 mikes@lexingtonky.gov  
(Embedded image moved to file: pic26471.jpg)HDI CERTIFIED

[attachment "HERC0228.TXT" deleted by Bryan Siler/KAWC/AWWSC]



## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Tuesday, March 01, 2011 8:55 AM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger  
**Subject:** Kentucky February ACH Disbursements

**Attachments:** ACHRec11.xls



ACHRec11.xls (6  
KB)

Attached you will find your ACH spreadsheet for the month of February.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.

(See attached file: ACHRec11.xls)

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:** Tuesday, February 22, 2011 8:03 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Sheila Powell  
**Subject:** RE: 30% Discount Coding

Good morning, Bryan, and 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:** Monday, February 21, 2011 11:22 AM  
**To:** Candice Deininger  
**Cc:** Sheila Powell  
**Subject:** Re: 30% Discount Coding

These have been processed.

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Sheila Powell" <sheilap@lexingtonky.gov>  
**Date:** 02/11/2011 04:14 PM  
**Subject:** 30% Discount Coding

Good afternoon, Bryan. Attached is the file containing the most recent list of accounts from Sheila needing the 30% discount for sewer and the water quality fee. Have a great weekend and enjoy the warmer temps!!

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

[attachment "Friday February 11 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, February 21, 2011 11:22 AM  
**To:** Candice Deininger  
**Cc:** Sheila Powell  
**Subject:** Re: 30% Discount Coding

These have been processed.

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Sheila Powell" <sheilap@lexingtonky.gov>  
**Date:** 02/11/2011 04:14 PM  
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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

[attachment "Friday February 11 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, February 17, 2011 5:02 PM  
**To:** Candice Deininger  
**Subject:** Fw: Should premise 120080282 be billed sewer?

Please disregard. Sorry.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/17/2011 05:02 PM -----

**From:** Bryan Siler/KAWC/AWWSC  
**To:** Candice Deininger <cdeining@lexingtonky.gov>  
**Date:** 02/17/2011 04:41 PM  
**Subject:** Should premise 120080282 be billed sewer?

Customer claims they have a septic system.

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

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, February 15, 2011 8:54 AM  
**To:** Candice Deininger  
**Subject:** Follow Up - Exclusion Credits and Taxes

Candice,

I looked at Trane and Pepsi. I see the single amount on the CBT report and the detailed amounts (adjustment and tax) in the miscellaneous adjustment file. I looked back a ways and this appears to be how they have been doing it for some time. I thought you were saying the detailed amounts were combined. Is this okay?

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <specialacct@amwater.com>  
**Cc:** <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>, "Jose Rincon" <jrincon@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>  
**Date:** 01/24/2011 04:14 PM  
**Subject:** Request To Apply Sewer User Exclusion Credits

Good afternoon. Please find attached one spreadsheet containing 27 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  
[attachment "ex012411.XLS" deleted by Bryan Siler/KAWC/AWWSC]

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, February 10, 2011 3:15 PM  
**To:** Candice Deininger  
**Subject:** Re: FW: Request For Water Quality Management Fee Credit

Hi Candice,

I called but got your voice mail. Can you call me so we can discuss this briefly?  
Thanks.

\*\*\*\*\*

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Date:** 02/10/2011 03:10 PM  
**Subject:** FW: Request For Water Quality Management Fee Credit

Hi, Bryan. This attachment is for Federal Medical Center's big credit for their water quality management fee. It is imperative that the credit balance remain where it is and not be transferred - I hope that is possible. I did mention it in my cover email as you might have noticed . . . thanks for the help!!

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:** Thursday, February 10, 2011 3:06 PM  
**To:** 'specialaccts@amwater.com'  
**Cc:** 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Hilori Morgan; Julie Mantrom  
**Subject:** Request For Water Quality Management Fee Credit

Good afternoon. Please find attached one spreadsheet containing one Water Quality Management Fee credit to be applied to customer's account. Please note that there will be a credit balance remaining on this account which needs to stay where it is and not transferred. Kindly let me know if there are 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

[attachment "Universal Sewer Authority Payment Form-WATER QUALITY-02-10-11#1.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]

