

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, December 07, 2010 4:10 PM  
**To:** Bryan.Siler@amwater.com  
**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>

09/08/2010 04:50  
PM

<Bryan.Siler@amwater.com>

To

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

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  
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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/AWWS on 09/08/2010 04:45 PM -----

"Candice  
Deininger"  
<cdeining@lexingt  
To 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.

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Lexington, KY 40507  
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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  
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Lexington, KY 40507  
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-----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/AWWSA on 09/08/2010  
02:24  
PM -----

Adrian

Teague/SHARVCS/A

WWSA

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:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, December 07, 2010 4:05 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Sheila Powell  
**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
	30% Discount Coding	Subject

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/AWWSC]

**Janet Graham**

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**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, December 07, 2010 3:29 PM  
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PM <Candiss.Martin@amwater.com>,  
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RE: Kentucky account 97803

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Cc: Candice Deininger; specialacct@amwater.com; Penny.Pohlman@amwater.com  
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Teague/SHARVCS/A

WWSC

To CSC\_Special\_Accounts/AWWSC@AWW

09/07/2010 01:38

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Senior Accountant  
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856-310-5478  
Adrian.Teague@amwater.com

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, December 03, 2010 2:40 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 1110 MI Request.doc; LFUCG 1110 MI Request.doc; pic13245.jpg



Sadieville 1110 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 1110 MI Request.doc) (See attached file: LFUCG 1110 MI Request.doc)

(Embedded image moved to file: pic13245.jpg)

\*\*\*\*\*

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

## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Wednesday, December 01, 2010 9:23 AM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Candice Deininger  
**Subject:** Kentucky November ACH Disbursements

**Attachments:** ACHRec10.xls



ACHRec10.xls (6  
KB)

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

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:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, November 30, 2010 9:01 AM  
**To:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com  
**Cc:** Julie Mantrom  
**Subject:** Premise 120087131 - 637 The Curtilage

Good morning, Takisha and Bryan. I just completed a call from the homeowner, Mrs. King, at the above location regarding her sewer usage for the period January 2009-November 2010. She indicated that she has been working with both of you on the leak that was discovered on her service and that a settlement was reached between her and KAWC. LFUCG will be happy to make an adjustment on the sewer portion of her bills; however, I will need to know what type of leak and whether or not KAWC made any type of sewer adjustment on our behalf and for what amount for the period in question. If one of you would get back to me in the next day or so, I would be most appreciative. 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:** Tuesday, November 30, 2010 11:14 AM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com; Jose Rincon; Lynne Cross  
**Subject:** Request To Apply Sewer User Exclusion Credits  
**Attachments:** ex112910.XLS

Good morning. Please find attached one spreadsheet containing 22 sewer user exclusion credits to be applied to customer accounts. Kindly let me know if you have any questions. Thanks very much and have a good day!

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

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]**Sent:** Tuesday, November 30, 2010 9:23 AM**To:** Julie Mantrom**Subject:** FW: Premise 120087131 - 637 The Curtilage

Good morning! The reason I copied you on this email was because this could have the potential of being a rather large refund. KAWC really dropped the ball on this account . . . the usage was astronomical and not one time did the company flag it for inspection . . .

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:** Candice Deininger**Sent:** Tuesday, November 30, 2010 9:01 AM**To:** Takisha.Walker@amwater.com; 'Bryan.Siler@amwater.com'**Cc:** Julie Mantrom**Subject:** Premise 120087131 - 637 The Curtilage

Good morning, Takisha and Bryan. I just completed a call from the homeowner, Mrs. King, at the above location regarding her sewer usage for the period January 2009-November 2010. She indicated that she has been working with both of you on the leak that was discovered on her service and that a settlement was reached between her and KAWC. LFUCG will be happy to make an adjustment on the sewer portion of her bills; however, I will need to know what type of leak and whether or not KAWC made any type of sewer adjustment on our behalf and for what amount for the period in question. If one of you would get back to me in the next day or so, I would be most appreciative. Thanks very much!!

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**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, November 19, 2010 9:15 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Robert Bowman; Julie Mantrom; Hilori Morgan; Scott Dickison  
**Subject:** RE: Cancelation of Tomorrow's Meeting -- Thursday, November 18th @ 2:30pm.

Hi, Bryan! We briefly discussed it yesterday but no decision was made. What is your availability after Thanksgiving? December is always a busy month for everyone, so if we had a few dates from you, we could nail down a definite day. 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:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Friday, November 19, 2010 8:54 AM  
**To:** Candice Deininger  
**Cc:** Hilori Morgan; Julie Mantrom; Cassie Felty; Robert Bowman; Scott Dickison; Takisha.Walker@amwater.com  
**Subject:** RE: Cancelation of Tomorrow's Meeting -- Thursday, November 18th @ 2:30pm.

Candice,

Just let me know when might be good. Hope everyone has a great Thanksgiving!!!

\*\*\*\*\*

Bryan Siler  
Eastern Division  
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Phone: (859) 268-6350

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

11/17/2010 04:21  
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To  
<Takisha.Walker@amwater.com>,  
"Hilori Morgan"  
<hmorgan@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>,  
"Robert Bowman"  
<rbowman2@lexingtonky.gov>, "Scott  
Dickison"  
<sdickison@lexingtonky.gov>, "Julie  
Mantrom" <jmantrom@lexingtonky.gov>  
cc  
<Bryan.Siler@amwater.com>  
Subject  
RE: Cancelation of Tomorrow's  
Meeting -- Thursday, November 18th  
@ 2:30pm.

Hi, Takisha, and thanks very much for the notification. Hope everything is okay with Bryan. Looks like we'll be looking at the week following Thanksgiving since both our offices will be closed next Thursday and Friday and I'm on vacation the preceding three days.

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

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

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
Sent: Wednesday, November 17, 2010 4:18 PM  
To: Candice Deininger; Hilori Morgan; Cassie Felty; Robert Bowman; Scott Dickison; Julie Mantrom  
Cc: Bryan.Siler@amwater.com  
Subject: Cancellation of Tomorrow's Meeting -- Thursday, November 18th @ 2:30pm.

Hello LFUCG Team,

Bryan has to take an unplanned absence tomorrow and will not be in the office. Therefore, the meeting for tomorrow is canceled and he will reschedule it upon his return.

Sorry for any inconvenience and please let me know if you have any additional questions or concerns.

Thanks

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:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, November 19, 2010 9:14 AM  
**To:** Scott Dickison  
**Cc:** Cassie Felty; Julie Mantrom  
**Subject:** FW: Out of Office

Hey, Scott! We're still on schedule for getting the billing file to Bryan today, right?

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, November 19, 2010 9:12 AM  
**To:** Julie Mantrom; Hilori Morgan; Candice Deininger  
**Cc:** KAWC\_-\_Field\_Services\_Team@amwater.net  
**Subject:** Out of Office

Everyone,

I will be out of the office Monday through Wednesday of next week. Our Special Accounts department can handle any account related questions you have during this time and any escalated issues can be sent to our local Customer Advocate Group here at kawc.fieldservices@amwater.com. Please let me know if you will need anything during this time so I can work to get it to you before leaving.

Our offices are also closed Thursday and Friday for the Thanksgiving holiday.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 269-2386 x6

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, November 19, 2010 8:54 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Robert Bowman; Julie Mantrom; Hilori Morgan; Scott Dickison  
**Subject:** RE: Cancellation of Tomorrow's Meeting -- Thursday, November 18th @ 2:30pm.

Candice,

Just let me know when might be good. Hope everyone has a great Thanksgiving!!!

\*\*\*\*\*

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

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

11/17/2010 04:21  
PM

To  
<Takisha.Walker@amwater.com>,  
"Hilori Morgan"  
<hmorgan@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>,  
"Robert Bowman"  
<rbowman2@lexingtonky.gov>, "Scott  
Dickison"  
<sdickison@lexingtonky.gov>, "Julie  
Mantrom" <jmantrom@lexingtonky.gov>  
cc  
<Bryan.Siler@amwater.com>  
Subject  
RE: Cancellation of Tomorrow's  
Meeting -- Thursday, November 18th  
@ 2:30pm.

Hi, Takisha, and thanks very much for the notification. Hope everything is okay with Bryan. Looks like we'll be looking at the week following Thanksgiving since both our offices will be closed next Thursday and Friday and I'm on vacation the preceding three days.

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

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

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
Sent: Wednesday, November 17, 2010 4:18 PM  
To: Candice Deininger; Hilori Morgan; Cassie Felty; Robert Bowman; Scott Dickison; Julie Mantrom  
Cc: Bryan.Siler@amwater.com  
Subject: Cancellation of Tomorrow's Meeting -- Thursday, November 18th @ 2:30pm.

Hello LFUCG Team,

Bryan has to take an unplanned absence tomorrow and will not be in the office. Therefore, the meeting for tomorrow is canceled and he will reschedule it upon his return.

Sorry for any inconvenience and please let me know if you have any additional questions or concerns.

Thanks

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:** Takisha.Walker@amwater.com  
**Sent:** Wednesday, November 17, 2010 5:11 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Cassie Felty; Robert Bowman; Julie Mantrom; Hilori Morgan; Scott Dickison  
**Subject:** RE: Cancellation of Tomorrow's Meeting -- Thursday, November 18th @ 2:30pm.

Hello Candice,

It will most likely be after the Holiday as Bryan is also out of the office the week of the 22nd.

Please let me know if you have any additional questions or concerns.

Thanks

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.

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

11/17/2010 04:21  
PM

To  
<Takisha.Walker@amwater.com>,  
"Hilori Morgan"  
<hmorgan@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>,  
"Robert Bowman"  
<rbowman2@lexingtonky.gov>, "Scott  
Dickison"  
<sdickison@lexingtonky.gov>, "Julie  
Mantrom" <jmantrom@lexingtonky.gov>  
cc  
<Bryan.Siler@amwater.com>  
Subject  
RE: Cancellation of Tomorrow's  
Meeting -- Thursday, November 18th  
@ 2:30pm.

Hi, Takisha, and thanks very much for the notification. Hope everything is okay with Bryan. Looks like we'll be looking at the week following Thanksgiving since both our offices will be closed next Thursday and Friday and I'm on vacation the preceding three days.

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

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
Sent: Wednesday, November 17, 2010 4:18 PM  
To: Candice Deininger; Hilori Morgan; Cassie Felty; Robert Bowman; Scott Dickison; Julie Mantram  
Cc: Bryan.Siler@amwater.com  
Subject: Cancelation of Tomorrow's Meeting -- Thursday, November 18th @ 2:30pm.

Hello LFUCG Team,

Bryan has to take an unplanned absence tomorrow and will not be in the office. Therefore, the meeting for tomorrow is canceled and he will reschedule it upon his return.

Sorry for any inconvenience and please let me know if you have any additional questions or concerns.

Thanks

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:** Takisha.Walker@amwater.com  
**Sent:** Wednesday, November 17, 2010 4:18 PM  
**To:** Cassie Felty; Candice Deininger; Robert Bowman; Julie Mantrom; Hilori Morgan; Scott Dickison  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** Cancelation of Tomorrow's Meeting -- Thursday, November 18th @ 2:30pm.

Hello LFUCG Team,

Bryan has to take an unplanned absence tomorrow and will not be in the office. Therefore, the meeting for tomorrow is canceled and he will reschedule it upon his return.

Sorry for any inconvenience and please let me know if you have any additional questions or concerns.

Thanks

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, November 16, 2010 4:25 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Sheila Powell  
**Subject:** Re: 30% Discount Coding

Candice,

I will be out of the office tomorrow but will work on these when I get back. Have a nice day.

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lexingt onky.gov>	<Bryan.Siler@amwater.com>	To
11/16/2010 12:02 PM	<Takisha.Walker@amwater.com>, "Sheila Powell" <sheilap@lexingtonky.gov>	cc
	30% Discount Coding	Subject

Good afternoon, Bryan. Here's the most recent file from Adult Services with accounts needing the 30% discount coding. If you have any questions, kindly contact Sheila. 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

[attachment "Friday Novmeber 12 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, November 08, 2010 11:53 AM  
**To:** Julie Mantrom  
**Cc:** Cassie Felty; Candice Deininger; Robert Bowman; Hilori Morgan; Scott Dickison  
**Subject:** RE: Meeting Today

That would be great. Same place as before? Meet at 2:30pm?

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

"Julie Mantrom"  
<jmantrom@lexingt  
onky.gov> To  
<Bryan.Siler@amwater.com>  
11/08/2010 11:42 AM cc  
"Candice Deininger"  
<cdeining@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>,  
"Scott Dickison"  
<sdickison@lexingtonky.gov>,  
"Robert Bowman"  
<rbowman2@lexingtonky.gov>, "Hilori  
Morgan" <hmorgan@lexingtonky.gov>  
Subject  
RE: Meeting Today

How about next Monday the 15th in Cassie's office?

-----Original Message-----  
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, November 08, 2010 11:24 AM  
To: Julie Mantrom  
Subject: RE: Meeting Today

I will be back in the office on Thursday so anytime on Thursday or Friday or next week.

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

"Julie Mantrom"  
<jmantrom@lexingt  
onky.gov>  
To  
<Bryan.Siler@amwater.com>  
11/08/2010 11:21

cc

AM

Subject

RE: Meeting Today

When would you be available if we rescheduled?

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, November 08, 2010 11:17 AM  
To: Julie Mantrom  
Subject: Re: Meeting Today

Julie,

I will be traveling today and would only be able to do it by phone. I am open to rescheduling but am certainly available via cell phone as coverage dictates. Please let me know if another day would be suitable.

I will check to see if they were able to get that information yet.

\*\*\*\*\*

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

"Julie Mantrom"  
<jmantrom@lexingt  
onky.gov>

To

<Bryan.Siler@amwater.com>

11/08/2010 11:00

cc

AM

Subject

Meeting Today

Bryan:

Are you coming here today or will we be doing our meeting today by phone?

Julie

From: Julie Mantrom  
Sent: Monday, November 08, 2010 9:04 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Lynne Cross; Candice Deininger  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Bryan:

Would you have this information for our meeting this afternoon?

Julie

From: Candice Deininger  
Sent: Tuesday, November 02, 2010 10:18 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Takisha.Walker@amwater.com; Julie Mantrom; Lynne Cross  
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road  
Importance: High

Good morning, Bryan. Any progress with this?

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

From: Candice Deininger  
Sent: Wednesday, October 13, 2010 11:09 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: 'Takisha.Walker@amwater.com'; Julie Mantrom; Lynne Cross  
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi, Bryan . . . Is there any way we can get the historical usage/payment history for this property prior to February 2005? As indicated by Julie, this location is currently not sewerred, however, there is service available. She needs to know the amount the customer has paid in sewer fees before she authorizes a refund and sends a mandatory connection letter to them. It has been over two months since you initially requested the sewer status of this location, so we're trying to wrap it up but need your assistance to do so. Thanks in advance for your help in expediting this request!!

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

From: Lynne Cross  
Sent: Thursday, September 30, 2010 7:56 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Julie Mantrom; Candice Deininger  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi Bryan!  
Just double checking with you on the email below... I did not hear back from you and wanted to make sure you got this email asking for help. Just let me know.

Thanks,  
Lynne  
258.3363

From: Lynne Cross  
Sent: Tuesday, September 28, 2010 9:56 AM  
To: Bryan.Siler@amwater.com  
Cc: Julie Mantrom; Candice Deininger  
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi Bryan -  
Good morning! Can you look further back on this account and tell me how much they have paid in sewer user fees or can you send me screen shots so I can calculate it? I can see back as far as February 2005 but no further.  
Thanks for any help you might be able to give me!!

Lynne  
258.3363

From: Julie Mantrom  
Sent: Tuesday, September 28, 2010 9:54 AM  
To: Lynne Cross  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Lynn:

Sometimes Candice can go further back with KAW. Do you want to ask Bryan or shall I?

Julie

From: Lynne Cross  
Sent: Tuesday, September 28, 2010 9:50 AM  
To: Julie Mantrom  
Cc: Candice Deininger; Bryan.Siler@amwater.com  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Julie -  
I went back to Feb. 2005 (which is as far as our system shows) and yes they are paying a sewer user fee. Since February 2005 they have paid \$1656.33.  
If you have any more questions, just let me know.

Thanks -  
Lynne  
258.3363

From: Julie Mantrom  
Sent: Monday, September 27, 2010 2:04 PM  
To: Lynne Cross  
Cc: Candice Deininger; 'Bryan.Siler@amwater.com'  
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Lynne;

Can you tell me if 1920 Richmond Road is paying the sewer user fee, and if yes-how much they have paid? I would like to go back as far as possible.  
It is my understanding it will cost \$8,000 for them to connect to sewer if I send them a mandatory connection letter. I want to know the amount before I authorize a refund.

Thank you.

Julie

From: Rodney Chervus  
Sent: Monday, September 27, 2010 1:39 PM  
To: Julie Mantrom  
Cc: Carol Schoaff  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Julie,

James Gay, MD can be reached at 266-3438.

Who will make the call if necessary?

Rodney (Rod) Chervus, P.E.  
Collection and Conveyance Manager  
Division of Water Quality  
Lexington - Fayette Urban County Government  
Phone: (859) 425-2408  
Fax: (859) 255-7356  
email: rchervus@lfucg.com

NOTE: THIS ELECTRONIC MAIL TRANSMISSION IS FOR THE USE OF THE NAMED INDIVIDUAL OR ENTITY TO WHICH IT IS DIRECTED, AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED OR CONFIDENTIAL. IT IS NOT TO BE TRANSMITTED TO OR RECEIVED BY ANYONE OTHER THAN THE NAMED ADDRESSEE (OR PERSON AUTHORIZED TO DELIVER IT TO THE NAMED ADDRESSEE). IT IS NOT TO BE COPIED OR FORWARDED TO ANY UNAUTHORIZED PERSONS. IF YOU HAVE RECEIVED THIS ELECTRONIC MAIL TRANSMISSION IN ERROR, DELETE IT FROM YOUR SYSTEM WITHOUT COPYING OR FORWARDING IT, AND NOTIFY THE SENDER OF THE ERROR BY REPLYING VIA E-MAIL OR BY CALLING THE DIVISION OF WATER AND AIR QUALITY AT (859) 425-2400, SO THAT OUR ADDRESS RECORD CAN BE CORRECTED.

From: Carol Schoaff  
Sent: Monday, September 27, 2010 1:34 PM  
To: Julie Mantrom; Rodney Chervus  
Cc: T Taylor  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

It is at minimum 475' from the nearest sewer line to this residence - smoke testing would not be conclusive; and a dye test would require running water for an extended period of time. Here's a simple question - has any one asked the homeowner if they are connected?

Carol J. Schoaff  
Engineering Technician Principal  
Lexington Fayette Urban County Government Division of Water Quality  
Phone: 859.425.2441  
Fax: 859.255.7356  
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom  
Sent: Monday, September 27, 2010 1:31 PM  
To: Rodney Chervus; Carol Schoaff  
Cc: T Taylor  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

I have never heard the 2 acre thing before-only inside or outside the urban service area, and this property is in the Urban Service Area. Sounds like I have to send a mandatory connect letter since you are saying they are not connected, but have access.

From: Rodney Chervus  
Sent: Monday, September 27, 2010 1:28 PM  
To: Carol Schoaff  
Cc: Julie Mantrom; T Taylor  
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Carol,

Would smoke or dye tests come up with any conclusions, if the property was connected to the sewer or not? A capped connection is almost conclusive.

Julie,

The property is over 10 acres. I understand if the property of over 2 acres they do not have to hook onto the sewer system?

What next Julie, Carol

Rodney (Rod) Chervus, P.E.  
Collection and Conveyance Manager  
Division of Water Quality  
Lexington - Fayette Urban County Government  
Phone: (859) 425-2408  
Fax: (859) 255-7356  
email: rchervus@lfucg.com

NOTE: THIS ELECTRONIC MAIL TRANSMISSION IS FOR THE USE OF THE NAMED INDIVIDUAL OR ENTITY TO WHICH IT IS DIRECTED, AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED OR CONFIDENTIAL. IT IS NOT TO BE TRANSMITTED TO OR RECEIVED BY ANYONE OTHER THAN THE NAMED ADDRESSEE (OR PERSON AUTHORIZED TO DELIVER IT TO THE NAMED ADDRESSEE). IT IS NOT TO BE COPIED OR FORWARDED TO ANY UNAUTHORIZED PERSONS. IF YOU HAVE RECEIVED THIS ELECTRONIC MAIL TRANSMISSION IN ERROR, DELETE IT FROM YOUR SYSTEM WITHOUT COPYING OR FORWARDING IT, AND NOTIFY THE SENDER OF THE ERROR BY REPLYING VIA E-MAIL OR BY CALLING THE DIVISION OF WATER AND AIR QUALITY AT (859) 425-2400, SO THAT OUR ADDRESS RECORD CAN BE CORRECTED.

From: Carol Schoaff  
Sent: Monday, September 27, 2010 12:54 PM  
To: Julie Mantrom; T Taylor  
Cc: Rodney Chervus; Candice Deininger

Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

CCTV inspection of this area shows a tap for this residence at 148.1' upstream of Manhole WH7\_76; the investigation shows that this tap is a factory "t" and is capped at the main. The line and the tap are located on the property at 125 Lakeshore Drive, and there is an easement on the property that extends to the back property line. Based on the findings and the available contours, it appears that we do have service available for this residence.

Carol J. Schoaff  
Engineering Technician Principal  
Lexington Fayette Urban County Government Division of Water Quality  
Phone: 859.425.2441  
Fax: 859.255.7356  
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom  
Sent: Tuesday, September 14, 2010 9:42 AM  
To: Carol Schoaff; T Taylor  
Cc: Rodney Chervus; Candice Deininger  
Subject: RE: Should premise 120023928 be billed sewer?

Thank you.

From: Carol Schoaff  
Sent: Tuesday, September 14, 2010 9:16 AM  
To: Julie Mantrom; T Taylor  
Cc: Rodney Chervus; Candice Deininger  
Subject: RE: Should premise 120023928 be billed sewer?

Give me until the end of the week; I've been short handed since you made the original request and just getting back on my tasks since Patrick came back. Randy and I discussed CCTV'ing the line and lateral launching the tap that is oriented toward the property, I'll get a work order together and see if we can prove/disprove the connection with that method. If the tap is not active I'll have the TV Crew attempt to mark where the end of the lateral is, if it doesn't extend to the property line we'll have to do some plat research (the As Builts for that line do not show the easement).

Carol J. Schoaff  
Engineering Technician Principal  
Lexington Fayette Urban County Government Division of Water Quality  
Phone: 859.425.2441  
Fax: 859.255.7356  
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom  
Sent: Tuesday, September 14, 2010 9:02 AM  
To: T Taylor; Carol Schoaff  
Cc: Rodney Chervus; Candice Deininger  
Subject: RE: Should premise 120023928 be billed sewer?

Has this been verified yet? If the property is not on sewer we need to know if the property owner has access at his property line-without going across private property.

From: T Taylor  
Sent: Tuesday, August 17, 2010 9:54 AM  
To: Carol Schoaff  
Cc: Julie Mantrom; Rodney Chervus  
Subject: RE: Should premise 120023928 be billed sewer?

Carol,

Please do a verification.

Thanks

From: Julie Mantrom

Sent: Tuesday, August 17, 2010 9:52 AM  
To: T Taylor  
Cc: Rodney Chervus; Carol Schoaff  
Subject: FW: Should premise 120023928 be billed sewer?  
Can you take please check this property? Thank you.

From: Candice Deininger  
Sent: Tuesday, August 17, 2010 9:37 AM  
To: Julie Mantrom  
Cc: Mike Lambert  
Subject: FW: Should premise 120023928 be billed sewer?

Good morning. Bryan sent the following email inquiring about whether or not this location should be charged - it is at 1920 Richmond Road. Mike Lambert checked the records and wasn't able to determine if it was actually tapped on. He did tell me that there is a tap available 49 feet from the downstream manhole WH7-77. Is there a possibility this can dye-tested?

If they aren't tapped on, I think I can feel a mandatory connection letter going out and whatever they've paid in sewer fees would be applied? I know I may be jumping the gun . . . Btw - this property is just on the other side of Shriners Lane . . .

(Embedded image moved to file: pic09253.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, August 17, 2010 8:46 AM  
To: Candice Deininger  
Cc: Bethany.Hungate@amwater.com  
Subject: Should premise 120023928 be billed sewer?

Candice,

Should this premise be billed sewer?

Thanks.

\*\*\*\*\*

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



**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, November 08, 2010 11:25 AM  
**To:** Julie Mantrom  
**Subject:** FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

**Importance:** High

**Attachments:** pic09714.jpg



pic09714.jpg (6 KB)

He should be able to get their IT department to run a query . . . I'm pretty sure Donna Taylor used to do that for me all the time . . . (but don't tell him that).

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 08, 2010 11:23 AM  
**To:** Julie Mantrom  
**Cc:** Lynne Cross; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Julie,

I went back to February 2004, which is as far back as I can see, and the first month sewer charges showed up was in February 2005. The February 9, 2005 bill was for 14 units and sewer charges were \$28.72. Does that help?

\*\*\*\*\*

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

"Julie Mantrom"  
<jmantrom@lexingt  
onky.gov>

11/08/2010 09:03  
AM

<Bryan.Siler@amwater.com> To

"Lynne Cross" cc

<ccross@lexingtonky.gov>, "Candice  
Deininger"  
<cdeining@lexingtonky.gov>

Subject  
RE: Should premise 120023928 be  
billed sewer? 1920 Richmond Road

Bryan:

Would you have this information for our meeting this afternoon?

Julie

From: Candice Deininger  
Sent: Tuesday, November 02, 2010 10:18 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Takisha.Walker@amwater.com; Julie Mantrom; Lynne Cross  
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road  
Importance: High

Good morning, Bryan. Any progress with this?

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

From: Candice Deininger  
Sent: Wednesday, October 13, 2010 11:09 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: 'Takisha.Walker@amwater.com'; Julie Mantrom; Lynne Cross  
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi, Bryan . . . Is there any way we can get the historical usage/payment history for this property prior to February 2005? As indicated by Julie, this location is currently not sewerred, however, there is service available. She needs to know the amount the customer has paid in sewer fees before she authorizes a refund and sends a mandatory connection letter to them. It has been over two months since you initially requested the sewer status of this location, so we're trying to wrap it up but need your assistance to do so. Thanks in advance for your help in expediting this request!!

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

From: Lynne Cross  
Sent: Thursday, September 30, 2010 7:56 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Julie Mantrom; Candice Deininger  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi Bryan!

Just double checking with you on the email below.. I did not hear back from you and wanted to make sure you got this email asking for help. Just let me know.

Thanks,  
Lynne  
258.3363

From: Lynne Cross  
Sent: Tuesday, September 28, 2010 9:56 AM  
To: Bryan.Siler@amwater.com  
Cc: Julie Mantrom; Candice Deininger  
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi Bryan -

Good morning! Can you look further back on this account and tell me how much they have paid in sewer user fees or can you send me screen shots so I can calculate it? I can see back as far as February 2005 but no further.

Thanks for any help you might be able to give me!!

Lynne  
258.3363

From: Julie Mantrom  
Sent: Tuesday, September 28, 2010 9:54 AM  
To: Lynne Cross  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Lynn:

Sometimes Candice can go further back with KAW. Do you want to ask Bryan or shall I?

Julie

From: Lynne Cross  
Sent: Tuesday, September 28, 2010 9:50 AM  
To: Julie Mantrom  
Cc: Candice Deininger; Bryan.Siler@amwater.com  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Julie -

I went back to Feb. 2005 (which is as far as our system shows) and yes they are paying a sewer user fee. Since February 2005 they have paid \$1656.33.

If you have any more questions, just let me know.

Thanks -  
Lynne  
258.3363

From: Julie Mantrom  
Sent: Monday, September 27, 2010 2:04 PM  
To: Lynne Cross  
Cc: Candice Deininger; 'Bryan.Siler@amwater.com'  
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Lynne;

Can you tell me if 1920 Richmond Road is paying the sewer user fee, and if yes—how much they have paid? I would like to go back as far as possible.

It is my understanding it will cost \$8,000 for them to connect to sewer if I send them a mandatory connection letter. I want to know the amount before I authorize a refund.

Thank you.

Julie

From: Rodney Chervus  
Sent: Monday, September 27, 2010 1:39 PM  
To: Julie Mantrom  
Cc: Carol Schoaff  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Julie,

James Gay, MD can be reached at 266-3438.

Who will make the call if necessary?

Rodney (Rod) Chervus, P.E.

Collection and Conveyance Manager  
Division of Water Quality  
Lexington - Fayette Urban County Government  
Phone: (859) 425-2408  
Fax: (859) 255-7356  
email: rchervus@lfucg.com

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From: Carol Schoaff  
Sent: Monday, September 27, 2010 1:34 PM  
To: Julie Mantrom; Rodney Chervus  
Cc: T Taylor  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

It is at minimum 475' from the nearest sewer line to this residence - smoke testing would not be conclusive; and a dye test would require running water for an extended period of time. Here's a simple question - has any one asked the homeowner if they are connected?

Carol J. Schoaff  
Engineering Technician Principal  
Lexington Fayette Urban County Government Division of Water Quality  
Phone: 859.425.2441  
Fax: 859.255.7356  
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom  
Sent: Monday, September 27, 2010 1:31 PM  
To: Rodney Chervus; Carol Schoaff  
Cc: T Taylor  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

I have never heard the 2 acre thing before—only inside or outside the urban service area, and this property is in the Urban Service Area. Sounds like I have to send a mandatory connect letter since you are saying they are not connected, but have access.

From: Rodney Chervus  
Sent: Monday, September 27, 2010 1:28 PM  
To: Carol Schoaff  
Cc: Julie Mantrom; T Taylor  
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Carol,

Would smoke or dye tests come up with any conclusions, if the property was connected to the sewer or not? A capped connection is almost conclusive.

Julie,

The property is over 10 acres. I understand if the property of over 2 acres they do not have to hook onto the sewer system?

What next Julie, Carol

Rodney (Rod) Chervus, P.E.  
Collection and Conveyance Manager  
Division of Water Quality  
Lexington - Fayette Urban County Government  
Phone: (859) 425-2408

Fax: (859) 255-7356  
email: rchervus@lfucg.com

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From: Carol Schoaff  
Sent: Monday, September 27, 2010 12:54 PM  
To: Julie Mantrom; T Taylor  
Cc: Rodney Chervus; Candice Deininger  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

CCTV inspection of this area shows a tap for this residence at 148.1' upstream of Manhole WH7\_76; the investigation shows that this tap is a factory "t" and is capped at the main. The line and the tap are located on the property at 125 Lakeshore Drive, and there is an easement on the property that extends to the back property line. Based on the findings and the available contours, it appears that we do have service available for this residence.

Carol J. Schoaff  
Engineering Technician Principal  
Lexington Fayette Urban County Government Division of Water Quality  
Phone: 859.425.2441  
Fax: 859.255.7356  
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom  
Sent: Tuesday, September 14, 2010 9:42 AM  
To: Carol Schoaff; T Taylor  
Cc: Rodney Chervus; Candice Deininger  
Subject: RE: Should premise 120023928 be billed sewer?

Thank you.

From: Carol Schoaff  
Sent: Tuesday, September 14, 2010 9:16 AM  
To: Julie Mantrom; T Taylor  
Cc: Rodney Chervus; Candice Deininger  
Subject: RE: Should premise 120023928 be billed sewer?

Give me until the end of the week; I've been short handed since you made the original request and just getting back on my tasks since Patrick came back. Randy and I discussed CCTV'ing the line and lateral launching the tap that is oriented toward the property, I'll get a work order together and see if we can prove/disprove the connection with that method. If the tap is not active I'll have the TV Crew attempt to mark where the end of the lateral is, if it doesn't extend to the property line we'll have to do some plat research (the As Builts for that line do not show the easement).

Carol J. Schoaff  
Engineering Technician Principal  
Lexington Fayette Urban County Government Division of Water Quality  
Phone: 859.425.2441  
Fax: 859.255.7356  
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom  
Sent: Tuesday, September 14, 2010 9:02 AM  
To: T Taylor; Carol Schoaff  
Cc: Rodney Chervus; Candice Deininger  
Subject: RE: Should premise 120023928 be billed sewer?

Has this been verified yet? If the property is not on sewer we need to know if the property owner has access at his property line—without going across private property.

From: T Taylor  
Sent: Tuesday, August 17, 2010 9:54 AM  
To: Carol Schoaff  
Cc: Julie Mantrom; Rodney Chervus  
Subject: RE: Should premise 120023928 be billed sewer?

Carol,

Please do a verification.

Thanks

From: Julie Mantrom  
Sent: Tuesday, August 17, 2010 9:52 AM  
To: T Taylor  
Cc: Rodney Chervus; Carol Schoaff  
Subject: FW: Should premise 120023928 be billed sewer?  
Can you take please check this property? Thank you.

From: Candice Deininger  
Sent: Tuesday, August 17, 2010 9:37 AM  
To: Julie Mantrom  
Cc: Mike Lambert  
Subject: FW: Should premise 120023928 be billed sewer?

Good morning. Bryan sent the following email inquiring about whether or not this location should be charged - it is at 1920 Richmond Road. Mike Lambert checked the records and wasn't able to determine if it was actually tapped on. He did tell me that there is a tap available 49 feet from the downstream manhole WH7-77. Is there a possibility this can dye-tested? If they aren't tapped on, I think I can feel a mandatory connection letter going out and whatever they've paid in sewer fees would be applied? I know I may be jumping the gun . . . Btw - this property is just on the other side of Shriners Lane . . .

(Embedded image moved to file: pic09714.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, August 17, 2010 8:46 AM  
To: Candice Deininger  
Cc: Bethany.Hungate@amwater.com  
Subject: Should premise 120023928 be billed sewer?

Candice,

Should this premise be billed sewer?

Thanks.

\*\*\*\*\*

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



**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, November 08, 2010 11:23 AM  
**To:** Julie Mantrom  
**Cc:** Candice Deininger; Lynne Cross  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

**Attachments:** pic09714.jpg



pic09714.jpg (6 KB)

Julie,

I went back to February 2004, which is as far back as I can see, and the first month sewer charges showed up was in February 2005. The February 9, 2005 bill was for 14 units and sewer charges were \$28.72. Does that help?

\*\*\*\*\*

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

"Julie Mantrom"  
<jmantrom@lexingt  
onky.gov>

11/08/2010 09:03  
AM

<Bryan.Siler@amwater.com>

"Lynne Cross"  
<ccross@lexingtonky.gov>, "Candice  
Deininger"  
<cdeining@lexingtonky.gov>

Subject  
RE: Should premise 120023928 be  
billed sewer? 1920 Richmond Road

Bryan:

Would you have this information for our meeting this afternoon?

Julie

From: Candice Deininger  
Sent: Tuesday, November 02, 2010 10:18 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Takisha.Walker@amwater.com; Julie Mantrom; Lynne Cross  
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road  
Importance: High

Good morning, Bryan. Any progress with this?

Candice Deininger  
Revenue Supervisor



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

From: Candice Deininger  
Sent: Wednesday, October 13, 2010 11:09 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: 'Takisha.Walker@amwater.com'; Julie Mantrom; Lynne Cross  
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi, Bryan . . . Is there any way we can get the historical usage/payment history for this property prior to February 2005? As indicated by Julie, this location is currently not sewerred, however, there is service available. She needs to know the amount the customer has paid in sewer fees before she authorizes a refund and sends a mandatory connection letter to them. It has been over two months since you initially requested the sewer status of this location, so we're trying to wrap it up but need your assistance to do so. Thanks in advance for your help in expediting this request!!

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

From: Lynne Cross  
Sent: Thursday, September 30, 2010 7:56 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Julie Mantrom; Candice Deininger  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi Bryan!  
Just double checking with you on the email below... I did not hear back from you and wanted to make sure you got this email asking for help. Just let me know.

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258.3363

From: Lynne Cross  
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To: Bryan.Siler@amwater.com  
Cc: Julie Mantrom; Candice Deininger  
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

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Thanks for any help you might be able to give me!!

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Sent: Tuesday, September 28, 2010 9:54 AM  
To: Lynne Cross  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Lynn:

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Sent: Tuesday, September 28, 2010 9:50 AM  
To: Julie Mantrom  
Cc: Candice Deininger; Bryan.Siler@amwater.com  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Julie -

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If you have any more questions, just let me know.

Thanks -  
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258.3363

From: Julie Mantrom  
Sent: Monday, September 27, 2010 2:04 PM  
To: Lynne Cross  
Cc: Candice Deininger; 'Bryan.Siler@amwater.com'  
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Lynne;

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Thank you.

Julie

From: Rodney Chervus  
Sent: Monday, September 27, 2010 1:39 PM  
To: Julie Mantrom  
Cc: Carol Schoaff  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Julie,

James Gay, MD can be reached at 266-3438.

Who will make the call if necessary?

Rodney (Rod) Chervus, P.E.  
Collection and Conveyance Manager  
Division of Water Quality  
Lexington - Fayette Urban County Government  
Phone: (859) 425-2408  
Fax: (859) 255-7356  
email: rchervus@lfucg.com

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From: Carol Schoaff  
Sent: Monday, September 27, 2010 1:34 PM

To: Julie Mantrom; Rodney Chervus  
Cc: T Taylor  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

It is at minimum 475' from the nearest sewer line to this residence - smoke testing would not be conclusive; and a dye test would require running water for an extended period of time. Here's a simple question - has any one asked the homeowner if they are connected?