**Sent:** Wednesday, February 09, 2011 4:28 PM

**To:** Bryan.Siler@amwater.com

**Cc:** Takisha.Walker@amwater.com; Scott Dickison

**Subject:** January 2011 New Services

**Attachments:** ONSET-NEW TAPS FOR JANUARY 2011.xls

Good afternoon, Bryan. Attached is the file containing the geocoded list of new services for January 2011. Let me know if you have any questions . . . thank you 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, February 07, 2011 11:17 AM  
**To:** AW\_-\_MI\_Requests@amwater.net  
**Cc:** Candice Deininger; Kathleen Hicks; Rachel.Cole@amwater.com;  
Steven.Snowden@amwater.com; Takisha.Walker@amwater.com;  
Mary.Money@amwater.com; Susan.Lee@amwater.com; Samantha.Papa@amwater.com  
**Subject:** Managed Contract Billing

**Attachments:** LFUCG 0111 MI Request.doc; Sadieville 0111 MI Request.doc; pic05436.gif



LFUCG 0111 MI Request.doc (6 K...  
Sadieville 0111 MI Request.doc...  
pic05436.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: LFUCG 0111 MI Request.doc) (See attached file: Sadieville 0111 MI Request.doc)

(Embedded image moved to file: pic05436.gif)

\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350



**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, February 04, 2011 12:37 PM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: Extra-Strength Tax Not Applied

Thanks, Bryan!!

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:** Friday, February 04, 2011 12:30 PM  
**To:** Candice Deininger  
**Subject:** Re: Extra-Strength Tax Not Applied

This is being corrected. The adjustment was set up on the account and was set up to print on the next bill instead of immediately.

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <specialaccts@amwater.com>  
**Cc:** <Bryan.Siler@amwater.com>, "Jose Rincon"  
<jrincon@lexingtonky.gov>  
**Date:** 02/03/2011 03:02 PM  
**Subject:** Extra-Strength Tax Not Applied

Good afternoon. I'm attaching my spreadsheet with a tax amount of \$315.07 highlighted that still needs to be applied to the account of CB Richard Ellis (Lexmark). If you have any questions, kindly give me a call. 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  
[attachment "es011811.XLS" deleted by Bryan Siler/KAWC/AWWSC]

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, February 04, 2011 12:30 PM  
**To:** Candice Deininger  
**Subject:** Re: Extra-Strength Tax Not Applied

This is being corrected. The adjustment was set up on the account and was set up to print on the next bill instead of immediately.

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

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <specialaccts@amwater.com>  
**Cc:** <Bryan.Siler@amwater.com>, "Jose Rincon" <jrincon@lexingtonky.gov>  
**Date:** 02/03/2011 03:02 PM  
**Subject:** Extra-Strength Tax Not Applied

Good afternoon. I'm attaching my spreadsheet with a tax amount of \$315.07 highlighted that still needs to be applied to the account of CB Richard Ellis (Lexmark). If you have any questions, kindly give me a call. 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  
[attachment "es011811.XLS" deleted by Bryan Siler/KAWC/AWWSC]

## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Tuesday, February 01, 2011 9:20 AM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger  
**Subject:** Kentucky January ACH Disbursements

**Attachments:** ACHRec11.xls



ACHRec11.xls (6  
KB)

Attached you will find your ACH spreadsheet for the month of January.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.

(See attached file: ACHRec11.xls)

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:** Hilori Morgan [hmorgan@lexingtonky.gov]  
**Sent:** Monday, January 31, 2011 12:14 PM  
**To:** Bryan.Siler@amwater.com; Julie Mantrom  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger; Edward Gardner; Scott Dickison  
**Subject:** RE: Federal Medical Center

Bryan,

Candice and I will take care of it. Thank you!

Thank you,

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

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

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Monday, January 31, 2011 12:11 PM  
**To:** Julie Mantrom  
**Cc:** Candice Deininger; Edward Gardner; Hilori Morgan; Scott Dickison;  
Takisha.Walker@amwater.com  
**Subject:** RE: Federal Medical Center

Julie,

Can you send this credit request to Special Accounts like we do the others.  
It would be better if the request came directly from the LFUCG.

Thanks.

\*\*\*\*\*

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

**From:** "Julie Mantrom" <jmantrom@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Candice Deininger" <cdeining@lexingtonky.gov>, "Hilori Morgan"  
<hmorgan@lexingtonky.gov>, <Takisha.Walker@amwater.com>,  
"Edward Gardner" <egardner@lexingtonky.gov>, "Scott Dickison"  
<sdickison@lexingtonky.gov>  
**Date:** 01/31/2011 11:17 AM  
**Subject:** RE: Federal Medical Center

Bryan:

Hilori and I met with Ed Gardner in our Law Department about, and that will be fine.

Please adjust off/delete anything from before so they only owe the current fee. Hopefully they will continue to pay from this point forward.

Thank you for your help.

Julie

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

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

Sent: Monday, January 31, 2011 11:13 AM  
To: Julie Mantrom  
Cc: Candice Deininger; Hilori Morgan; Takisha.Walker@amwater.com  
Subject: Federal Medical Center

Hi Julie,

This account called in to say they were ready to pay their current bill but not past charges. Let us know if there will be an adjustment and if the hold is still needed.

Thanks.

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

From: "Julie Mantrom" <jmantrom@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>, <Deidra.Hayden@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>, "Scott Dickison" <sdickison@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>  
Date: 09/08/2010 11:23 AM  
Subject: RE: New Premise Request - Adding water service to a non-mutual?

Bryan:

When a non mutual adds water service, we no longer need the non-mutual account; therefore, we would prefer both the water and Water Quality Management Fee be combined and billed on the new water account premise.

We would not have a problem with KAW doing this automatically, but would like you to let us know when this occurs so we can update our records.

Does that work for everyone?

Julie

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, September 03, 2010 1:25 PM  
To: Julie Mantrom  
Cc: Takisha.Walker@amwater.com; Deidra.Hayden@amwater.com  
Subject: New Premise Request - Adding water service to a non-mutual?

Hi Julie,

We have a non-mutual that is adding water service. Does the LFUCG want these premises to remain separate or combined on a new premise that would bill both water and water quality? Do you want to decide this on a case-by-case basis or just follow whatever direction you give us in all cases?

Thanks and have a great weekend.

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

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, January 31, 2011 12:11 PM  
**To:** Julie Mantrom  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger; Edward Gardner; Hilori Morgan; Scott Dickison  
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Julie,

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Thanks.

\*\*\*\*\*

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

**From:** "Julie Mantrom" <jmantrom@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Candice Deininger" <cdeining@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, <Takisha.Walker@amwater.com>, "Edward Gardner" <egardner@lexingtonky.gov>, "Scott Dickison" <sdickison@lexingtonky.gov>  
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**Subject:** RE: Federal Medical Center

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Thank you for your help.

Julie

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

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**Cc:** Candice Deininger; Hilori Morgan; Takisha.Walker@amwater.com  
**Subject:** Federal Medical Center

Hi Julie,

This account called in to say they were ready to pay their current bill but not past charges. Let us know if there will be an adjustment and if the hold is still needed.

Thanks.

\*\*\*\*\*

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

**From:** "Julie Mantrom" <jmantrom@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>,

<Deidra.Hayden@amwater.com>, "Candice Deininger"  
<cdeining@lexingtonky.gov>, "Scott Dickison"  
<sdickison@lexingtonky.gov>, "Cassie Felty"  
<mfelty@lexingtonky.gov>, "Hilori Morgan"  
<hmorgan@lexingtonky.gov>

Date: 09/08/2010 11:23 AM  
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Does that work for everyone?

Julie

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Thanks and have a great weekend.

\*\*\*\*\*

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

## Janet Graham

---

**From:** Julie Mantrom [jmantrom@lexingtonky.gov]  
**Sent:** Monday, January 31, 2011 11:18 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger; Edward Gardner; Hilori Morgan; Scott Dickison  
**Subject:** RE: Federal Medical Center

Bryan:

Hilori and I met with Ed Gardner in our Law Department about, and that will be fine.

Please adjust off/delete anything from before so they only owe the current fee. Hopefully they will continue to pay from this point forward.

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Julie

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**Subject:** Federal Medical Center

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Thanks.

\*\*\*\*\*

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

**From:** "Julie Mantrom" <jmantrom@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>, <Deidra.Hayden@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>, "Scott Dickison" <sdickison@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>  
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Thanks and have a great weekend.

\*\*\*\*\*

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

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, January 31, 2011 11:13 AM  
**To:** Julie Mantrom  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger; Hilori Morgan  
**Subject:** Federal Medical Center

Hi Julie,

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Thanks.