Carol J. Schoaff  
Engineering Technician Principal  
Lexington Fayette Urban County Government Division of Water Quality  
Phone: 859.425.2441  
Fax: 859.255.7356  
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom  
Sent: Monday, September 27, 2010 1:31 PM  
To: Rodney Chervus; Carol Schoaff  
Cc: T Taylor  
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

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Cc: Julie Mantrom; T Taylor  
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From: Carol Schoaff  
Sent: Monday, September 27, 2010 12:54 PM  
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Phone: 859.425.2441  
Fax: 859.255.7356  
Email: cschoaff@lexingtonky.gov

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Sent: Tuesday, September 14, 2010 9:42 AM  
To: Carol Schoaff; T Taylor  
Cc: Rodney Chervus; Candice Deininger  
Subject: RE: Should premise 120023928 be billed sewer?

Thank you.

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Cc: Rodney Chervus; Candice Deininger  
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Engineering Technician Principal  
Lexington Fayette Urban County Government Division of Water Quality  
Phone: 859.425.2441  
Fax: 859.255.7356  
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom  
Sent: Tuesday, September 14, 2010 9:02 AM  
To: T Taylor; Carol Schoaff  
Cc: Rodney Chervus; Candice Deininger  
Subject: RE: Should premise 120023928 be billed sewer?

Has this been verified yet? If the property is not on sewer we need to know if the property owner has access at his property line—without going across private property.

From: T Taylor  
Sent: Tuesday, August 17, 2010 9:54 AM  
To: Carol Schoaff  
Cc: Julie Mantrom; Rodney Chervus  
Subject: RE: Should premise 120023928 be billed sewer?

Carol,

Please do a verification.

Thanks

From: Julie Mantrom  
Sent: Tuesday, August 17, 2010 9:52 AM

To: T Taylor  
Cc: Rodney Chervus; Carol Schoaff  
Subject: FW: Should premise 120023928 be billed sewer?  
Can you take please check this property? Thank you.

From: Candice Deininger  
Sent: Tuesday, August 17, 2010 9:37 AM  
To: Julie Mantrom  
Cc: Mike Lambert  
Subject: FW: Should premise 120023928 be billed sewer?

Good morning. Bryan sent the following email inquiring about whether or not this location should be charged - it is at 1920 Richmond Road. Mike Lambert checked the records and wasn't able to determine if it was actually tapped on. He did tell me that there is a tap available 49 feet from the downstream manhole WH7-77. Is there a possibility this can dye-tested? If they aren't tapped on, I think I can feel a mandatory connection letter going out and whatever they've paid in sewer fees would be applied? I know I may be jumping the gun . . . Btw - this property is just on the other side of Shriners Lane . . .

(Embedded image moved to file: pic09714.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, August 17, 2010 8:46 AM  
To: Candice Deininger  
Cc: Bethany.Hungate@amwater.com  
Subject: Should premise 120023928 be billed sewer?

Candice,

Should this premise be billed sewer?

Thanks.

\*\*\*\*\*

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

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, November 04, 2010 4:08 PM  
**To:** AW\_-\_MI\_Requests@amwater.net  
**Cc:** Candice Deininger; Kathleen Hicks; Rachel.Cole@amwater.com; Dale.Graham@amwater.com; sadievilleky@bellsouth.net; 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 1010 MI Request.doc; Sadieville 1010 MI Request.doc; pic30271.jpg



LFUCG 1010 MI Request.doc (6 K...  
Sadieville 1010 MI Request.doc...  
pic30271.jpg (6 KB)

Here are the MI requests for LFUCG and Sadieville. 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 1010 MI Request.doc) (See attached file: Sadieville 1010 MI Request.doc)

(Embedded image moved to file: pic30271.jpg)

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

**Janet Graham**

---

**From:** Julie Mantrom [jmantrom@lexingtonky.gov]  
**Sent:** Wednesday, November 03, 2010 4:18 PM  
**To:** Bryan.Siler@amwater.com; Hilori Morgan  
**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Candice Deininger  
**Subject:** RE: Non-Mutual Overdue Account Warning Letter

Bryan:

It is our intent to avoid the use of the lockbox in Pittsburgh altogether. In the sample letter Hilori sent, I believe that address was used as a place holder pending notification by KAWC of a local address to which payments could be sent, such as '2300 Richmond Road Attention: Tellers' or something to that effect.

As far as returned mail, I don't believe there really should be any - as the initial sender, if the address is wrong it will be returned to us. If the customer sends a payment, then the return address will be theirs. Also, I think if we were to add the phrase, 'Please make checks payable to KAWC' in the letter and on the stub that would solve the payee problem.

I had talked with Candice about this, and she believes that the volume of WQMF payments would not be that high since we (LFUCG) will be selective as to whom these letters are sent. The whole reason for having payments go to KAWC is to update customer accounts in your files.

Julie

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, November 03, 2010 3:15 PM  
To: Hilori Morgan  
Cc: Candice Deininger; Julie Mantrom; Cassie Felty; Takisha.Walker@amwater.com  
Subject: Re: Non-Mutual Overdue Account Warning Letter

Hi Hilori.

Would it be possible for the LFUCG to receive the payments and then remit them to us? There are a few concerns with payments we cannot process and returned mail when receiving payments through our lockbox or local office.

Anything sent to the lockbox would need to be addressed to Kentucky American Water or it would be rejected.

All checks would have to be made payable to Kentucky American Water (not LFUCG) or we would not be able to accept them.

Please let me know. Thanks.

\*\*\*\*\*

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

"Hilori Morgan"  
<hmorgan@lexingto  
nky.gov>

11/01/2010 04:03  
PM

<Bryan.Siler@amwater.com>

<Takisha.Walker@amwater.com>,  
"Cassie Felty"

To

cc

<mfelty@lexingtonky.gov>, "Julie  
Mantrom"  
<jmantrom@lexingtonky.gov>,  
"Candice Deininger"  
<cdeining@lexingtonky.gov>

Subject  
Non-Mutual Overdue Account Warning  
Letter

Bryan,

We are working on drafting a letter to send to non-mutual account holders whose accounts are in arrears. We are trying to finalize the details, and we would like your input as to what will work the best for all of the involved parties.

We are going to send a letter requesting immediate payment on the overdue amount. There will be a tear-away stub at the bottom of the letter that will include the KAWC premise and service address. We would welcome your input for the design and required information to make it user-friendly for KAWC service representatives.

Additionally, we know the KAWC lockbox is in Pittsburgh, but we are concerned that having customers send their payments there without an official KAWC stub could cause some problems. From what I understand, customers can make payments at the Richmond Road location, and there is also a night drop box. Is this correct? For the customers that would like to mail their payments in, is there a local lockbox that we can use instead of the Pittsburgh lockbox? If not, would it be possible to set something like this up?

I appreciate any assistance you can provide.

Thank you,

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



**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, November 03, 2010 3:15 PM  
**To:** Hilori Morgan  
**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Candice Deininger; Julie Mantrom  
**Subject:** Re: Non-Mutual Overdue Account Warning Letter

Hi Hilori.

Would it be possible for the LFUCG to receive the payments and then remit them to us? There are a few concerns with payments we cannot process and returned mail when receiving payments through our lockbox or local office.

Anything sent to the lockbox would need to be addressed to Kentucky American Water or it would be rejected.

All checks would have to be made payable to Kentucky American Water (not LFUCG) or we would not be able to accept them.

Please let me know. Thanks.

\*\*\*\*\*

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

"Hilori Morgan"  
<hmorgan@lexingto  
nky.gov>

11/01/2010 04:03  
PM

<Bryan.Siler@amwater.com> To  
<Takisha.Walker@amwater.com>, cc  
"Cassie Felty"  
<mfelty@lexingtonky.gov>, "Julie  
Mantrom"  
<jmantrom@lexingtonky.gov>,  
"Candice Deininger"  
<cdeining@lexingtonky.gov>  
Subject  
Non-Mutual Overdue Account Warning  
Letter

Bryan,

We are working on drafting a letter to send to non-mutual account holders whose accounts are in arrears. We are trying to finalize the details, and we would like your input as to what will work the best for all of the involved parties.

We are going to send a letter requesting immediate payment on the overdue amount. There will be a tear-away stub at the bottom of the letter that will include the KAWC premise and service address. We would welcome your input for the design and required information to make it user-friendly for KAWC service representatives.

Additionally, we know the KAWC lockbox is in Pittsburgh, but we are concerned that having customers send their payments there without an official KAWC stub could cause some problems. From what I understand, customers can make payments at the Richmond Road

location, and there is also a night drop box. Is this correct? For the customers that would like to mail their payments in, is there a local lockbox that we can use instead of the Pittsburgh lockbox? If not, would it be possible to set something like this up?

I appreciate any assistance you can provide.

Thank you,

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

**Janet Graham**

---

**From:** Hilori Morgan [hmorgan@lexingtonky.gov]  
**Sent:** Wednesday, November 03, 2010 1:08 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger  
**Subject:** Sample Non-Mutual Aging Accounts Letter  
**Attachments:** Non-Mutual Sample Collections Letter.doc

Bryan,

Here is a sample of the letter we would like to send out for non-mutual aging accounts. I would appreciate any feedback you can provide on the style and information printed on the payment stub. I have left the address of the lockbox in Pittsburgh for formatting purposes and will change this if we can use a local lockbox.

I am anxious to start sending out these letters as soon as possible, so any assistance you can provide would be greatly appreciated.

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:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, November 02, 2010 10:43 AM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: Discharge Monitor Reports and September and October Usage

Hello . . . I do recall you mentioning that, that is why I emailed John Stinnett - I'm hoping he's still there. If he is, then he should be able to find out something - I'm hoping!!

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, November 02, 2010 10:40 AM  
**To:** Candice Deininger  
**Subject:** Re: Discharge Monitor Reports and September and October Usage

Candice,

I was unable to reach any of our contacts at GE. I am checking with other folks here to see if they know anything.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov>  
  
11/02/2010 10:34  
AM

To  
"Stinnett, John \ (GE Indust,  
ConsInd\)" <john.stinnett@ge.com>  
cc  
"Jose Rincon"  
<jrincon@lexingtonky.gov>,  
<Bryan.Siler@amwater.com>  
Subject  
Discharge Monitor Reports and  
September and October Usage

Good morning, John. I emailed Jose Rincon in our Water Quality division inquiring about the status your discharge monitor reports. I haven't processed anything for GE since May which covered the billing period ending 04/05/10. Jennifer Myatt, to whom you used to send these reports, is no longer there; and Jose is once again in charge of approving your reports.

On another matter, I've noticed that the usage for September and October has been very low according to the readings taken by KAWC. Do you know of some reason why the usage for

these months is so low? I have to say that these readings are among the lowest in a long, long time.

Any help you can provide will be most appreciated. 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**

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**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, November 02, 2010 10:40 AM  
**To:** Candice Deininger  
**Subject:** Re: Discharge Monitor Reports and September and October Usage

Candice,

I was unable to reach any of our contacts at GE. I am checking with other folks here to see if they know anything.

\*\*\*\*\*

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

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

11/02/2010 10:34  
AM

To  
"Stinnett, John \ (GE Indust,  
ConsInd\)" <john.stinnett@ge.com>

To

cc

"Jose Rincon"  
<jrincon@lexingtonky.gov>,  
<Bryan.Siler@amwater.com>

Subject

Discharge Monitor Reports and  
September and October Usage

Good morning, John. I emailed Jose Rincon in our Water Quality division inquiring about the status your discharge monitor reports. I haven't processed anything for GE since May which covered the billing period ending 04/05/10. Jennifer Myatt, to whom you used to send these reports, is no longer there; and Jose is once again in charge of approving your reports.

On another matter, I've noticed that the usage for September and October has been very low according to the readings taken by KAWC. Do you know of some reason why the usage for these months is so low? I have to say that these readings are among the lowest in a long, long time.

Any help you can provide will be most appreciated. 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:** Tuesday, November 02, 2010 10:55 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Jose Rincon

**Subject:** FW: Discharge Monitor Reports and September and October Usage

Hi, Bryan. Jose just called me regarding this, and he said that GE is in the process of closing down this facility and are no longer doing any processing. This would explain the low consumption and our lack of reports from them. I was not aware that they were closing, were you? What a loss for Lexington . . . . Anyway, thought you'd like to know. 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:** Candice Deininger  
**Sent:** Tuesday, November 02, 2010 10:35 AM  
**To:** 'Stinnett, John (GE Indust, ConsInd)'  
**Cc:** Jose Rincon; 'Bryan.Siler@amwater.com'  
**Subject:** Discharge Monitor Reports and September and October Usage

Good morning, John. I emailed Jose Rincon in our Water Quality division inquiring about the status your discharge monitor reports. I haven't processed anything for GE since May which covered the billing period ending 04/05/10. Jennifer Myatt, to whom you used to send these reports, is no longer there; and Jose is once again in charge of approving your reports.

On another matter, I've noticed that the usage for September and October has been very low according to the readings taken by KAWC. Do you know of some reason why the usage for these months is so low? I have to say that these readings are among the lowest in a long, long time.

Any help you can provide will be most appreciated. 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:** Tuesday, November 02, 2010 10:57 AM**To:** Julie Mantrom**Subject:** FW: Discharge Monitor Reports and September and October Usage

I wasn't aware that GE was going to close. Major loss here – 1 of only a handful of industrial accounts we have and one that had a good-sized monthly consumption . . . .

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, November 02, 2010 10:55 AM**To:** 'Bryan.Siler@amwater.com'**Cc:** Jose Rincon**Subject:** FW: Discharge Monitor Reports and September and October Usage

Hi, Bryan. Jose just called me regarding this, and he said that GE is in the process of closing down this facility and are no longer doing any processing. This would explain the low consumption and our lack of reports from them. I was not aware that they were closing, were you? What a loss for Lexington . . . . Anyway, thought you'd like to know. 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:** Candice Deininger**Sent:** Tuesday, November 02, 2010 10:35 AM**To:** 'Stinnett, John (GE Indust, ConsInd)'**Cc:** Jose Rincon; 'Bryan.Siler@amwater.com'**Subject:** Discharge Monitor Reports and September and October Usage

Good morning, John. I emailed Jose Rincon in our Water Quality division inquiring about the status your discharge monitor reports. I haven't processed anything for GE since May which covered the billing period ending 04/05/10. Jennifer Myatt, to whom you used to send these reports, is no longer there; and Jose is once again in charge of approving your reports.

On another matter, I've noticed that the usage for September and October has been very low according to the readings taken by KAWC. Do you know of some reason why the usage for these months is so low? I have to say that these readings are among the lowest in a long, long time.

Any help you can provide will be most appreciated. 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

04/29/2013

LFC\_R\_PSC\_EX\_#4(5)  
Page 56 of 404



**Janet Graham**


---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, November 02, 2010 10:18 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Julie Mantrom; Lynne Cross  
**Subject:** FW: Should premise 120023928 be billed sewer? 1920 Richmond Road  
**Importance:** High

Good morning, Bryan. Any progress with this?

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

---

**From:** Candice Deininger  
**Sent:** Wednesday, October 13, 2010 11:09 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** 'Takisha.Walker@amwater.com'; Julie Mantrom; Lynne Cross  
**Subject:** FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi, Bryan . . . Is there any way we can get the historical usage/payment history for this property prior to February 2005? As indicated by Julie, this location is currently not sewerred, however, there is service available. She needs to know the amount the customer has paid in sewer fees before she authorizes a refund and sends a mandatory connection letter to them. It has been over two months since you initially requested the sewer status of this location, so we're trying to wrap it up but need your assistance to do so. Thanks in advance for your help in expediting this request!!

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

---

**From:** Lynne Cross  
**Sent:** Thursday, September 30, 2010 7:56 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** Julie Mantrom; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi Bryan!

Just double checking with you on the email below... I did not hear back from you and wanted to make sure you got this email asking for help. Just let me know.

Thanks,  
 Lynne  
 258.3363

**From:** Lynne Cross  
**Sent:** Tuesday, September 28, 2010 9:56 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Julie Mantrom; Candice Deininger  
**Subject:** FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi Bryan –

Good morning! Can you look further back on this account and tell me how much they have paid in sewer user fees or can you send me screen shots so I can calculate it? I can see back as far as February 2005 but no further. Thanks for any help you might be able to give me!!

Lynne  
 258.3363

---

**From:** Julie Mantrom  
**Sent:** Tuesday, September 28, 2010 9:54 AM  
**To:** Lynne Cross  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Lynn:

Sometimes Candice can go further back with KAW. Do you want to ask Bryan or shall I?

Julie

---

**From:** Lynne Cross  
**Sent:** Tuesday, September 28, 2010 9:50 AM  
**To:** Julie Mantrom  
**Cc:** Candice Deininger; Bryan.Siler@amwater.com  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Julie –

I went back to Feb. 2005 (which is as far as our system shows) and yes they are paying a sewer user fee. Since February 2005 they have paid \$1656.33. If you have any more questions, just let me know.

Thanks –  
 Lynne  
 258.3363

---

**From:** Julie Mantrom  
**Sent:** Monday, September 27, 2010 2:04 PM  
**To:** Lynne Cross  
**Cc:** Candice Deininger; 'Bryan.Siler@amwater.com'  
**Subject:** FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Lynne;

Can you tell me if 1920 Richmond Road is paying the sewer user fee, and if yes—how much they have paid? I would like to go back as far as possible. It is my understanding it will cost \$8,000 for them to connect to sewer if I send them a mandatory connection letter. I want to know the amount before I authorize a refund.

04/29/2013

**From:** Julie Mantrom  
**Sent:** Monday, September 27, 2010 1:31 PM  
**To:** Rodney Chervus; Carol Schoaff  
**Cc:** T Taylor  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

I have never heard the 2 acre thing before—only inside or outside the urban service area, and this property is in the Urban Service Area. Sounds like I have to send a mandatory connect letter since you are saying they are not connected, but have access.

**From:** Rodney Chervus  
**Sent:** Monday, September 27, 2010 1:28 PM  
**To:** Carol Schoaff  
**Cc:** Julie Mantrom; T Taylor  
**Subject:** FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Carol,

Would smoke or dye tests come up with any conclusions, if the property was connected to the sewer or not? A capped connection is almost conclusive.

Julie,

The property is over 10 acres. I understand if the property of over 2 acres they do not have to hook onto the sewer system?

What next Julie, Carol

Rodney (Rod) Chervus, P.E.  
 Collection and Conveyance Manager  
 Division of Water Quality  
 Lexington - Fayette Urban County Government  
 Phone: (859) 425-2408  
 Fax: (859) 255-7356  
 email: [rchervus@lfucg.com](mailto:rchervus@lfucg.com)

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**From:** Carol Schoaff  
**Sent:** Monday, September 27, 2010 12:54 PM  
**To:** Julie Mantrom; T Taylor  
**Cc:** Rodney Chervus; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

CCTV inspection of this area shows a tap for this residence at 148.1' upstream of Manhole WH7\_76; the investigation shows that this tap is a factory "t" and is capped at the main. The line and the tap are located on the property at 125 Lakeshore Drive, and there is an easement on the property that extends to the back property line. Based on the findings and the available contours, it appears that we do have service available for this residence.