\*\*\*\*\*

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

**From:** "Julie Mantrom" <jmantrom@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>, <Deidra.Hayden@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>, "Scott Dickison" <sdickison@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>  
**Date:** 09/08/2010 11:23 AM  
**Subject:** RE: New Premise Request - Adding water service to a non-mutual?

Bryan:

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We would not have a problem with KAW doing this automatically, but would like you to let us know when this occurs so we can update our records.

Does that work for everyone?

Julie

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**Sent:** Friday, September 03, 2010 1:25 PM  
**To:** Julie Mantrom  
**Cc:** Takisha.Walker@amwater.com; Deidra.Hayden@amwater.com  
**Subject:** New Premise Request - Adding water service to a non-mutual?

Hi Julie,

We have a non-mutual that is adding water service. Does the LFUCG want these premises to remain separate or combined on a new premise that would bill both water and water quality? Do you want to decide this on a case-by-case basis or just follow whatever direction you give us in all cases?

Thanks and have a great weekend.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com

Phone: (859) 268-6350

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, January 19, 2011 2:48 PM  
**To:** Candice Deininger  
**Cc:** Sheila Powell  
**Subject:** Re: 30% Discount Coding

Candice,

These have been processed.

Connie Stewart's premise number is 120006374. Her account number was listed on the spreadsheet. Her account is currently off.

\*\*\*\*\*

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

|                                                          |                                              |         |
|----------------------------------------------------------|----------------------------------------------|---------|
| "Candice<br>Deininger"<br><cdeining@lexingt<br>onky.gov> | <Bryan.Siler@amwater.com>                    | To      |
| 01/19/2011 12:10<br>PM                                   | "Sheila Powell"<br><sheilap@lexingtonky.gov> | cc      |
|                                                          | 30% Discount Coding                          | Subject |

Good afternoon, Bryan. Here's the most recent file from Sheila at Adult Services with the list of clients whose accounts need to be coded for the 30% discount. Please contact Sheila if you have any questions. Thanks a lot 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  
[attachment "Friday January 14 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, January 19, 2011 12:09 PM  
**To:** Sheila Powell  
**Subject:** RE: 30 Discount for KAWC customer's sewer charge for the week ending 01-14-2011  
Hi, Sheila, and thank you! I'll be sending along shortly to Bryan. 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

---

**From:** Sheila Powell  
**Sent:** Tuesday, January 18, 2011 3:29 PM  
**To:** Candice Deininger  
**Subject:** 30 Discount for KAWC customer's sewer charge for the week ending 01-14-2011

Thanks

Sheila

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, January 13, 2011 11:45 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Sheila Powell  
**Subject:** RE: 30% Discount Coding

Thanks, Bryan!

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, January 13, 2011 11:44 AM  
**To:** Candice Deininger  
**Cc:** Sheila Powell  
**Subject:** Re: 30% Discount Coding

These have been processed.

Delisa Robinson Hamilton had already been setup.

\*\*\*\*\*

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

|                                                          |                                              |         |
|----------------------------------------------------------|----------------------------------------------|---------|
| "Candice<br>Deininger"<br><cdeining@lexingt<br>onky.gov> | <Bryan.Siler@amwater.com>                    | To      |
|                                                          |                                              | cc      |
| 01/11/2011 09:31<br>AM                                   | "Sheila Powell"<br><sheilap@lexingtonky.gov> | Subject |
|                                                          | 30% Discount Coding                          |         |

Good morning, Bryan. Attached is the most recent file with a list of client names whose accounts need to be coded to receive the 30% discount on the sewer and water quality fees. Kindly contact Sheila if you have any questions. Thank you 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

[attachment "Friday January 7 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, January 12, 2011 12:28 PM  
**To:** Candice Deininger  
**Subject:** RE: Request For Water Quality Management Fee Credits

No problem.

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

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Bryan.Siler@amwater.com> cc  
01/12/2011 12:21  
PM Subject  
RE: Request For Water Quality  
Management Fee Credits

I am so sorry, Bryan!!! Don't know where my head was when I sent this - my apologies and thanks for sending along to Special Accounts.

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, January 12, 2011 12:20 PM  
To: Special\_Accounts@amwater.net  
Cc: Hilori Morgan; Takisha.Walker@amwater.com; Candice Deininger  
Subject: Re: Request For Water Quality Management Fee Credits

FYI

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

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Bryan.Siler@amwater.com>

cc 01/12/2011 12:13 PM <Takisha.Walker@amwater.com>, "Hilori Morgan" <hmorgan@lexingtonky.gov>  
Subject Request For Water Quality Management Fee Credits

Good afternoon. Please find attached two spreadsheets containing ten Water Quality Management Fee credits to be applied to customer accounts.  
Kindly let me know if there are 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

[attachment "Universal Sewer Authority Payment Form-WATER QUALITY-01-11-11#1.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Universal Sewer Authority Payment Form-WATER QUALITY-01-11-11#2.xls" deleted by Bryan Siler/KAWC/AWWSC]



**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, January 12, 2011 12:21 PM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: Request For Water Quality Management Fee Credits

I am so sorry, Bryan!!! Don't know where my head was when I sent this - my apologies and thanks for sending along to Special Accounts.

Candice 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:** Wednesday, January 12, 2011 12:20 PM  
**To:** Special\_Accounts@amwater.net  
**Cc:** Hilori Morgan; Takisha.Walker@amwater.com; Candice Deininger  
**Subject:** Re: Request For Water Quality Management Fee Credits

FYI

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Bryan.Siler@amwater.com> cc  
01/12/2011 12:13  
PM <Takisha.Walker@amwater.com>,  
"Hilori Morgan"  
<hmorgan@lexingtonky.gov> Subject  
Request For Water Quality  
Management Fee Credits

Good afternoon. Please find attached two spreadsheets containing ten Water Quality Management Fee credits to be applied to customer accounts. Kindly let me know if there are 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

[attachment "Universal Sewer Authority Payment Form-WATER QUALITY-01-11-11#1.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Universal Sewer Authority Payment Form-WATER

QUALITY-01-11-11#2.xls"  
deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

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**To:** Special\_Accounts@amwater.net  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger; Hilori Morgan  
**Subject:** Re: Request For Water Quality Management Fee Credits

FYI

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

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Bryan.Siler@amwater.com> cc  
01/12/2011 12:13  
PM <Takisha.Walker@amwater.com>,  
"Hilori Morgan"  
<hmorgan@lexingtonky.gov> Subject  
Request For Water Quality  
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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

[attachment "Universal Sewer Authority Payment Form-WATER QUALITY-01-11-11#1.xls" deleted by Bryan Siler/KAWC/AWWS] [attachment "Universal Sewer Authority Payment Form-WATER QUALITY-01-11-11#2.xls" deleted by Bryan Siler/KAWC/AWWS]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, January 07, 2011 5:05 PM  
**To:** AW\_-\_MI\_Requests@amwater.net  
**Cc:** Candice Deininger; Kathleen Hicks; Rachel.Cole@amwater.com;  
Steven.Snowden@amwater.com; Takisha.Walker@amwater.com;  
Mary.Money@amwater.com; Susan.Lee@amwater.com; Samantha.Papa@amwater.com  
**Subject:** Managed Contract Billing

**Attachments:** Sadieville 1210 MI Request.doc; LFUCG 1210 MI Request.doc; pic02565.jpg



Sadieville 1210 MI Request.doc... Request.doc (6 K... 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 1210 MI Request.doc) (See attached file: LFUCG 1210 MI Request.doc)

(Embedded image moved to file: pic02565.jpg)

\*\*\*\*\*

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

## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Tuesday, January 04, 2011 10:06 AM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Candice Deininger  
**Subject:** Kentucky December ACH Disbursements

**Attachments:** ACHRec10.xls



ACHRec10.xls (6  
KB)

Attached you will find your ACH spreadsheet for the month of December.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.

(See attached file: ACHRec10.xls)

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:** Bryan.Siler@amwater.com  
**Sent:** Monday, January 03, 2011 4:03 PM  
**To:** Candice Deininger  
**Cc:** Sheila Powell  
**Subject:** Re: 30% Discount Coding

Just to be clear, I do not do anything on the closed accounts.