Carol J. Schoaff  
 Engineering Technician Principal  
 Lexington Fayette Urban County Government  
 Division of Water Quality  
 Phone: 859.425.2441  
 Fax: 859.255.7356  
 Email: [cschoaff@lexingtonky.gov](mailto:cschoaff@lexingtonky.gov)

---

**From:** Julie Mantrom  
**Sent:** Tuesday, September 14, 2010 9:42 AM  
**To:** Carol Schoaff; T Taylor  
**Cc:** Rodney Chervus; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer?

Thank you.

---

**From:** Carol Schoaff  
**Sent:** Tuesday, September 14, 2010 9:16 AM  
**To:** Julie Mantrom; T Taylor  
**Cc:** Rodney Chervus; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer?

Give me until the end of the week; I've been short handed since you made the original request and just getting back on *my* tasks since Patrick came back. Randy and I discussed CCTV'ing the line and lateral launching the tap that is oriented toward the property, I'll get a work order together and see if we can prove/disprove the connection with that method. If the tap is not active I'll have the TV Crew attempt to mark where the end of the lateral is, if it doesn't extend to the property line we'll have to do some plat research (the As Builts for that line do not show the easement).

Carol J. Schoaff  
 Engineering Technician Principal  
 Lexington Fayette Urban County Government  
 Division of Water Quality  
 Phone: 859.425.2441  
 Fax: 859.255.7356  
 Email: [cschoaff@lexingtonky.gov](mailto:cschoaff@lexingtonky.gov)

---

**From:** Julie Mantrom  
**Sent:** Tuesday, September 14, 2010 9:02 AM  
**To:** T Taylor; Carol Schoaff  
**Cc:** Rodney Chervus; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer?

Has this been verified yet? If the property is not on sewer we need to know if the property owner has access at his property line—without going across private property.

04/29/2013

---

**From:** T Taylor  
**Sent:** Tuesday, August 17, 2010 9:54 AM  
**To:** Carol Schoaff  
**Cc:** Julie Mantrom; Rodney Chervus  
**Subject:** RE: Should premise 120023928 be billed sewer?

Carol,

Please do a verification.

Thanks

---

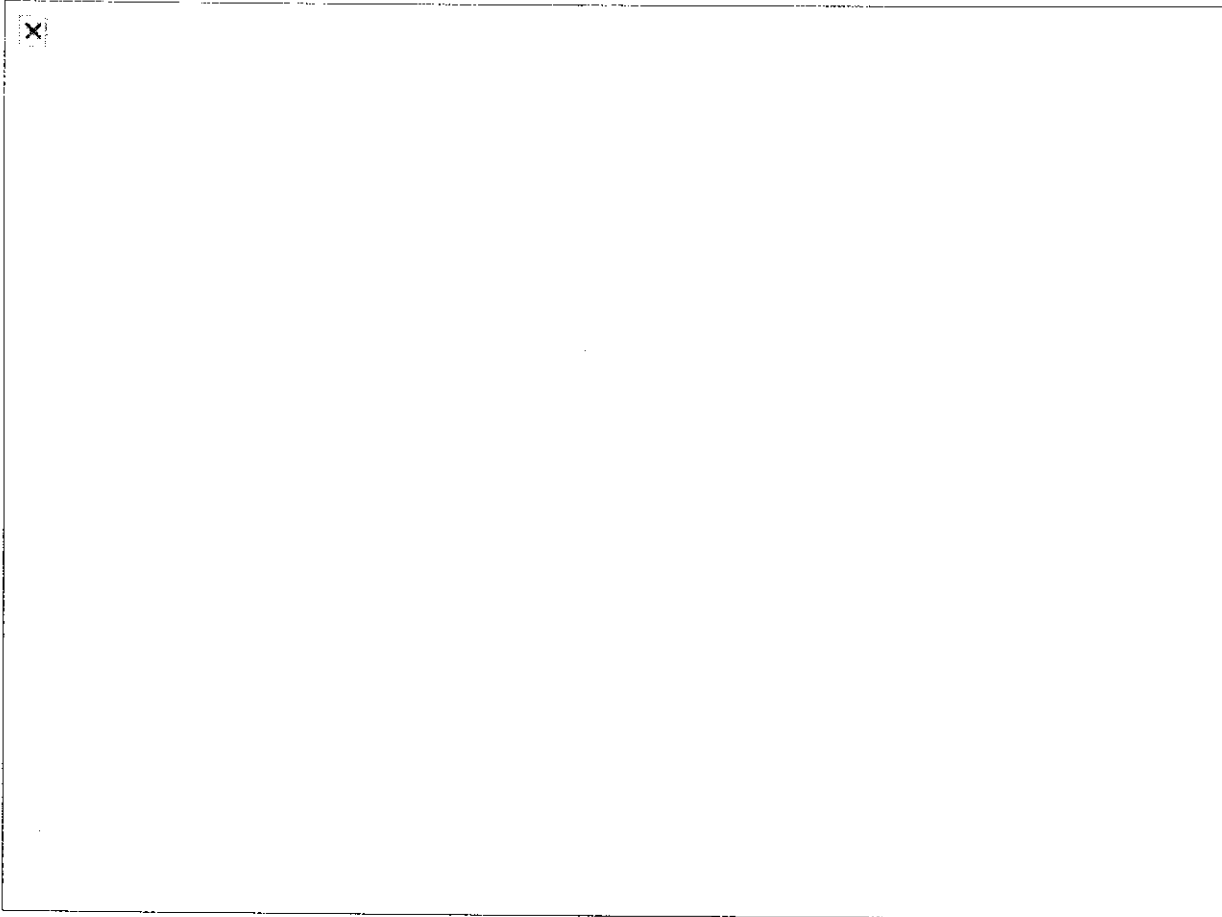
**From:** Julie Mantrom  
**Sent:** Tuesday, August 17, 2010 9:52 AM  
**To:** T Taylor  
**Cc:** Rodney Chervus; Carol Schoaff  
**Subject:** FW: Should premise 120023928 be billed sewer?

Can you take please check this property? Thank you.

---

**From:** Candice Deininger  
**Sent:** Tuesday, August 17, 2010 9:37 AM  
**To:** Julie Mantrom  
**Cc:** Mike Lambert  
**Subject:** FW: Should premise 120023928 be billed sewer?

Good morning. Bryan sent the following email inquiring about whether or not this location should be charged - it is at 1920 Richmond Road. Mike Lambert checked the records and wasn't able to determine if it was actually tapped on. He did tell me that there is a tap available 49 feet from the downstream manhole WH7-77. Is there a possibility this can dye-tested? If they aren't tapped on, I think I can feel a mandatory connection letter going out and whatever they've paid in sewer fees would be applied? I know I may be jumping the gun . . . Btw - this property is just on the other side of Shriners Lane . . .



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, August 17, 2010 8:46 AM  
To: Candice Deininger  
Cc: Bethany.Hungate@amwater.com  
Subject: Should premise 120023928 be billed sewer?

Candice,

Should this premise be billed sewer?

Thanks.

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

**Janet Graham**


---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, November 02, 2010 10:13 AM  
**To:** Julie Mantrom  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Good morning . . . no – we haven't received a response from him. We must be on the same wavelength this morning I was looking at my email, too! I'll resend, though . . .

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

---

**From:** Julie Mantrom  
**Sent:** Tuesday, November 02, 2010 9:50 AM  
**To:** Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Did you or Lynn get an answer on this one from Bryan... I cannot find a response from him in my emails. I may have accidentally deleted it—I hate my mouse with side buttons.

---

**From:** Candice Deininger  
**Sent:** Wednesday, October 13, 2010 11:09 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** 'Takisha.Walker@amwater.com'; Julie Mantrom; Lynne Cross  
**Subject:** FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi, Bryan . . . Is there any way we can get the historical usage/payment history for this property prior to February 2005? As indicated by Julie, this location is currently not sewerred, however, there is service available. She needs to know the amount the customer has paid in sewer fees before she authorizes a refund and sends a mandatory connection letter to them. It has been over two months since you initially requested the sewer status of this location, so we're trying to wrap it up but need your assistance to do so. Thanks in advance for your help in expediting this request!!

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

---

**From:** Lynne Cross  
**Sent:** Thursday, September 30, 2010 7:56 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** Julie Mantrom; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi Bryan!  
 Just double checking with you on the email below... I did not hear back from you and wanted to make sure you got this email asking for help. Just let me know.

Thanks,  
Lynne  
258.3363

---

**From:** Lynne Cross  
**Sent:** Tuesday, September 28, 2010 9:56 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Julie Mantrom; Candice Deininger  
**Subject:** FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi Bryan –  
Good morning! Can you look further back on this account and tell me how much they have paid in sewer user fees or can you send me screen shots so I can calculate it? I can see back as far as February 2005 but no further. Thanks for any help you might be able to give me!!

Lynne  
258.3363

---

**From:** Julie Mantrom  
**Sent:** Tuesday, September 28, 2010 9:54 AM  
**To:** Lynne Cross  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Lynn:

Sometimes Candice can go further back with KAW. Do you want to ask Bryan or shall I?

Julie

---

**From:** Lynne Cross  
**Sent:** Tuesday, September 28, 2010 9:50 AM  
**To:** Julie Mantrom  
**Cc:** Candice Deininger; Bryan.Siler@amwater.com  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Julie –  
I went back to Feb. 2005 (which is as far as our system shows) and yes they are paying a sewer user fee. Since February 2005 they have paid \$1656.33. If you have any more questions, just let me know.

Thanks –  
Lynne  
258.3363

---

**From:** Julie Mantrom  
**Sent:** Monday, September 27, 2010 2:04 PM  
**To:** Lynne Cross  
**Cc:** Candice Deininger; 'Bryan.Siler@amwater.com'

04/29/2013



Engineering Technician Principal  
 Lexington Fayette Urban County Government  
 Division of Water Quality  
 Phone: 859.425.2441  
 Fax: 859.255.7356  
 Email: [cschoaff@lexingtonky.gov](mailto:cschoaff@lexingtonky.gov)

---

**From:** Julie Mantrom  
**Sent:** Monday, September 27, 2010 1:31 PM  
**To:** Rodney Chervus; Carol Schoaff  
**Cc:** T Taylor  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

I have never heard the 2 acre thing before—only inside or outside the urban service area, and this property is in the Urban Service Area. Sounds like I have to send a mandatory connect letter since you are saying they are not connected, but have access.

---

**From:** Rodney Chervus  
**Sent:** Monday, September 27, 2010 1:28 PM  
**To:** Carol Schoaff  
**Cc:** Julie Mantrom; T Taylor  
**Subject:** FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Carol,

Would smoke or dye tests come up with any conclusions, if the property was connected to the sewer or not? A capped connection is almost conclusive.

Julie,

The property is over 10 acres. I understand if the property of over 2 acres they do not have to hook onto the sewer system?

What next Julie, Carol

Rodney (Rod) Chervus, P.E.  
 Collection and Conveyance Manager  
 Division of Water Quality  
 Lexington - Fayette Urban County Government  
 Phone: (859) 425-2408  
 Fax: (859) 255-7356  
 email: [rchervus@lfucg.com](mailto:rchervus@lfucg.com)

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---

**From:** Carol Schoaff  
**Sent:** Monday, September 27, 2010 12:54 PM  
**To:** Julie Mantrom; T Taylor  
**Cc:** Rodney Chervus; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

CCTV inspection of this area shows a tap for this residence at 148.1' upstream of Manhole WH7\_76; the investigation shows that this tap is a factory "t" and is capped at the main. The line and the tap are located on the property at 125 Lakeshore Drive, and there is an easement on the property that extends to the back property line. Based on the findings and the available contours, it appears that we do have service available for this residence.

Carol J. Schoaff  
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Division of Water Quality  
Phone: 859.425.2441  
Fax: 859.255.7356  
Email: [cschoaff@lexingtonky.gov](mailto:cschoaff@lexingtonky.gov)

---

**From:** Julie Mantrom  
**Sent:** Tuesday, September 14, 2010 9:42 AM  
**To:** Carol Schoaff; T Taylor  
**Cc:** Rodney Chervus; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer?

Thank you.

---

**From:** Carol Schoaff  
**Sent:** Tuesday, September 14, 2010 9:16 AM  
**To:** Julie Mantrom; T Taylor  
**Cc:** Rodney Chervus; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer?

Give me until the end of the week; I've been short handed since you made the original request and just getting back on *my* tasks since Patrick came back. Randy and I discussed CCTV'ing the line and lateral launching the tap that is oriented toward the property, I'll get a work order together and see if we can prove/disprove the connection with that method. If the tap is not active I'll have the TV Crew attempt to mark where the end of the lateral is, if it doesn't extend to the property line we'll have to do some plat research (the As Builts for that line do not show the easement).

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Engineering Technician Principal  
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Division of Water Quality  
Phone: 859.425.2441  
Fax: 859.255.7356  
Email: [cschoaff@lexingtonky.gov](mailto:cschoaff@lexingtonky.gov)

---

**From:** Julie Mantrom  
**Sent:** Tuesday, September 14, 2010 9:02 AM

**To:** T Taylor; Carol Schoaff  
**Cc:** Rodney Chervus; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer?

Has this been verified yet? If the property is not on sewer we need to know if the property owner has access at his property line—without going across private property.

---

**From:** T Taylor  
**Sent:** Tuesday, August 17, 2010 9:54 AM  
**To:** Carol Schoaff  
**Cc:** Julie Mantrom; Rodney Chervus  
**Subject:** RE: Should premise 120023928 be billed sewer?

Carol,

Please do a verification.

Thanks

---

**From:** Julie Mantrom  
**Sent:** Tuesday, August 17, 2010 9:52 AM  
**To:** T Taylor  
**Cc:** Rodney Chervus; Carol Schoaff  
**Subject:** FW: Should premise 120023928 be billed sewer?

Can you take please check this property? Thank you.

---

**From:** Candice Deininger  
**Sent:** Tuesday, August 17, 2010 9:37 AM  
**To:** Julie Mantrom  
**Cc:** Mike Lambert  
**Subject:** FW: Should premise 120023928 be billed sewer?

Good morning. Bryan sent the following email inquiring about whether or not this location should be charged - it is at 1920 Richmond Road. Mike Lambert checked the records and wasn't able to determine if it was actually tapped on. He did tell me that there is a tap available 49 feet from the downstream manhole WH7-77. Is there a possibility this can dye-tested? If they aren't tapped on, I think I can feel a mandatory connection letter going out and whatever they've paid in sewer fees would be applied? I know I may be jumping the gun . . . Btw - this property is just on the other side of Shriners Lane . . .



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, August 17, 2010 8:46 AM  
To: Candice Deininger  
Cc: Bethany.Hungate@amwater.com  
Subject: Should premise 120023928 be billed sewer?

Candice,

Should this premise be billed sewer?

Thanks.

\*\*\*\*\*

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

**Janet Graham**

**From:** Julie Mantrom [jmantrom@lexingtonky.gov]  
**Sent:** Tuesday, November 02, 2010 9:50 AM  
**To:** Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Did you or Lynn get an answer on this one from Bryan... I cannot find a response from him in my emails. I may have accidentally deleted it—I hate my mouse with side buttons.

---

**From:** Candice Deininger  
**Sent:** Wednesday, October 13, 2010 11:09 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** 'Takisha.Walker@amwater.com'; Julie Mantrom; Lynne Cross  
**Subject:** FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi, Bryan . . . Is there any way we can get the historical usage/payment history for this property prior to February 2005? As indicated by Julie, this location is currently not sewerred, however, there is service available. She needs to know the amount the customer has paid in sewer fees before she authorizes a refund and sends a mandatory connection letter to them. It has been over two months since you initially requested the sewer status of this location, so we're trying to wrap it up but need your assistance to do so. Thanks in advance for your help in expediting this request!!

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

---

**From:** Lynne Cross  
**Sent:** Thursday, September 30, 2010 7:56 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** Julie Mantrom; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi Bryan!  
 Just double checking with you on the email below... I did not hear back from you and wanted to make sure you got this email asking for help. Just let me know.

Thanks,  
 Lynne  
 258.3363

---

**From:** Lynne Cross  
**Sent:** Tuesday, September 28, 2010 9:56 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Julie Mantrom; Candice Deininger  
**Subject:** FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi Bryan –

04/29/2013

Good morning! Can you look further back on this account and tell me how much they have paid in sewer user fees or can you send me screen shots so I can calculate it? I can see back as far as February 2005 but no further. Thanks for any help you might be able to give me!!

Lynne  
258.3363

---

**From:** Julie Mantrom  
**Sent:** Tuesday, September 28, 2010 9:54 AM  
**To:** Lynne Cross  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Lynn:

Sometimes Candice can go further back with KAW. Do you want to ask Bryan or shall I?

Julie

---

**From:** Lynne Cross  
**Sent:** Tuesday, September 28, 2010 9:50 AM  
**To:** Julie Mantrom  
**Cc:** Candice Deininger; Bryan.Siler@amwater.com  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Julie --

I went back to Feb. 2005 (which is as far as our system shows) and yes they are paying a sewer user fee. Since February 2005 they have paid \$1656.33. If you have any more questions, just let me know.

Thanks --  
Lynne  
258.3363

---

**From:** Julie Mantrom  
**Sent:** Monday, September 27, 2010 2:04 PM  
**To:** Lynne Cross  
**Cc:** Candice Deininger; 'Bryan.Siler@amwater.com'  
**Subject:** FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Lynne;

Can you tell me if 1920 Richmond Road is paying the sewer user fee, and if yes—how much they have paid? I would like to go back as far as possible. It is my understanding it will cost \$8,000 for them to connect to sewer if I send them a mandatory connection letter. I want to know the amount before I authorize a refund.

Thank you.

Julie

---

**From:** Rodney Chervus  
**Sent:** Monday, September 27, 2010 1:39 PM

04/29/2013

I have never heard the 2 acre thing before—only inside or outside the urban service area, and this property is in the Urban Service Area. Sounds like I have to send a mandatory connect letter since you are saying they are not connected, but have access.

---

**From:** Rodney Chervus  
**Sent:** Monday, September 27, 2010 1:28 PM  
**To:** Carol Schoaff  
**Cc:** Julie Mantrom; T Taylor  
**Subject:** FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Carol,

Would smoke or dye tests come up with any conclusions, if the property was connected to the sewer or not? A capped connection is almost conclusive.

Julie,

The property is over 10 acres. I understand if the property of over 2 acres they do not have to hook onto the sewer system?

What next Julie, Carol

Rodney (Rod) Chervus, P.E.  
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**From:** Carol Schoaff  
**Sent:** Monday, September 27, 2010 12:54 PM  
**To:** Julie Mantrom; T Taylor  
**Cc:** Rodney Chervus; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

CCTV inspection of this area shows a tap for this residence at 148.1' upstream of Manhole WH7\_76; the investigation shows that this tap is a factory "t" and is capped at the main. The line and the tap are located on the property at 125 Lakeshore Drive, and there is an easement on the property that extends to the back property line. Based on the findings and the available contours, it appears that we do have service available for this residence.

Carol J. Schoaff  
 Engineering Technician Principal  
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 Division of Water Quality  
 Phone: 859.425.2441  
 Fax: 859.255.7356  
 Email: [cschoaff@lexingtonky.gov](mailto:cschoaff@lexingtonky.gov)

---

**From:** Julie Mantrom  
**Sent:** Tuesday, September 14, 2010 9:42 AM  
**To:** Carol Schoaff; T Taylor  
**Cc:** Rodney Chervus; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer?

Thank you.

---

**From:** Carol Schoaff  
**Sent:** Tuesday, September 14, 2010 9:16 AM  
**To:** Julie Mantrom; T Taylor  
**Cc:** Rodney Chervus; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer?

Give me until the end of the week; I've been short handed since you made the original request and just getting back on *my* tasks since Patrick came back. Randy and I discussed CCTV'ing the line and lateral launching the tap that is oriented toward the property, I'll get a work order together and see if we can prove/disprove the connection with that method. If the tap is not active I'll have the TV Crew attempt to mark where the end of the lateral is, if it doesn't extend to the property line we'll have to do some plat research (the As Builts for that line do not show the easement).

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 Email: [cschoaff@lexingtonky.gov](mailto:cschoaff@lexingtonky.gov)

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**From:** Julie Mantrom  
**Sent:** Tuesday, September 14, 2010 9:02 AM  
**To:** T Taylor; Carol Schoaff  
**Cc:** Rodney Chervus; Candice Deininger  
**Subject:** RE: Should premise 120023928 be billed sewer?

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---

**From:** T Taylor  
**Sent:** Tuesday, August 17, 2010 9:54 AM  
**To:** Carol Schoaff  
**Cc:** Julie Mantrom; Rodney Chervus

04/29/2013



**Subject:** RE: Should premise 120023928 be billed sewer?

Carol,

Please do a verification.

Thanks

---

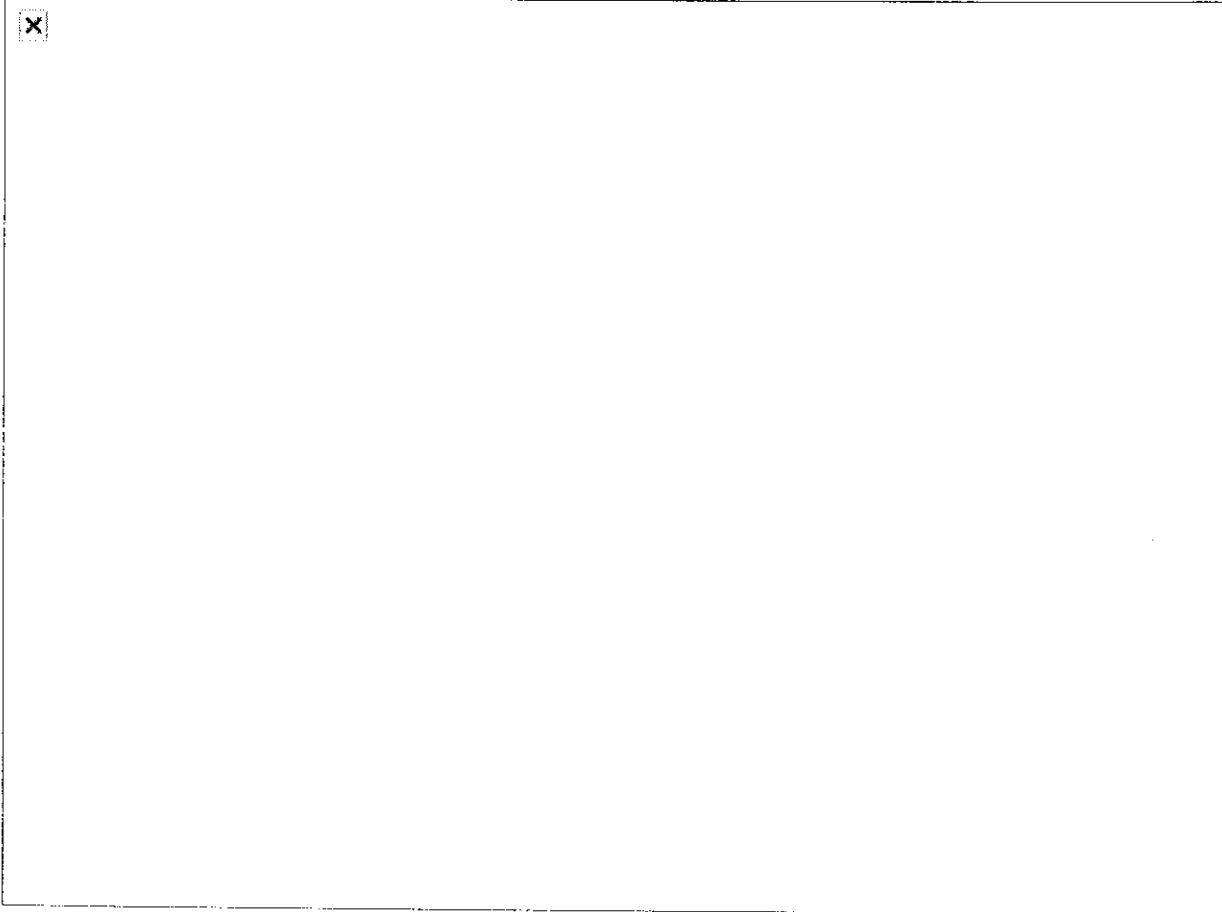
**From:** Julie Mantrom  
**Sent:** Tuesday, August 17, 2010 9:52 AM  
**To:** T Taylor  
**Cc:** Rodney Chervus; Carol Schoaff  
**Subject:** FW: Should premise 120023928 be billed sewer?

Can you take please check this property? Thank you.

---

**From:** Candice Deininger  
**Sent:** Tuesday, August 17, 2010 9:37 AM  
**To:** Julie Mantrom  
**Cc:** Mike Lambert  
**Subject:** FW: Should premise 120023928 be billed sewer?

Good morning. Bryan sent the following email inquiring about whether or not this location should be charged - it is at 1920 Richmond Road. Mike Lambert checked the records and wasn't able to determine if it was actually tapped on. He did tell me that there is a tap available 49 feet from the downstream manhole WH7-77. Is there a possibility this can dye-tested? If they aren't tapped on, I think I can feel a mandatory connection letter going out and whatever they've paid in sewer fees would be applied? I know I may be jumping the gun . . . Btw - this property is just on the other side of Shriners Lane . . .



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, August 17, 2010 8:46 AM  
To: Candice Deininger  
Cc: Bethany.Hungate@amwater.com  
Subject: Should premise 120023928 be billed sewer?

Candice,

Should this premise be billed sewer?

Thanks.

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

04/29/2013

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, November 01, 2010 4:12 PM  
**To:** Hilori Morgan  
**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Candice Deininger; Julie Mantrom  
**Subject:** Re: Non-Mutual Overdue Account Warning Letter

Hilori,

Let me check on this end and I will let you know.

\*\*\*\*\*

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

"Hilori Morgan"  
<hmorgan@lexingto  
nky.gov>

11/01/2010 04:03  
PM

<Bryan.Siler@amwater.com> To  
<Takisha.Walker@amwater.com>, cc  
"Cassie Felty"  
<mfelty@lexingtonky.gov>, "Julie  
Mantrom"  
<jmantrom@lexingtonky.gov>,  
"Candice Deininger"  
<cdeining@lexingtonky.gov>  
Subject  
Non-Mutual Overdue Account Warning  
Letter

Bryan,

We are working on drafting a letter to send to non-mutual account holders whose accounts are in arrears. We are trying to finalize the details, and we would like your input as to what will work the best for all of the involved parties.

We are going to send a letter requesting immediate payment on the overdue amount. There will be a tear-away stub at the bottom of the letter that will include the KAWC premise and service address. We would welcome your input for the design and required information to make it user-friendly for KAWC service representatives.

Additionally, we know the KAWC lockbox is in Pittsburgh, but we are concerned that having customers send their payments there without an official KAWC stub could cause some problems. From what I understand, customers can make payments at the Richmond Road location, and there is also a night drop box. Is this correct? For the customers that would like to mail their payments in, is there a local lockbox that we can use instead of the Pittsburgh lockbox? If not, would it be possible to set something like this up?

I appreciate any assistance you can provide.

Thank you,

Hilori Morgan

LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
hmorgan@lexingtonky.gov

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]**Sent:** Monday, November 01, 2010 4:11 PM**To:** Bryan.Siler@amwater.com**Subject:** FW: Non-Mutual Overdue Account Warning Letter

If you have a moment, would you be able to give me a call, please? 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:** Hilori Morgan**Sent:** Monday, November 01, 2010 4:03 PM**To:** Bryan.Siler@amwater.com**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Julie Mantrom; Candice Deininger**Subject:** Non-Mutual Overdue Account Warning Letter

Bryan,

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Thank you,

*Hilori Morgan*

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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:** Monday, November 01, 2010 4:03 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Candice Deininger; Julie Mantrom  
**Subject:** Non-Mutual Overdue Account Warning Letter

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We are working on drafting a letter to send to non-mutual account holders whose accounts are in arrears. We are trying to finalize the details, and we would like your input as to what will work the best for all of the involved parties.

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*Hilori Morgan*

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301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
[hmorgan@lexingtonky.gov](mailto:hmorgan@lexingtonky.gov)

**Janet Graham**

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]

**Sent:** Monday, November 01, 2010 4:06 PM

**To:** Julie Mantrom

**Subject:** FW: Non-Mutual Overdue Account Warning Letter

KAWC doesn't need to set up a local lockbox – the only thing we would need is a mailing address where payments can be mailed . . . .

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)

**From:** Hilori Morgan

**Sent:** Monday, November 01, 2010 4:03 PM

**To:** [Bryan.Siler@amwater.com](mailto:Bryan.Siler@amwater.com)

**Cc:** [Takisha.Walker@amwater.com](mailto:Takisha.Walker@amwater.com); Cassie Felty; Julie Mantrom; Candice Deininger

**Subject:** Non-Mutual Overdue Account Warning Letter

Bryan,

We are working on drafting a letter to send to non-mutual account holders whose accounts are in arrears. We are trying to finalize the details, and we would like your input as to what will work the best for all of the involved parties.

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I appreciate any assistance you can provide.

Thank you,

*Hilori Morgan*

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 301 Lisle Industrial Avenue  
 Lexington, KY 40511  
 859.425.2507 direct line  
[hmorgan@lexingtonky.gov](mailto:hmorgan@lexingtonky.gov)

## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Monday, November 01, 2010 9:12 AM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Candice Deininger  
**Subject:** Kentucky October ACH Disbursements

**Attachments:** ACHRec10.xls



ACHRec10.xls (6  
KB)

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

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:** Maryann.Concilio@amwater.com  
**Sent:** Monday, November 01, 2010 9:12 AM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Candice Deininger  
**Subject:** Kentucky October ACH Disbursements

**Attachments:** ACHRec10.xls



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(856)310-5886

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"We are American Water Shared Services!"

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, October 22, 2010 2:28 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Sheila Powell  
**Subject:** Re: 30% Discount Coding

I will get these set up. Have a great weekend too.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Bryan.Siler@amwater.com>  
cc  
10/22/2010 02:21 <Takisha.Walker@amwater.com>,  
PM "Sheila Powell"  
<sheilap@lexingtonky.gov> Subject  
30% Discount Coding

Good afternoon, Bryan. Just received the attached list of clients from Sheila whose accounts need the 30% discount coding for the sewer and water quality management fees. If you have any questions, kindly contact Sheila. Thanks, Bryan, 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 October 22 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, October 19, 2010 4:09 PM  
**To:** Candice Deininger  
**Cc:** Sheila Powell  
**Subject:** Re: FW:

**Attachments:** pic05454.jpg



pic05454.jpg (6 KB)

I will look into this one.

\*\*\*\*\*

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

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

10/19/2010 03:37  
PM

<Bryan.Siler@amwater.com>

"Sheila Powell"  
<sheilap@lexingtonky.gov>

To  
cc  
Subject

FW:

(Embedded image moved to file: pic05454.jpg)

Good afternoon, Bryan. Would you be able to assist Sheila with her question in the following email? 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: Sheila Powell  
Sent: Tuesday, October 19, 2010 3:03 PM  
To: Candice Deininger  
Subject:

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, October 20, 2010 2:18 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com; Jose Rincon; Lynne Cross  
**Subject:** Request To Apply Sewer User Exclusion Credits  
**Attachments:** ex101810.XLS

Good afternoon. Please find attached one spreadsheet containing 28 sewer user exclusion credits to be applied to the customers' 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:** Friday, October 15, 2010 3:16 PM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: Eastern State

Thanks again, Bryan - and you, 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: Friday, October 15, 2010 2:59 PM  
To: Candice Deininger  
Subject: RE: Eastern State

I saw the notes that said \$30,051.88 but I believe that is before taxes.

Have a great weekend.

\*\*\*\*\*

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

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

<Bryan.Siler@amwater.com>

To

cc

10/15/2010 02:25  
PM

Subject

RE: Eastern State

Hi, Bryan, and thank you! Do you have the final figure?

Candice Deininger  
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200 East Main Street  
Lexington, KY 40507  
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"Candice  
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To: <cdeining@lexingt  
onky.gov> <Bryan.Siler@amwater.com>  
cc: 10/12/2010 02:20  
PM  
Subject: RE: Eastern State

Thank you!

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Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 10/12/2010 02:19 PM -----

Bryan  
Siler/KAWC/AWWSC  
To: 10/12/2010 02:19 "Candice Deininger"  
PM <cdeining@lexingtonky.gov>@AWX

cc:  
Subject: Re: Eastern State(Document link:  
Bryan Siler)

I am checking on this.

\*\*\*\*\*

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

"Candice  
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To <cdeining@lexingt  
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cc 10/11/2010 04:47 <Takisha.Walker@amwater.com>  
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To

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10/15/2010 02:25  
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cc 10/12/2010 02:20

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Siler/KAWC/AWWSC

To 10/12/2010 02:19 "Candice Deininger"  
PM <cdeining@lexingtonky.gov>@AWX

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cc

10/11/2010 04:47

<Takisha.Walker@amwater.com>

PM

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**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, October 15, 2010 2:37 PM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: Eastern State

Thanks very much, Bryan!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, October 15, 2010 2:26 PM  
To: Candice Deininger  
Subject: RE: Eastern State

I can't access it until it is approved. I will try to call the person who did it and let you know.

\*\*\*\*\*

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

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To

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RE: Eastern State

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To 10/12/2010 02:19 "Candice Deininger"  
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cc 10/11/2010 04:47 <Takisha.Walker@amwater.com>

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**Janet Graham**

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**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, October 04, 2010 9:58 AM  
**To:** Candice Deininger  
**Subject:** RE: CPI Increase

**Attachments:** 022210.FINAL-KAW Rate Mailer.pdf



022210.FINAL-KA  
W Rate Mailer.p...

Candice,

I don't have a sample bill but here is a pdf file of the new rates. Once the PSC has made a final decision these may be adjusted. If they are less, the difference will be refunded to the customer's account with interest.

(See attached file: 022210.FINAL-KAW Rate Mailer.pdf)

\*\*\*\*\*

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

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

<Bryan.Siler@amwater.com>

To

cc

10/04/2010 09:44  
AM

Subject

RE: CPI Increase

Hi, Bryan - you are correct - I was just in a hurry I guess and didn't do it properly. When you mentioned 'averaging' then it clicked in!!!  
Sorry . . .

While on vacation last week, I think I heard that the water rates went up - would there be any way I could get a sample of a bill for our use here in case we get calls? I'll use my own when I get it, but it won't be for another week or so. 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: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, October 04, 2010 9:30 AM  
To: Candice Deininger

Cc: Takisha.Walker@amwater.com  
Subject: CPI Increase

Hi Candice,

Welcome back. I have always used this link:  
<http://data.bls.gov/cgi-bin/surveymost?cu>

This is the first option: U.S. All items, 1982-84=100 - CUUR0000SA0

I think the datasets we're both using are the same. Perhaps the methodology is what's different. I averaged the CPI for Sep '09 - Aug '10 and compared that to the previous year's 12 month average. Then applied the increase to the current sewer and landfill rates. Is that what you do?

(See attached file: CPI\_KAW.xls)

\*\*\*\*\*

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

"Candice

Deininger"

<cdeining@lexingt

To

onky.gov>

<Bryan.Siler@amwater.com>

cc

10/04/2010 08:36

AM

Subject

Emailing:

ftp--ftp.bls.gov-pub-special.reques

ts-cpi-cpi.ai.txt

<<ftp--ftp.bls.gov-pub-special.requests-cpi-cpi.ai.txt.url>> Good morning, Bryan, and thank you for the CPI update. Before leaving on vacation, I did a quick calculation myself and compared mine with yours. I noticed that the figures each of us used are different. I've attached a link to site from where I got my figures - is this the one you used?

The message is ready to be sent with the following file or link attachments:

Shortcut to: <ftp://ftp.bls.gov/pub/special.requests/cpi/cpi.ai.txt>

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

[attachment "ftp--ftp.bls.gov-pub-special.requests-cpi-cpi.ai.txt.url" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, October 04, 2010 9:44 AM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: CPI Increase

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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

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

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Sent: Monday, October 04, 2010 9:30 AM  
To: Candice Deininger  
Cc: Takisha.Walker@amwater.com  
Subject: CPI Increase

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(See attached file: CPI\_KAW.xls)

\*\*\*\*\*

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

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

<Bryan.Siler@amwater.com>

To  
cc

10/04/2010 08:36  
AM

Subject

Emailing:  
ftp--ftp.bls.gov-pub-special.req  
ts-cpi-cpai.txt

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[attachment "ftp--ftp.bls.gov-pub-special.requests-cpi-cpi.ai.txt.url" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, October 04, 2010 9:30 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** CPI Increase

**Attachments:** CPI\_KAW.xls



CPI\_KAW.xls (6 KB)

Hi Candice,

Welcome back. I have always used this link:  
<http://data.bls.gov/cgi-bin/surveymost?cu>

This is the first option: U.S. All items, 1982-84=100 - CUUR0000SA0

I think the datasets we're both using are the same. Perhaps the methodology is what's different. I averaged the CPI for Sep '09 - Aug '10 and compared that to the previous year's 12 month average. Then applied the increase to the current sewer and landfill rates. Is that what you do?