\*\*\*\*\*

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

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

<Bryan.Siler@amwater.com>

To

01/03/2011 01:42  
PM

"Sheila Powell"  
<sheilap@lexingtonky.gov>

cc

Subject

30% Discount Coding

Hi, Bryan, and Happy New Year! Attached is only one file with the names of clients whose accounts need to be coded to receive the 30% discount on the sewer and water quality fees. If you have any questions, kindly contact Sheila. 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

[attachment "Friday December 31 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]

**Sent:** Monday, January 03, 2011 2:39 PM

**To:** Bryan.Siler@amwater.com

**Cc:** Takisha.Walker@amwater.com; Scott Dickison

**Subject:** November 2010 New Services

**Attachments:** ONSET-NEW TAPS FOR NOVEMBER 2010.xls

Good afternoon, Bryan. Attached is the file containing the geocoded list of new services for November 2010 – I just discovered that I had neglected to it to you last month . . . my apologies. Thank you!

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, January 03, 2011 2:11 PM  
**To:** Candice Deininger  
**Cc:** Sheila Powell  
**Subject:** Re: 30% Discount Coding

These have been processed.

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

|                                                          |                                              |         |
|----------------------------------------------------------|----------------------------------------------|---------|
| "Candice<br>Deininger"<br><cdeining@lexingt<br>onky.gov> | <Bryan.Siler@amwater.com>                    | To      |
| 12/29/2010 09:34<br>AM                                   | "Sheila Powell"<br><sheilap@lexingtonky.gov> | cc      |
|                                                          | 30% Discount Coding                          | Subject |

Good morning, Bryan! Hope you and your family had a great Christmas!!

I'm attaching two files with the names of clients whose accounts need to be coded to receive the 30% discount on the sewer and water quality fees. If you have any questions, kindly contact Sheila. 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

[attachment "Friday December 17 2010.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Friday December 10 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]



**Janet Graham**

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**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, December 17, 2010 4:08 PM  
**To:** Julie Mantrom  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger; Hilori Morgan  
**Subject:** Energy Manager Request

Julie,

Recently, James Bush (and Conan) made a request for KAW to provide on a regular basis a file for all of the LFUCG accounts that was similar to the CBT report that is found on the Online Account Manager. We investigated different options but ultimately let them know that this was not something we would be able to provide.

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

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, December 15, 2010 12:37 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com; Jose Rincon  
**Subject:** Request To Apply Extra-Strength Sewer Charges  
**Attachments:** es121410.XLS

Good afternoon. Please find attached one spreadsheet containing 9 extra-strength sewer charges to be applied to customer accounts. If you have any questions, kindly let me know. Thank you 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:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, December 14, 2010 3:56 PM  
**To:** Cassie Felty; Julie Mantrom; Hilori Morgan; Scott Dickison  
**Subject:** KAWC Rate Increase Article  
**Importance:** High

If you get a chance, you should read this article by Andy Mead at [www.kentucky.com](http://www.kentucky.com) – the PSC has ordered KAWC to stop shutting off water service for non-payment of the water quality fee and landfill fees – the payment application in our contracts with KAWC, which the PSC approve, is structured so that sewer fees remain unpaid. Bill said he received a copy of the article from John Clay, so I'm guessing you all might have, too? Last I knew, Bill was trying to contact Keith Cartier.

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:** Tuesday, December 14, 2010 3:12 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com; Jose Rincon  
**Subject:** Request To Apply Sewer User Exclusion Credits  
**Attachments:** ex121310.XLS

Good afternoon. 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. 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:** Hilori Morgan [hmorgan@lexingtonky.gov]  
**Sent:** Thursday, December 09, 2010 11:47 AM  
**To:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com; Cassie Felty; Candice Deininger; Julie Mantrom  
**Subject:** Sample Pre-Collections Letter  
**Attachments:** Sample Collections Letter.doc

Good morning,

We have a meeting coming up on Monday, December 13, and I wanted to provide all of you with a copy of the proposed letter that we will be sending to non-mutual customers prior to turning their accounts over to the collection agency. Since we were unable to get a suitable local address that could be used for payments generated from this letter, I have used the Water Quality address at Town Branch as the return address.

Please review the attached letter and let me know if you have any recommendations, corrections, or comments.

Thank you,

*Hilori Morgan*

LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
[hmorgan@lexingtonky.gov](mailto:hmorgan@lexingtonky.gov)

**Janet Graham**

---

**From:** Hilori Morgan [hmorgan@lexingtonky.gov]  
**Sent:** Thursday, December 09, 2010 11:47 AM  
**To:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com; Cassie Felty; Candice Deininger; Julie Mantrom  
**Subject:** Sample Pre-Collections Letter  
**Attachments:** Sample Collections Letter.doc

Good morning,

We have a meeting coming up on Monday, December 13, and I wanted to provide all of you with a copy of the proposed letter that we will be sending to non-mutual customers prior to turning their accounts over to the collection agency. Since we were unable to get a suitable local address that could be used for payments generated from this letter, I have used the Water Quality address at Town Branch as the return address.