(See attached file: CPI\_KAW.xls)

\*\*\*\*\*

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

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

<Bryan.Siler@amwater.com> To

cc

10/04/2010 08:36  
AM

Subject

Emailing:  
<ftp://ftp.bls.gov/pub-special.requests-cpi-cpai.txt>

<<<ftp://ftp.bls.gov/pub-special.requests-cpi-cpai.txt>.url>> Good morning, Bryan, and thank you for the CPI update. Before leaving on vacation, I did a quick calculation myself and compared mine with yours. I noticed that the figures each of us used are different. I've attached a link to site from where I got my figures - is this the one you used?

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Shortcut to: <ftp://ftp.bls.gov/pub/special.requests/cpi/cpai.txt>

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

[attachment "ftp--ftp.bls.gov-pub-special.requests-cpi-cpi.ai.txt.url"  
deleted by Bryan Siler/KAWC/AWWS]

## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Friday, October 01, 2010 4:06 PM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Candice Deininger  
**Subject:** Kentucky September ACH Disbursements

**Attachments:** ACHRec10.xls



ACHRec10.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: 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:** Takisha.Walker@amwater.com  
**Sent:** Monday, September 27, 2010 12:06 PM  
**To:** Candice Deininger; Lynne Cross  
**Cc:** Bryan.Siler@amwater.com; Beverly.Horton@amwater.com; linda.toussaint@amwater.com  
**Subject:** Fw: KY: LFUCG Builder Credit #564655

**Attachments:** 2951\_001.pdf



2951\_001.pdf (6 KB)

Hello Candice & Lynne (I received Candice out of office),

This builder has a balance on his account and is questioning the sewer credit amount. Attached is a copy of the credit adjustment form that he provided us as proof of his adjustment amount, which list an amount of \$ 214.58.

Please see the email below regarding this request. The customer is disputing the credit adjustment amount that he was provided of \$170.34. The remaining balance on his account is for water charges only, however he is stating that he is still owed a sewer adjustment amount of \$44.24.

Please review and advise.

Thanks

(See attached file: 2951\_001.pdf)

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

----- Forwarded by Linda K Toussaint/ILAWC/AWWSC on 09/27/2010 10:50 AM

Patricia A  
Butler/CALLCTR/CO  
RP/AWWSC

09/27/2010 10:32  
AM

To  
Linda K Toussaint/ILAWC/AWWSC@AWW  
cc

Subject  
Fw: Request for Credit Sewer  
Adjustment

Hi Linda,

Here is my emailed response about acct#564655 to Lynne at LFUCG.

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 09/27/2010 10:32 AM -----

"Lynne Cross"  
<ccross@lfucg.com>  
>

07/30/2009 10:35  
AM

<patricia.butler@amwater.com>

To

cc

Subject

RE: Request for Credit Sewer  
Adjustment

Patty,

That sounds fine! Thanks and have a great day!

Lynne

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

From: Patricia.Butler@amwater.com [mailto:Patricia.Butler@amwater.com]  
On Behalf Of specialaccts@amwater.com  
Sent: Thursday, July 30, 2009 11:19 AM  
To: Lynne Cross  
Cc: specialaccts@amwater.com  
Subject: RE: Request for Credit Sewer Adjustment

Hi Lynne,

Just wanted to let you know a few things about this particular account. Prior to receiving your email, the customer was credited \$23.76 for a service line leak on 7-21-09 and then they made a payment of \$20.48 on 7-28-09, which was posted today. I applied the balance of the sewer in the amount of \$170.34 today, so that totals the total amount you wanted credited of \$214.58 (\$182.60 and \$31.98). Let me know if you have any questions.

Thanks,

Patty Butler  
Special Accounts Representative  
American Water - Alton Call Center

"Lynne Cross"  
<ccross@lfucg.com>  
>

To

<specialaccts@amwater.com>

07/28/2009 09:11

cc

AM

<Bryan.Siler@amwater.com>,

<Linda.Toussaint@amwater.com>,

"Candice Deininger"

<cdeining@lfucg.com>,

<skipthomas@insightbb.com>

Subject

RE: Request for Credit Sewer

Adjustment

Sorry - here is the attachment...

From: Lynne Cross

Sent: Tuesday, July 28, 2009 10:10 AM

To: 'specialaccts@amwater.com'

Cc: 'Bryan.Siler@amwater.com'; Linda.Toussaint@amwater.com; Candice Deininger;

'skipthomas@insightbb.com'

Subject: Request for Credit Sewer Adjustment

Attached please find 1 spreadsheet containing 2 credit sewer adjustments (both for the same address) for new construction. Thanks!

Lynne Throckmorton

Lexington Fayette Urban County Government Division of Revenue - Sewer & Landfill Dept.

200 E. Main Street

Lexington, KY 40508

859.258.3363

(See attached file: Universal Sewer Authority Payment

Form;07-28-2009#3.xls)

## Janet Graham

---

**From:** Takisha.Walker@amwater.com  
**Sent:** Monday, September 27, 2010 12:04 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Beverly.Horton@amwater.com; linda.toussaint@amwater.com  
**Subject:** Fw: KY: LFUCG Builder Credit #564655

**Attachments:** 2951\_001.pdf



2951\_001.pdf (6  
KB)

Hello Candice,

This builder has a balance on his account and is questioning the sewer credit amount. Attached is a copy of the credit adjustment form that he provided us as proof of his adjustment amount, which list an amount of \$ 214.58.

Please see the email below regarding this request. The customer is disputing the credit adjustment amount that he was provided of \$170.34. The remaining balance on his account is for water charges only, however he is stating that he is still owed a sewer adjustment amount of \$44.24.

Please review and advise.

Thanks

(See attached file: 2951\_001.pdf)

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

----- Forwarded by Linda K Toussaint/ILAWC/AWWSC on 09/27/2010 10:50 AM  
-----

Patricia A  
Butler/CALLCTR/CO  
RP/AWWSC

09/27/2010 10:32  
AM

To  
Linda K Toussaint/ILAWC/AWWSC@AWW

cc

Subject

Fw: Request for Credit Sewer  
Adjustment

Hi Linda,

Here is my emailed response about acct#564655 to Lynne at LFUCG.

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 09/27/2010 10:32 AM -----

"Lynne Cross"  
<ccross@lfucg.com  
>

07/30/2009 10:35  
AM

<patricia.butler@amwater.com>

To

cc

Subject

RE: Request for Credit Sewer  
Adjustment

Patty,

That sounds fine! Thanks and have a great day!

Lynne

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

From: Patricia.Butler@amwater.com [mailto:Patricia.Butler@amwater.com]  
On Behalf Of specialaccts@amwater.com  
Sent: Thursday, July 30, 2009 11:19 AM  
To: Lynne Cross  
Cc: specialaccts@amwater.com  
Subject: RE: Request for Credit Sewer Adjustment

Hi Lynne,

Just wanted to let you know a few things about this particular account. Prior to receiving your email, the customer was credited \$23.76 for a service line leak on 7-21-09 and then they made a payment of \$20.48 on 7-28-09, which was posted today. I applied the balance of the sewer in the amount of \$170.34 today, so that totals the total amount you wanted credited of \$214.58 (\$182.60 and \$31.98). Let me know if you have any questions.

Thanks,

Patty Butler  
Special Accounts Representative  
American Water - Alton Call Center

"Lynne Cross"  
<ccross@lfucg.com  
>

To

<specialaccts@amwater.com>

07/28/2009 09:11

cc

AM

<Bryan.Siler@amwater.com>,

<Linda.Toussaint@amwater.com>,

"Candice Deininger"

<cdeining@lfucg.com>,

<skipthomas@insightbb.com>

Subject

RE: Request for Credit Sewer

Adjustment

Sorry - here is the attachment...

From: Lynne Cross

Sent: Tuesday, July 28, 2009 10:10 AM

To: 'specialaccts@amwater.com'

Cc: 'Bryan.Siler@amwater.com'; Linda.Toussaint@amwater.com; Candice Deininger;

'skipthomas@insightbb.com'

Subject: Request for Credit Sewer Adjustment

Attached please find 1 spreadsheet containing 2 credit sewer adjustments (both for the same address) for new construction. Thanks!

Lynne Throckmorton

Lexington Fayette Urban County Government Division of Revenue - Sewer & Landfill Dept.

200 E. Main Street

Lexington, KY 40508

859.258.3363

(See attached file: Universal Sewer Authority Payment Form;07-28-2009#3.xls)

## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, September 23, 2010 8:32 AM  
**To:** cdeininger@insightbb.com  
**Subject:** Emailing:  
Linda\_Bridwell\_Named\_Director\_of\_Water\_Quality\_and\_Environmental\_Compliance.pdf

**Attachments:** Linda\_Bridwell\_Named\_Director\_of\_Water\_Quality\_and\_Environmental\_Compliance.pdf



Linda\_Bridwell\_N  
amed\_Director\_...

<<Linda\_Bridwell\_Named\_Director\_of\_Water\_Quality\_and\_Environmental\_Compliance.  
pdf>>

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, September 22, 2010 3:24 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com; Jose Rincon; Lynne Cross  
**Subject:** Request To Apply Extra-Strength Sewer Charges  
**Attachments:** es092110.XLS

Good afternoon. Please find attached one spreadsheet containing 11 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:** specialaccts@amwater.com  
**Sent:** Thursday, September 16, 2010 3:25 PM  
**To:** Candice Deininger  
**Cc:** specialaccts@amwater.com; Bryan.Siler@amwater.com; Takisha.Walker@amwater.com; Jose Rincon  
**Subject:** Re: Exclusion Credit Not Posted  
**Attachments:** ex090110.XLS



ex090110.XLS (6  
KB)

Hi Candice,

I did put that in on 9-2-10, but I didn't override it and it has been sitting there waiting to go since then. It should post within the next day or two. Thanks for the heads up. Sorry about that.

Thanks again,

Patty Butler  
Special Accounts Representative  
American Water - Alton Call Center

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

09/16/2010 02:01  
PM

<specialaccts@amwater.com>

To

cc

<Bryan.Siler@amwater.com>,  
<Takisha.Walker@amwater.com>, "Jose  
Rincon" <jrincon@lexingtonky.gov>

Subject

Exclusion Credit Not Posted

Good afternoon. Attached is a spreadsheet of sewer exclusions with one entry highlighted in yellow that appears not to have been posted to the customer's account. Would you kindly post this credit as soon as possible, please? If you have any questions, please let me know. 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  
(See attached file: ex090110.XLS)



**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, September 16, 2010 8:27 AM  
**To:** Sheila Long  
**Cc:** Candice Deininger  
**Subject:** Re:

**Attachments:** pic08044.jpg; pic30591.jpg



pic08044.jpg (6 KB)    pic30591.jpg (6 KB)

Sheila,

These were updated with no errors.

(Embedded image moved to file: pic08044.jpg)

\*\*\*\*\*

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

"Sheila Long"  
<slong@lexingtonk  
y.gov>

<Bryan.Siler@amwater.com>

09/15/2010 05:43  
PM

To  
cc  
Subject

Here you go. Have a good week.

(Embedded image moved to file: pic30591.jpg) [attachment "HERC0915.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Julie Mantrom [jmantrom@lexingtonky.gov]  
**Sent:** Friday, September 10, 2010 12:36 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Candice Deininger; Robert Bowman; Hilori Morgan; Scott Dickison  
**Subject:** RE: Monthly Conference Call Dates

Bryan:

Sounds good--we will see you Monday. Have a good weekend.

Julie

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

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Friday, September 10, 2010 12:08 PM  
**To:** Julie Mantrom  
**Cc:** Candice Deininger; Hilori Morgan; Cassie Felty; Robert Bowman; Scott Dickison; Takisha.Walker@amwater.com  
**Subject:** Re: Monthly Conference Call Dates

Julie,

I had planned to come down and meet in person on Monday. If that doesn't cause a problem I will be at the water quality conference room on Monday.

\*\*\*\*\*

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

"Julie Mantrom"  
<jmantrom@lexingt  
onky.gov>

08/12/2010 04:08  
PM

To  
<Bryan.Siler@amwater.com>,  
<Takisha.Walker@amwater.com>,  
"Scott Dickison"  
<sdickison@lexingtonky.gov>,  
"Robert Bowman"  
<rbowman2@lexingtonky.gov>,  
"Candice Deininger"  
<cdeining@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>,  
"Hilori Morgan"  
<hmorgan@lexingtonky.gov>

cc

Subject  
Monthly Conference Call Dates

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, September 10, 2010 12:08 PM  
**To:** Julie Mantrom  
**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Candice Deininger; Robert Bowman; Hilori Morgan; Scott Dickison  
**Subject:** Re: Monthly Conference Call Dates

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\*\*\*\*\*

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

"Julie Mantrom"  
<jmantrom@lexingt  
onky.gov>  
  
08/12/2010 04:08  
PM

<Bryan.Siler@amwater.com>,  
<Takisha.Walker@amwater.com>,  
"Scott Dickison"  
<sdickison@lexingtonky.gov>,  
"Robert Bowman"  
<rbowman2@lexingtonky.gov>,  
"Candice Deininger"  
<cdeining@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>,  
"Hilori Morgan"  
<hmorgan@lexingtonky.gov>

To  
  
  
  
  
  
cc

Subject  
Monthly Conference Call Dates

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:** Wednesday, September 08, 2010 4:52 PM

**To:** Bryan.Siler@amwater.com

**Cc:** Takisha.Walker@amwater.com; Scott Dickison

**Subject:** August 2010 New Services

**Attachments:** ONSET-NEW TAPS FOR AUGUST 2010.xls

Hi, Bryan. Here's the newly geocoded list of new services for August 2010.

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:** Wednesday, September 08, 2010 11:24 AM  
**To:** Julie Mantrom  
**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Candice Deininger; Deidra.Hayden@amwater.com; Hilori Morgan; Scott Dickison  
**Subject:** RE: New Premise Request - Adding water service to a non-mutual?

Works for us. Thank you.

\*\*\*\*\*

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

"Julie Mantrom"  
<jmantrom@lexingt  
onky.gov>

09/08/2010 11:22  
AM

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>

cc

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:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, September 07, 2010 8:38 AM  
**To:** Kimberly Bryan  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** FW: August Reports

**Attachments:** LFUCG 0810 Report.xls; LFUCG 0810 Aging Totals.pdf



LFUCG 0810

Report.xls (6 KB)



LFUCG 0810

aging Totals.pdf (6

Hi, Kim - here are the reports from Bryan for August.

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, September 03, 2010 4:43 PM  
**To:** Candice Deininger  
**Subject:** Fw: August Reports

FYI - I got this returned mail.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 09/03/2010 04:43 PM -----

Your August Reports  
document:

mfister@lexingtonky.gov

This is an automatically generated Delivery Status  
Notification.

Delivery to the following recipients failed.

mfister@lexingtonky.gov

What should you do?

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

To: cdeining@lfucg.com, rhicks@lfucg.com, dgerardi@lfucg.com, Rachel.Cole@amwater.com, mfister@lfucg.com, billo@lfucg.com, khicks@lfucg.com, lvahle@lfucg.com, smulligan@lfucg.com, Takisha.Walker@amwater.com, jhoskins@lfucg.com, cecilyc@lexingtonky.gov, Susan.Lee@amwater.com, Steven.Snowden@amwater.com

cc:

Date: 04:30:21 PM AST Today

Subject: August Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 2 Residential and 5 OPA accounts that were billed \$11.27 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0810 Report.xls) (See attached file: LFUCG 0810 Aging Totals.pdf)

\*\*\*\*\*

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

(See attached file: LFUCG 0810 Report.xls) (See attached file: LFUCG 0810 Aging Totals.pdf)

**Janet Graham**

---

**From:** Kimberly Bryan [kbryan@lexingtonky.gov]  
**Sent:** Tuesday, September 07, 2010 8:26 AM  
**To:** Bryan.Siler@amwater.com; Candice Deininger  
**Subject:** RE: August Reports

Bryan,

Nothing was attached on your email.

Thanks,  
Kim

Kim Bryan, Acting Director  
Division of Accounting  
Lexington Fayette Urban County Government  
Ph: 859-258-3314  
Fax: 859-425-2277  
Email: kbryan@lexingtonky.gov

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, September 07, 2010 8:19 AM  
To: Candice Deininger  
Cc: Kimberly Bryan  
Subject: RE: August Reports

Thanks, Candice. I just made that change.

\*\*\*\*\*

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

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

09/07/2010 08:17  
AM

<Bryan.Siler@amwater.com>

"Kimberly Bryan"  
<kbryan@lexingtonky.gov>

RE: August Reports

To

cc

Subject

Yeah - Mary is no longer here . . . she went back to ECU. In her place, would you kindly send to Kim Bryan who is acting director. Her email address is kbryan@lexingtonky.com. 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, September 03, 2010 4:43 PM

To: Candice Deininger

Subject: Fw: August Reports

FYI - I got this returned mail.

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Bryan Siler

Eastern Division

bryan.siler@amwater.com

Phone: (859) 268-6350

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Rachel.Cole@amwater.com, mfister@lfucg.com, billo@lfucg.com,  
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cecilyc@lexingtonky.gov, Susan.Lee@amwater.com,  
Steven.Snowden@amwater.com

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

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**Janet Graham**

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**Sent:** Tuesday, September 07, 2010 8:19 AM  
**To:** Candice Deininger  
**Cc:** Kimberly Bryan  
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Thanks, Candice. I just made that change.

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

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Bryan.Siler@amwater.com>  
cc  
09/07/2010 08:17 "Kimberly Bryan"  
AM <kbryan@lexingtonky.gov>  
Subject  
RE: August Reports

Yeah - Mary is no longer here . . . she went back to EKU. In her place, would you kindly send to Kim Bryan who is acting director. Her email address is kbryan@lexingtonky.com. Thanks, Bryan!

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, September 03, 2010 4:43 PM  
To: Candice Deininger  
Subject: Fw: August Reports

FYI - I got this returned mail.

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

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

(See attached file: LFUCG 0810 Report.xls)(See attached file: LFUCG 0810 Aging Totals.pdf)

**Janet Graham**

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**Sent:** Tuesday, September 07, 2010 8:17 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Kimberly Bryan  
**Subject:** RE: August Reports

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

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

(See attached file: LFUCG 0810 Report.xls) (See attached file: LFUCG 0810 Aging Totals.pdf)



**Janet Graham**

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**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, September 03, 2010 4:43 PM  
**To:** Candice Deininger  
**Subject:** Fw: August Reports

**Attachments:** LFUCG 0810 Report.xls; LFUCG 0810 Aging Totals.pdf



LFUCG 0810 Report.xls (6 KB)



LFUCG 0810 Aging Totals.pdf (6 KB)

FYI - I got this returned mail.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 09/03/2010 04:43 PM -----

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To: cdeining@lfucg.com, rhicks@lfucg.com, dgerardi@lfucg.com,  
Rachel.Cole@amwater.com, mfister@lfucg.com, billo@lfucg.com,  
khicks@lfucg.com, lvahle@lfucg.com, smulligan@lfucg.com,

Takisha.Walker@amwater.com, jhoskins@lfucg.com,  
cecilyc@lexingtonky.gov, Susan.Lee@amwater.com,  
Steven.Snowden@amwater.com

cc:

Date: 04:30:21 PM AST Today

Subject: August Reports

Hello,

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Thank you.

(See attached file: LFUCG 0810 Report.xls) (See attached file: LFUCG 0810 Aging Totals.pdf)

\*\*\*\*\*

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

(See attached file: LFUCG 0810 Report.xls) (See attached file: LFUCG 0810 Aging Totals.pdf)

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, September 03, 2010 4:34 PM  
**To:** AW\_-\_JE/AWWSC@amwater.net; AW\_-\_MI\_Requests@amwater.net  
**Cc:** Candice Deininger; Kathleen Hicks; Rachel.Cole@amwater.com;  
Dale.Graham@amwater.com; Steven.Snowden@amwater.com;  
Takisha.Walker@amwater.com; Mary.Money@amwater.com; Susan.Lee@amwater.com  
**Subject:** Managed Contract Billing

**Attachments:** Sadieville 0810 MI Request.doc; LFUCG 0810 MI Request.doc; pic17713.jpg



Sadieville 0810 MI Request.doc... Request.doc (6 K... KB)

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deininger at LFUCG.

Thanks.

(See attached file: Sadieville 0810 MI Request.doc) (See attached file: LFUCG 0810 MI Request.doc)

(Embedded image moved to file: pic17713.jpg)

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, September 03, 2010 2:32 PM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: KAWC office is closed on Monday, September 6, 2010 for Labor Day.

I plan on attending the meeting on the 7th, so if I find out anything more, I'll let you know. Have a great, long weekend!

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, September 03, 2010 2:27 PM  
To: Candice Deininger  
Subject: RE: KAWC office is closed on Monday, September 6, 2010 for Labor Day.

I didn't think of those kinds of issues.

Thanks Candice.

\*\*\*\*\*

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

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

<Bryan.Siler@amwater.com>

To

cc

09/03/2010 01:56  
PM

Subject

RE: KAWC office is closed on  
Monday, September 6, 2010 for Labor  
Day.

Thanks, Bryan - we're closed, too!

As I'm sure you're aware, things will be sort of crazy downtown because of the WEG and Spotlight Lexington. It all starts on September 24 and ends on October 10. Because of the live entertainment in three different venues downtown, it has been requested that as many LFUCG employees as possible complete their eight-hour shifts between 4 and 4:30 daily - this is for two reasons: not to get caught in traffic and to provide parking places for the anticipated throngs of people attending the events. In addition, the final determination of which downtown streets will be closed to traffic has not been made yet; we've also been told that Police will have the authority to immediately close a street if the number of people walking/milling around warrant it. (Should make for fun trying to get home.) Government offices will be open their regular

time, 8-5, but only skeleton staffs will man the offices between 4 and 5 during the business week. I plan on taking vacation the last week in September, and Lynne will be here 7:30-4:00 daily if you need immediate assistance. I'll be working the 'late' shift on October 4 and 5 and will be here until 5. A WEG update is scheduled for us on Tuesday at 1:00 at which time we're supposed to get answers to other questions and the status of existing issues. I'll keep you posted.

I don't know who is in charge of the meter reading schedule now, but I sure hope they have taken into consideration the downtown area and surrounding blocks for that two-week period. I would strongly advise that downtown be avoided and not used as an access to locations on the outskirts of town.

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, September 03, 2010 1:33 PM  
To: Candice Deininger  
Subject: KAWC office is closed on Monday, September 6, 2010 for Labor Day.

Just wanted to make sure you knew.

\*\*\*\*\*

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

## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Wednesday, September 01, 2010 8:29 AM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Candice Deininger  
**Subject:** Kentucky August ACH Disbursements

**Attachments:** ACHRec10.xls



ACHRec10.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: 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!"

these two premises (Goldsmith and Moberly) today.

Recently, I have started responding to each e-mail confirming that the requested premises have been set up with the discount. If for some reason you do not receive such an e-mail in a timely fashion it may indicate the e-mail you sent was not received.

I suggested we do a full reconciliation a couple months ago. Have you given any more thought to a master list where we can verify what you have to what we have in our system? We currently do this with landfill and the water quality management fee and it is beneficial? I started working on a full reconciliation of all of the discounted fees but can only reconcile to the records we have which, as we see with Goldsmith and Moberly, can be different than what you have. I would be happy to help in the development of a process if that would be beneficial. Just let me know.

\*\*\*\*\*

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

"Candice

Deininger"

<cdeining@lexingt

To onky.gov> <Bryan.Siler@amwater.com>,  
<Takisha.Walker@amwater.com>

08/26/2010 12:11

cc PM "Sheila Powell"  
<sheilap@lexingtonky.gov>

Subject FW: Cecilia Moberly

(Embedded image moved to file: pic12993.jpg)

Hi, Bryan. Kindly refer to the following email from Sheila. I checked Ms. Moberly's account, and it appears that the discount has not been applied. Would you kindly check the status of this one and the other listed in the attachment and let Sheila know, please? 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: Sheila Powell  
Sent: Thursday, August 26, 2010 8:48 AM  
To: Candice Deininger  
Cc: Chera H Mattox  
Subject: Cecilia Moberly

Good Morning Candice

Can you check and see if Cecilia Moberly is receiving her 30% deductions she was on the list sent on 07-20-2009 she is hi-lighted in red on this list. Can you check and see if the others have received the deductions as well.

Thanks

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

[attachment "Friday, July 24, 2009.xls" deleted by Bryan Siler/KAWC/AWWSC]



**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, August 26, 2010 3:03 PM  
**To:** Sheila Powell  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger  
**Subject:** RE: Cecilia Moberly

**Attachments:** pic30364.jpg



pic30364.jpg (6 KB)

Sheila,

That sounds great. I meant to include the screen shot below in the previous e-mail. Please note the correct premise number for Billie Goldsmith.

Have a nice evening.

(Embedded image moved to file: pic30364.jpg)

\*\*\*\*\*

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

"Sheila Powell"  
<sheilap@lexingto  
nky.gov>

08/26/2010 02:53  
PM

<Bryan.Siler@amwater.com>

To

cc

Subject

RE: Cecilia Moberly

Yes I will email you something in regards to this in the morning I have to finish an office supply order.

Thanks for looking into this for me.

Have a good weekend

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, August 26, 2010 2:50 PM  
To: Sheila Powell  
Cc: Candice Deininger; Takisha.Walker@amwater.com  
Subject: FW: Cecilia Moberly

Sheila,

I show Jacqueline Wilcox and Marlene Williams were received separately in files with a different date than 7/24/09. I do not show a file dated 7/24/09. As shown below, I added

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, August 26, 2010 2:50 PM  
**To:** Sheila Powell  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger  
**Subject:** FW: Cecilia Moberly

**Attachments:** pic12993.jpg



pic12993.jpg (6 KB)

Sheila,

I show Jacqueline Wilcox and Marlene Williams were received separately in files with a different date than 7/24/09. I do not show a file dated 7/24/09. As shown below, I added these two premises (Goldsmith and Moberly) today.

Recently, I have started responding to each e-mail confirming that the requested premises have been set up with the discount. If for some reason you do not receive such an e-mail in a timely fashion it may indicate the e-mail you sent was not received.

I suggested we do a full reconciliation a couple months ago. Have you given any more thought to a master list where we can verify what you have to what we have in our system? We currently do this with landfill and the water quality management fee and it is beneficial? I started working on a full reconciliation of all of the discounted fees but can only reconcile to the records we have which, as we see with Goldsmith and Moberly, can be different than what you have. I would be happy to help in the development of a process if that would be beneficial. Just let me know.

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

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

08/26/2010 12:11  
PM

<Bryan.Siler@amwater.com>,  
<Takisha.Walker@amwater.com>

"Sheila Powell"  
<sheilap@lexingtonky.gov>

FW: Cecilia Moberly

To  
cc  
Subject

(Embedded image moved to file: pic12993.jpg)

Hi, Bryan. Kindly refer to the following email from Sheila. I checked Ms. Moberly's account, and it appears that the discount has not been applied. Would you kindly check the status of this one and the other listed in the attachment and let Sheila know, please? 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: Sheila Powell  
Sent: Thursday, August 26, 2010 8:48 AM  
To: Candice Deininger  
Cc: Chera H Mattox  
Subject: Cecilia Moberly

Good Morning Candice

Can you check and see if Cecilia Moberly is receiving her 30% deductions she was on the list sent on 07-20-2009 she is hi-lighted in red on this list. Can you check and see if the others have received the deductions as well.

Thanks

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

[attachment "Friday, July 24, 2009.xls" deleted by Bryan Siler/KAWC/AWWSC]

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, August 24, 2010 8:00 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Hilori Morgan; Scott Dickison  
**Subject:** RE: Premise #120135402 - 4975 Old Versailles Rd

Just an FYI, this change was not in the file Scott sent. Should he resend or should I make the change here?

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

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Takisha.Walker@amwater.com>  
cc  
<Bryan.Siler@amwater.com>, "Hilori  
Morgan" <hmorgan@lexingtonky.gov>  
Subject  
RE: Premise #120135402 - 4975 Old  
Versailles Rd

I just had an email from Hilori, and the number in the lady's letter block unknown numbers! The check she'll receive will have a notation on what it's for and the location, so hopefully she'll understand what we've done - that, and no more bills!

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

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

**From:** Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
**Sent:** Monday, August 23, 2010 4:17 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Hilori Morgan  
**Subject:** RE: Premise #120135402 - 4975 Old Versailles Rd

Hello Candice & Hilori,

Thanks for you quick response and follow-up.

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax

Takisha.Walker@amwater.com

"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <Takisha.Walker@amwater.com>  
cc 08/23/2010 04:06 <Bryan.Siler@amwater.com>,  
"Hilori PM Morgan" <hmorgan@lexingtonky.gov>  
Subject RE: Premise #120135402 - 4975 Old  
Versailles Rd

Takisha - Hilori confirmed that this is a vacant lot and should not have been billed the WQMF. I've processed a cash refund, and Hilori will be contacting the customer.

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: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
Sent: Monday, August 23, 2010 2:20 PM  
To: Candice Deininger  
Cc: Bryan.Siler@amwater.com  
Subject: Premise #120135402 - 4975 Old Versailles Rd

Hello Candice,

We received the following letter from a customer disputing a bill. I reviewed the account and this is a non-mutual customer that is only being billed for the water quality management fee.

I spoke with Ms. Mack and informed her about the fee and any disputes are handled by LFUCG. She requested that I forward her letter to the city and I also provided her with the phone number. Please confirm that you received this letter and will be following with the customer.

Please let me know if you have any additional questions.

Thanks

(See attached file: Premise #120135402.pdf)

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, August 23, 2010 4:19 PM  
**To:** Takisha.Walker@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Hilori Morgan  
**Subject:** RE: Premise #120135402 - 4975 Old Versailles Rd

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Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

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

08/23/2010 04:06  
PM

To  
cc  
<Takisha.Walker@amwater.com>  
<Bryan.Siler@amwater.com>, "Hilori  
Morgan" <hmorgan@lexingtonky.gov>  
Subject  
RE: Premise #120135402 - 4975 Old  
Versailles Rd

Takisha - Hilori confirmed that this is a vacant lot and should not have been billed the WQMF. I've processed a cash refund, and Hilori will be contacting the customer.

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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Sent: Monday, August 23, 2010 2:20 PM  
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Cc: Bryan.Siler@amwater.com  
Subject: Premise #120135402 - 4975 Old Versailles Rd

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Please let me know if you have any additional questions.

Thanks

(See attached file: Premise #120135402.pdf)

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

**Janet Graham**

---

**From:** Takisha.Walker@amwater.com  
**Sent:** Monday, August 23, 2010 4:17 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Hilori Morgan  
**Subject:** RE: Premise #120135402 - 4975 Old Versailles Rd

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Thanks for you quick response and follow-up.

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Takisha.Walker@amwater.com>  
cc  
08/23/2010 04:06 <Bryan.Siler@amwater.com>, "Hilori  
PM Morgan" <hmorgan@lexingtonky.gov>  
Subject  
RE: Premise #120135402 - 4975 Old  
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Candice

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200 East Main Street  
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859-258-3364  
cdeining@lexingtonky.gov

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Sent: Monday, August 23, 2010 2:20 PM  
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Thanks

(See attached file: Premise #120135402.pdf)

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, August 23, 2010 4:06 PM  
**To:** Takisha.Walker@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Hilori Morgan  
**Subject:** RE: Premise #120135402 - 4975 Old Versailles Rd

Takisha - Hilori confirmed that this is a vacant lot and should not have been billed the WQMF. I've processed a cash refund, and Hilori will be contacting the customer.

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: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
Sent: Monday, August 23, 2010 2:20 PM  
To: Candice Deininger  
Cc: Bryan.Siler@amwater.com  
Subject: Premise #120135402 - 4975 Old Versailles Rd

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Please let me know if you have any additional questions.

Thanks

(See attached file: Premise #120135402.pdf)

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, August 23, 2010 2:24 PM  
**To:** Hilori Morgan  
**Subject:** FW: Premise #120135402 - 4975 Old Versailles Rd

**Attachments:** Premise #120135402.pdf



Premise

20135402.pdf (6 K)

Hello and sorry . . . here's Takisha's original email with attachment. Thank you!

And, while I think of it, if situations like this arise while you're out, to whom should I send 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:** Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
**Sent:** Monday, August 23, 2010 2:20 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** Premise #120135402 - 4975 Old Versailles Rd

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Thanks

(See attached file: Premise #120135402.pdf)

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, August 23, 2010 2:23 PM  
**To:** Takisha.Walker@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Hilori Morgan  
**Subject:** RE: Premise #120135402 - 4975 Old Versailles Rd

Hi, Takisha! I'll forward it on to Hilori at Water Quality so she can take a look at it and respond accordingly. 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:** Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
**Sent:** Monday, August 23, 2010 2:20 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** Premise #120135402 - 4975 Old Versailles Rd

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Please let me know if you have any additional questions.

Thanks

(See attached file: Premise #120135402.pdf)

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

## Janet Graham

---

**From:** Takisha.Walker@amwater.com  
**Sent:** Monday, August 23, 2010 2:20 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** Premise #120135402 - 4975 Old Versailles Rd

**Attachments:** Premise #120135402.pdf



Premise  
20135402.pdf (6 K)

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Please let me know if you have any additional questions.

Thanks

(See attached file: Premise #120135402.pdf)

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

**Janet Graham**

---

**From:** Hilori Morgan [hmorgan@lexingtonky.gov]

**Sent:** Monday, August 23, 2010 3:44 PM

**To:** Candice Deininger

**Subject:** Credit Adjustment Request

**Attachments:** August 23, 2010.xls

Thanks!!!!

Thank you,

Hilori Morgan  
LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
859.425.2400 main line

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, August 18, 2010 8:13 AM  
**To:** Sheila Long  
**Cc:** Candice Deininger  
**Subject:** Re: file

**Attachments:** pic28253.jpg; pic06868.jpg



pic28253.jpg (6 KB)

pic06868.jpg (6 KB)

Sheila,

This file was processed with no errors.

(Embedded image moved to file: pic28253.jpg)

\*\*\*\*\*

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

"Sheila Long"  
<slong@lexingtonk  
y.gov>

08/17/2010 05:08  
PM

<Bryan.Siler@amwater.com>

To

cc

Subject

file

Have a great day!

(Embedded image moved to file: pic06868.jpg) [attachment "HERC0816.TXT" deleted by Bryan Siler/KAWC/AWWS]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, August 12, 2010 2:20 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** Fw: Conference Call

Candice,

I tried the number Cassie gave me but it just goes to her voice mail.  
Please call me if you can.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/12/2010 02:18 PM -----

"Cassie Felty"  
<mfelty@lexington  
ky.gov>

08/12/2010 02:02  
PM

<Bryan.Siler@amwater.com>

To

cc

Subject

Conference Call

Bryan - We tried to call you but you are on the phone. We didn't receive any conference call information from you. Can you hang up so we can call you? We are all in the same room.

Cassie S. Felty  
Administrative Officer  
Division of Water Quality  
Department of Environmental Quality  
Lexington-Fayette Urban County Government  
859-425-2405 - phone  
859-254-7787 - FAX



**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, August 09, 2010 9:19 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Hilori Morgan; Lynne Cross  
**Subject:** RE: KAWC Website

Great! We're being swamped with calls . . .

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, August 09, 2010 9:17 AM  
**To:** Candice Deininger  
**Cc:** Lynne Cross; Hilori Morgan; Takisha.Walker@amwater.com  
**Subject:** RE: KAWC Website

Just found out. There was a problem over the weekend. They are fixing it and should have it up shortly.

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lexingt onky.gov>	<Bryan.Siler@amwater.com>	To
08/09/2010 09:11 AM	"Lynne Cross" <ccross@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, <Takisha.Walker@amwater.com>	cc
	RE: KAWC Website	Subject

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: Monday, August 09, 2010 9:10 AM  
To: Candice Deininger  
Cc: Lynne Cross; Hilori Morgan; Takisha.Walker@amwater.com  
Subject: Re: KAWC Website

Candice,

I just checked and I do not have access either. I asked what was going on and will let you know as soon as I hear something. I am unaware of any planned outage.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <Bryan.Siler@amwater.com>  
cc 08/09/2010 08:46 "Hilori Morgan"  
AM <hmorgan@lexingtonky.gov>, "Lynne  
Cross" <ccross@lexingtonky.gov>  
Subject KAWC Website

Good morning - any idea when we might be able to get onto the website?

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

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Bryan.Siler@amwater.com> cc  
08/09/2010 09:11 "Lynne Cross"  
AM <ccross@lexingtonky.gov>, "Hilori  
Morgan" <hmorgan@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>  
Subject  
RE: 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

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Sent: Monday, August 09, 2010 9:10 AM  
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Subject: Re: KAWC Website

Candice,

I just checked and I do not have access either. I asked what was going on and will let you know as soon as I hear something. I am unaware of any planned outage.

\*\*\*\*\*  
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Eastern Division  
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Phone: (859) 268-6350

"Candice

Deininger"  
To <cdeining@lexingt  
onky.gov> <Bryan.Siler@amwater.com>  
cc 08/09/2010 08:46 "Hilori Morgan"  
AM <hmorgan@lexingtonky.gov>, "Lynne  
Cross" <ccross@lexingtonky.gov>  
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Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

**Janet Graham**

---

**From:** Lynne Cross [ccross@lexingtonky.gov]  
**Sent:** Monday, August 09, 2010 9:14 AM  
**To:** Candice Deininger  
**Subject:** RE: KAWC Website

Yeah really need this thing to be working - - calls are rolling in this morning! Lol!