Please review the attached letter and let me know if you have any recommendations, corrections, or comments.

Thank you,

*Hilori Morgan*

LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
[hmorgan@lexingtonky.gov](mailto:hmorgan@lexingtonky.gov)

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, December 07, 2010 4:13 PM  
**To:** Candice Deininger  
**Subject:** RE: Kentucky account 97803

Okay, thanks.

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

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

<Bryan.Siler@amwater.com> To

12/07/2010 04:10  
PM

cc  
Subject

RE: Kentucky account 97803

No, not yet . . .I'll see what I can find out . . .

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, December 07, 2010 3:29 PM  
To: Candice Deininger  
Subject: RE: Kentucky account 97803

Hi Candice,

Was there ever a final opinion on this one.

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

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

<Bryan.Siler@amwater.com>

cc 09/08/2010 04:50 <Candiss.Martin@amwater.com>, PM <Linda.Toussaint@amwater.com>, <Patricia.Butler@amwater.com>, <Penny.Pohlman@amwater.com>, <specialaccts@amwater.com>, <Takisha.Walker@amwater.com>

Subject RE: Kentucky account 97803

Probably not . . . pickin's are mighty slim down there - I'm going to try to have Richard Lamey ask Jose Rincon to check it since it could possibly involve exclusions - not sure if I'll have much luck there either but I'll give it whirl . . .

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, September 08, 2010 4:47 PM  
To: Candice Deininger  
Cc: Candiss.Martin@amwater.com; Linda.Toussaint@amwater.com; Patricia.Butler@amwater.com; Penny.Pohlman@amwater.com; specialaccts@amwater.com; Takisha.Walker@amwater.com  
Subject: RE: Kentucky account 97803

Candice,  
This is one I asked about before. Did Julie ever find out anything?

----- Forwarded by Bryan Siler/KAWC/AWWSC on 09/08/2010 04:45 PM -----

"Candice  
Deininger"  
To <cdeining@lexingt  
onky.gov> <Bryan.Siler@amwater.com>

cc 07/23/2010 10:59 AM  
Subject RE: Premise 120028035 847 S  
Broadway St #B

Hi, Bryan . . . this address does not exist in PVA, however, I'm pretty sure it's part of the same parcel located at 843 South Broadway. I've emailed Julie to see if anyone in that shop is familiar with this location and if it serves a water tower.

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: Friday, July 23, 2010 9:26 AM  
To: Candice Deininger  
Subject: Premise 120028035 847 S Broadway St #B

Hi Candice,

Should this premise be billed sewer? I have notes that say it services a water tower. It was inactive for a couple years but just began service again last month.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

\*\*\*\*\*

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

"Candice  
Deininger"

To <cdeining@lexingt  
onky.gov> <Patricia.Butler@amwater.com>

cc 09/08/2010 04:26 <Bryan.Siler@amwater.com>,  
PM <Candiss.Martin@amwater.com>,  
<Linda.Toussaint@amwater.com>,  
<Penny.Pohlman@amwater.com>,  
<specialaccts@amwater.com>,  
<Takisha.Walker@amwater.com>

Subject RE: Kentucky account 97803

Thanks, Patty - just another reason why you get complimentary emails!!  
Have a great evening . . . I'll let everyone know what, if anything, is found out.

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

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

From: Patricia.Butler@amwater.com [mailto:Patricia.Butler@amwater.com]  
Sent: Wednesday, September 08, 2010 4:17 PM

To: Candice Deininger  
Cc: Bryan.Siler@amwater.com; Candiss.Martin@amwater.com; Linda.Toussaint@amwater.com;  
Penny.Pohlman@amwater.com; specialaccts@amwater.com; Takisha.Walker@amwater.com  
Subject: RE: Kentucky account 97803

Hi Candice,

Donna Bradford, the Director called the call center on 6/25/10 and gave the number as 859-255-0752. Let me know if you need anything else.

Thanks,

Patty Butler  
Special Accounts Representative  
American Water  
Phone - 866-772-2228 ext 5023  
Fax - 866-464-0232

"Candice  
Deininger"

To <cdeining@lexingt  
onky.gov> <Patricia.Butler@amwater.com>,  
<Takisha.Walker@amwater.com>,  
09/08/2010 03:01 <Bryan.Siler@amwater.com>,  
PM <Candiss.Martin@amwater.com>,  
<Linda.Toussaint@amwater.com>  
cc <specialaccts@amwater.com>,  
<Penny.Pohlman@amwater.com>

Subject RE: Kentucky account 97803

Hi, Bryan. I've pulled up the sewer portion of the billing on this account and noticed the lack of billing until June of this year which would seem to support the customer's claim. If this account does serve only a cooling tower, and nothing else, then it would not be charged sewer. However, if it does serve a sanitary sewer function, then it should be charged and the customer would need to apply for an exclusion for that portion which serves the cooling tower. Is there a contact person and number at Lexington Trots Breeders that someone from Water Quality could contact? I'm not sure if they have anyone who could make an on-site inspection but it's worth a try to confirm one way or another. And, I don't suppose we'd get lucky enough to have any comments on the account anywhere?

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

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

From: Patricia.Butler@amwater.com [mailto:Patricia.Butler@amwater.com]  
Sent: Wednesday, September 08, 2010 3:31 PM  
To: Takisha.Walker@amwater.com; Bryan.Siler@amwater.com; Candiss.Martin@amwater.com;  
Linda.Toussaint@amwater.com  
Cc: Candice Deininger; specialaccts@amwater.com; Penny.Pohlman@amwater.com  
Subject: Fw: Kentucky account 97803

Hi Adrian,

This is under the wrong area code if it is in fact to be charged for sewer, but there is also an open contact here due to the customer stating this is a water cooling tower and they don't believe it should be charged for sewer at all. At this point, I can reverse the incorrect area code charges, but I don't want to re-apply them until we can determine whether or not they should be charged for sewer. Once we get the ok to charge for sewer or not, I will do what is necessary to correct it from that time forward.

Thanks,

Patty Butler  
Special Accounts Representative  
American Water  
Phone - 866-772-2228 ext 5023  
Fax - 866-464-0232

----- Forwarded by Patricia A Butler/CALLCTR/CORP/AWWSC on 09/08/2010  
02:24  
PM -----

Adrian

Teague/SHARSVCS/A

WWSC

To CSC\_Special\_Accounts/AWWSC@AWW

09/07/2010 01:38

cc PM

Subject Kentucky account 97803

Good Afternoon,

Could someone please look at KY account 97803? I believe this account is set up under the wrong area code because every time this account bills for sewer, it creates an error. If this account is to bill for sewer than I believe it should be set up in area code 1215, there should be no sewer billing under area 1210 since that is the default area. If the area is incorrect and needs to be changed, then the charges first need to be reversed in the incorrect area (1210) before the area is changed. If this is not done, the errors will not be corrected. Once the area is changed to 1215, the charges can be entered through a misc adj.

So far this account has caused the following errors which need to be corrected  
07/13 147.99 for sewer billing and 8.88 for sales tax on UT 2.  
07/27 5.76 for sewer billing and .35 for sales tax on UT 2  
09/01 2,709.58 for sewer billing and 162.57 for sales tax on UT2

Thank you.  
(Embedded image moved to file: pic13877.gif)

Adrian Teague  
Senior Accountant  
AW Shared Services Center  
856-310-5478  
Adrian.Teague@amwater.com

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, December 07, 2010 4:11 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Sheila Powell  
**Subject:** RE: 30% Discount Coding

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:** Tuesday, December 07, 2010 4:05 PM  
**To:** Candice Deininger  
**Cc:** Sheila Powell; Takisha.Walker@amwater.com  
**Subject:** Re: 30% Discount Coding

These have been updated.

\*\*\*\*\*

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

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

<Bryan.Siler@amwater.com>

To

12/07/2010 02:42  
PM

<Takisha.Walker@amwater.com>,  
"Sheila Powell"  
<sheilap@lexingtonky.gov>

cc

Subject

30% Discount Coding

Good afternoon, Bryan. Attached is the most recent file containing the names of individuals whose accounts need to be coded to receive the 30% discount coding for sewer and WQMF charges. Kindly let Sheila know if you have any questions. Thank you 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

[attachment "Friday December 3 2010.xls" deleted by Bryan Siler/KAWC/AWWS]