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

**From:** Candice Deininger  
**Sent:** Monday, August 09, 2010 9:11 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** Lynne Cross; Hilori Morgan; Takisha.Walker@amwater.com  
**Subject:** RE: 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

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**Sent:** Monday, August 09, 2010 9:10 AM  
**To:** Candice Deininger  
**Cc:** Lynne Cross; Hilori Morgan; Takisha.Walker@amwater.com  
**Subject:** Re: KAWC Website

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\*\*\*\*\*

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

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

<Bryan.Siler@amwater.com>

To

cc

08/09/2010 08:46  
AM

"Hilori Morgan"  
<hmorgan@lexingtonky.gov>, "Lynne  
Cross" <ccross@lexingtonky.gov>

Subject

KAWC Website

Good morning - any idea when we might be able to get onto the website?

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, August 09, 2010 9:10 AM  
To: Candice Deininger  
Cc: Lynne Cross; Hilori Morgan; Takisha.Walker@amwater.com  
Subject: Re: KAWC Website

Candice,

I just checked and I do not have access either. I asked what was going on and will let you know as soon as I hear something. I am unaware of any planned outage.

\*\*\*\*\*

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

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

<Bryan.Siler@amwater.com>

To

08/09/2010 08:46  
AM

"Hilori Morgan"  
<hmorgan@lexingtonky.gov>, "Lynne  
Cross" <ccross@lexingtonky.gov>

cc

Subject

KAWC Website

Good morning - any idea when we might be able to get onto the website?

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, August 09, 2010 9:10 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Hilori Morgan; Lynne Cross  
**Subject:** Re: KAWC Website

Candice,

I just checked and I do not have access either. I asked what was going on and will let you know as soon as I hear something. I am unaware of any planned outage.

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lexingt onky.gov>	<Bryan.Siler@amwater.com>	To
08/09/2010 08:46 AM	"Hilori Morgan" <hmorgan@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>	cc
	KAWC Website	Subject

Good morning - any idea when we might be able to get onto the website?

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, August 09, 2010 8:58 AM  
**To:** Candice Deininger  
**Subject:** RE: KAWC Website

Any answer yet?

---

**From:** Candice Deininger  
**Sent:** Monday, August 09, 2010 8:47 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** Hilori Morgan; Lynne Cross  
**Subject:** KAWC Website

Good morning -- any idea when we might be able to get onto the website?

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 09, 2010 9:00 AM  
**To:** Lynne Cross  
**Subject:** RE: KAWC Website

Yeah, right . . .

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

---

**From:** Lynne Cross  
**Sent:** Monday, August 09, 2010 8:58 AM  
**To:** Candice Deininger  
**Subject:** RE: KAWC Website

Any answer yet?

---

**From:** Candice Deininger  
**Sent:** Monday, August 09, 2010 8:47 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** Hilori Morgan; Lynne Cross  
**Subject:** KAWC Website

Good morning -- any idea when we might be able to get onto the website?

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 05, 2010 4:22 PM  
**To:** AW\_-\_JE/AWWSC@amwater.net; AW\_-\_MI\_Requests@amwater.net  
**Cc:** Candice Deininger; Kathleen Hicks; Rachel.Cole@amwater.com;  
Dale.Graham@amwater.com; Takisha.Walker@amwater.com; Mary.Money@amwater.com  
**Subject:** Managed Contract Billing

**Attachments:** LFUCG 0710 MI Request.doc; Sadieville 0710 MI Request.doc



LFUCG 0710 MI Request.doc    Sadieville 0710  
MI Request.doc (6 K... MI Request.doc...

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deininger at LFUCG.

Thanks.

(See attached file: LFUCG 0710 MI Request.doc) (See attached file:  
Sadieville 0710 MI Request.doc)

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Monday, August 02, 2010 9:43 AM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Candice Deininger; Rosemary Wilkins  
**Subject:** Kentucky July ACH Disbursements

**Attachments:** ACHRec10.xls



ACHRec10.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: 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:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, August 02, 2010 9:40 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Sheila Powell  
**Subject:** RE: 30% Discount

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, August 02, 2010 9:39 AM  
**To:** Candice Deininger  
**Cc:** Sheila Powell; Takisha.Walker@amwater.com  
**Subject:** Re: 30% Discount

I made these changes this morning.

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lexingt onky.gov>	<Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>	To
08/02/2010 09:06 AM	"Sheila Powell" <sheilap@lexingtonky.gov>	cc
	30% Discount	Subject

Good morning, Bryan. Attached is the most recent file of clients to receive the 30% discount coding for sanitary sewer and WQMF. If you have any questions, please contact Sheila. 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 "Friday July 30 2010.xls" deleted by Bryan Siler/KAWC/AWWS]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, August 02, 2010 9:39 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Sheila Powell  
**Subject:** Re: 30% Discount

I made these changes this morning.

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lexingt onky.gov>	<Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>	To
08/02/2010 09:06 AM	"Sheila Powell" <sheilap@lexingtonky.gov>	cc
	30% Discount	Subject

Good morning, Bryan. Attached is the most recent file of clients to receive the 30% discount coding for sanitary sewer and WQMF. If you have any questions, please contact Sheila. 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 "Friday July 30 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

## Janet Graham

---

**From:** Takisha.Walker@amwater.com  
**Sent:** Tuesday, July 27, 2010 12:41 PM  
**To:** Robert Bowman  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger; Scott Dickison  
**Subject:** RE: Service Order Type

**Attachments:** SOT.xls; SameDaySOTQuery.xls



SOT.xls (6 KB)



SameDaySOTQuery.xls (6 KB)

Hello Robert,

The FORCE service order type should always be accompanied by an ON service order. When we have a FORCE/ON service order combination, the premise status does not change as they are completed at the same time so the premise remains active.

When we have an OFF service order and an ON service order, the last order completed is going to determine the premise status. By the nature of our system, the OFF service order is completed first changing the status to inactive, then the ON service order is completed changing the premise status back to active.

Please let me know if this information provides the needed response and if you have any additional questions.

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

"Robert Bowman"  
<rbowman2@lexingtonky.gov>

07/22/2010 02:21  
PM

<Bryan.Siler@amwater.com>

To

cc

"Candice Deininger"  
<cdeining@lexingtonky.gov>, "Scott  
Dickison"  
<sdickison@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>

Subject

RE: Service Order Type

Bryan,

I have included a couple of tables. The SameDaySOTQuery table contains 1,038 records that have a SVC\_ORD\_TYPE that could change the Premise status to active or inactive. When this occurs on the same day does the premise status change to active or

inactive?

The SOT table contains all the different SVC\_ORD\_TYPE codes and their category. The category can have three values:

On - changes the Premise status to active  
Off - changes the status to inactive  
No Change - No Change in premise status

Robert

From: Robert Bowman  
Sent: Wednesday, July 21, 2010 10:31 AM  
To: 'Bryan.Siler@amwater.com'  
Subject: Service Order Type

Bryan,

I imported last month's CLOSESO and OPENSO into SQL to update the status of the Premises. I have placed the SVC\_ORD\_TYPE data into three categories: On, Off, and No Change.

What happens to the premise status when I have an Off Category and On Category SVC\_ORD\_TYPE occurring on the same day? I keep finding a "Force" SVC\_ORD\_TYPE and an "Open" SVC\_ORD\_TYPE on the same day.

Robert E. Bowman  
Database Administrator  
Lexington-Fayette Urban County Government  
Office: 859.425.2456  
Email: RBowman2@LFUCG.com  
(See attached file: SOT.xls) (See attached file: SameDaySOTQuery.xls)



## Janet Graham

---

**From:** Takisha.Walker@amwater.com  
**Sent:** Tuesday, July 27, 2010 8:46 AM  
**To:** Candice Deininger; Robert Bowman; Julie Mantrom; Rebecca Arledge; Hilori Morgan; Scott Dickison  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** Bryan out of the office

Hello Candice,

Bryan is out of the office today. I will be in a few meetings today so our Special Accounts department can handle any account questions you have during this time and any escalated issues can be sent to our local Customer Advocate Group here at kawc.fieldservices@amwater.com.

Please let me know if you have any additional questions or concerns.

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, July 20, 2010 2:04 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** 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, July 20, 2010 2:03 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  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

07/20/2010 12:40  
PM

"Sheila Powell"  
<sheilap@lexingtonky.gov>

cc

Subject

30% Discount Coding

Good afternoon, Bryan. Attached is the latest file received from Sheila at Adult Services needing the 30% discount coding for sewer and the WQMF. 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

[attachment "Friday July 16 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, July 20, 2010 2:03 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  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

cc

07/20/2010 12:40  
PM

"Sheila Powell"  
<sheilap@lexingtonky.gov>

Subject

30% Discount Coding

Good afternoon, Bryan. Attached is the latest file received from Sheila at Adult Services needing the 30% discount coding for sewer and the WQMF. 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

[attachment "Friday July 16 2010.xls" deleted by Bryan Siler/KAWC/AWWS]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, July 12, 2010 1:40 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Sheila Powell  
**Subject:** Re: 30% Discount Coding

These have been processed.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice Deininger" <cdeining@lexingt onky.gov>	<Bryan.Siler@amwater.com>	To
07/12/2010 12:03 PM	<Takisha.Walker@amwater.com>, "Sheila Powell" <sheilap@lexingtonky.gov>	cc
	30% Discount Coding	Subject

Hi, Bryan. Attached are two files from Sheila at Adult Services containing the names of clients whose accounts are to receive the 30% discount for sewer and the water quality fee. Thank you!!

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

[attachment "Friday July 9 2010.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Friday July 2 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, July 12, 2010 8:59 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** RE: Premise: 120038436

Okay, thanks very much, Bryan! I did receive a voice mail message from her so I'll call her back.

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 12, 2010 8:50 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** RE: Premise: 120038436

She said this leak was in her basement so it doesn't fall under our hidden leak tariff.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com> To

07/08/2010 02:49  
PM

<Takisha.Walker@amwater.com> cc  
Subject

RE: Premise: 120038436

Hi, Bryan - I took a quick look at the account . . . that was a pretty big leak to amass that amount!! I would hope she'd ask for an adjustment from us, as long as the water didn't drain into the sanitary sewer. I don't recall speaking with this lady, and I'm not sure if Lynne has. Is KAWC giving her any type of adjustment?

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 08, 2010 2:42 PM  
To: Candice Deininger  
Cc: Takisha.Walker@amwater.com  
Subject: Premise: 120038436

Candice,

Ms. Jones wanted us to let you know she is resubmitting an invoice for plumbing repairs for a leak she had in her basement. Please call if you would like to discuss.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, July 12, 2010 8:50 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** RE: Premise: 120038436

She said this leak was in her basement so it doesn't fall under our hidden leak tariff.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

cc

07/08/2010 02:49  
PM

<Takisha.Walker@amwater.com>

Subject

RE: Premise: 120038436

Hi, Bryan - I took a quick look at the account . . . that was a pretty big leak to amass that amount!! I would hope she'd ask for an adjustment from us, as long as the water didn't drain into the sanitary sewer. I don't recall speaking with this lady, and I'm not sure if Lynne has. Is KAWC giving her any type of adjustment?

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 08, 2010 2:42 PM  
To: Candice Deininger  
Cc: Takisha.Walker@amwater.com  
Subject: Premise: 120038436

Candice,

Ms. Jones wanted us to let you know she is resubmitting an invoice for plumbing repairs for a leak she had in her basement. Please call if you would like to discuss.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, July 09, 2010 3:43 PM  
**To:** William O'Mara; Takisha.Walker@amwater.com; Cassie Felty; Charles Martin; Candice Deininger; Robert Bowman; Julie Mantrom; Hilori Morgan  
**Subject:** LFUCG Log for Monday's Meeting  
**Attachments:** LFUCG\_Log.pdf



LFUCG\_Log.pdf (6  
KB)

Attached is a log that will be part of our discussion on Monday. If you have any questions before our meeting just let me know.

Enjoy your weekend.

(See attached file: LFUCG\_Log.pdf)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350



**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, July 09, 2010 10:27 AM  
**To:** Candice Deininger; James Hoskins; Rhonda Hicks; William O'Mara; Kathleen Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; Mary Fister; Cecily Chan; Stephen Mulligan; Takisha.Walker@amwater.com; Lori Vahle  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** Fw: June Reports

**Attachments:** LFUCG JUNE 2010.xls; Aging Totals.pdf; LFUCG Sewer\_Landfill\_WQ\_JUNE 2010 rev.xls



LFUCG JUNE  
2010.xls (6 KB)



Aging Totals.pdf  
(6 KB)



LFUCG  
r\_Landfill\_WQ\_JUN

Here is the complete package with the comparisons. Please let me know if you have any questions.

(See attached file: LFUCG JUNE 2010.xls)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/09/2010 10:24 AM -----

Bryan  
Siler/KAWC/AWWSC

07/07/2010 04:47  
PM

To  
cdeining@lfucg.com,  
rhicks@lfucg.com,  
dgerardi@lfucg.com, Rachel  
Cole/KAWC/AWWSC@AWW,  
mfister@lfucg.com, billo@lfucg.com,  
khicks@lfucg.com, lvahle@lfucg.com,  
smulligan@lfucg.com, Takisha D  
Walker/KAWC/AWWSC@AWW,  
jhoskins@lfucg.com,  
cecilyc@lexingtonky.gov

cc  
Takisha D Walker/KAWC/AWWSC@AWW  
Subject  
June Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 5 OPA accounts that were billed \$3.36 in taxes. These will be corrected. The extra strength charges were fewer this month. I will send the comparisons tomorrow.

Please let me know if you have any questions.

Thank you.

(See attached file: Aging Totals.pdf) (See attached file: LFUCG Sewer\_Landfill\_WQ\_JUNE 2010 rev.xls)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

## Janet Graham

---

**Subject:** Customer Database Cleanup in SWOVA  
**Location:** Conference Dial: 1-888-505-7138 Code: 4854623910  
**Start:** Fri 07/09/2010 10:00 AM  
**End:** Fri 07/09/2010 11:00 AM  
**Recurrence:** (none)  
**Resources:** archivemgr\_journal

Waste Management would like to discuss the approach of cleaning up the customer data, in the SWOVA database.

We need to maintain the integrity of the billing data going to Kentucky American as part of our planing and approach.

We would like to seek an approach which starts with only accurate addresses. Then build the customer master through a process of discovery and auditing the drafted routes.

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, July 07, 2010 4:48 PM  
**To:** AW\_-\_JE/AWWSC@amwater.net; AW\_-\_MI\_Requests@amwater.net  
**Cc:** Candice Deininger; Kathleen Hicks; Rachel.Cole@amwater.com;  
Dale.Graham@amwater.com; Takiyah.Myatt@amwater.com; Takisha.Walker@amwater.com;  
Mary.Money@amwater.com  
**Subject:** Managed Contract Billing  
**Attachments:** Miscellaneous Invoice Request-LFUCG 06\_2010.doc; Miscellaneous Invoice Request-Sadieville 06\_2010.doc; pic14181.jpg



Miscellaneous Invoice Request-... Miscellaneous Invoice Request-... pic14181.jpg (6 KB)

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deininger at LFUCG.

Thanks.

(See attached file: Miscellaneous Invoice Request-LFUCG 06\_2010.doc) (See attached file: Miscellaneous Invoice Request-Sadieville 06\_2010.doc)

(Embedded image moved to file: pic14181.jpg)

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, July 06, 2010 3:51 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** RE: FW: Tap On file for June 2010

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:** Tuesday, July 06, 2010 3:13 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** Re: FW: Tap On file for June 2010

Thanks Candice. I will work on this list.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

07/06/2010 08:30  
AM

<Takisha.Walker@amwater.com>

cc

Subject

FW: Tap On file for June 2010

Good morning, Bryan. Here's the sewer tap-on file for June 2010. 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:** Sheila Long  
**Sent:** Friday, July 02, 2010 7:08 PM  
**To:** Candice Deininger  
**Subject:** Tap On file for June 2010

(Embedded image moved to file: pic10021.jpg) [attachment "TAP062010R.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, July 02, 2010 4:05 PM  
**To:** Takisha.Walker@amwater.com  
**Subject:** RE: Check#0000648535 Amount\$2405.15

You're welcome - you, 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:** Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
**Sent:** Friday, July 02, 2010 3:57 PM  
**To:** Candice Deininger  
**Subject:** RE: Check#0000648535 Amount\$2405.15

Hello Candice,

Thanks so much, I greatly appreciate it.

Have a great weekend and holiday.

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

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

<Takisha.Walker@amwater.com>

To

cc

07/02/2010 03:43  
PM

Subject

RE: Check#0000648535 Amount\$2405.15

I found someone who could still access our accounting system (it's down because of fiscal year-end closing), and she was able to locate the account number: 12-0575192-6.

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: Friday, July 02, 2010 3:06 PM  
To: 'Takisha.Walker@amwater.com'  
Subject: RE: Check#0000648535 Amount\$2405.15

Hi, Takisha - just got back from Accounting, and I'm sorry but I could not locate that voucher package. This one looks like it might have to wait until Marie's return. My apologies!

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

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

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
Sent: Friday, July 02, 2010 2:32 PM  
To: Candice Deininger  
Subject: RE: Check#0000648535 Amount\$2405.15

Thanks, that would be great. I just wanted to see if we could get it taken care of before the extended holiday weekend. If you would like you can just email me the last account number, that is the only information that is needed.

I greatly appreciate your help.

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

"Candice

Deininger"

To <cdeining@lexingt  
onky.gov>

<Takisha.Walker@amwater.com>

cc 07/02/2010 02:27

PM

Subject

RE: Check#0000648535

Amount\$2405.15

Hello . . . I'll see what I can find in Accounting. I believe Marie may be on vacation today - not sure. I'll fax over the voucher if/when I locate it. Be back to you shortly . . .

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

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



From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
Sent: Friday, July 02, 2010 2:10 PM  
To: Candice Deininger  
Cc: Marie Stuart  
Subject: Fw: Check#0000648535 Amount\$2405.15

Hello Candice,

Can you assist with the request listed below?

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/KAWC/AWWSC on 07/02/2010 02:08 PM  
-----

Sonali

Basak/SHARVCS/AW

WSC

To "Marie Stuart"  
07/02/2010 02:07 <mstuart@lexingtonky.gov>@AWX

PM

cc Adam Pearlman/SHARVCS/AWWSC@AWW,  
Bryan Siler/KAWC/AWWSC@AWW, Brian S  
Perhacs/SHARVCS/AWWSC@AWW, Takisha  
D Walker/KAWC/AWWSC@AWW

Subject Check#0000648535 Amount\$2405.15

Hi Marie,

I need some help from you. Can you please send me the spread sheet for  
Check#0000648535 Amount \$2405.15. I am looking for only \$9.27, because the account number  
is missing.

Thank you

Sonali Basak  
856-310-5888

(Embedded image moved to file: pic09514.jpg) (Embedded image moved to file: pic14309.jpg)

## Janet Graham

---

**From:** Takisha.Walker@amwater.com  
**Sent:** Friday, July 02, 2010 3:57 PM  
**To:** Candice Deininger  
**Subject:** RE: Check#0000648535 Amount\$2405.15

Hello Candice,

Thanks so much, I greatly appreciate it.

Have a great weekend and holiday.

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

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

<Takisha.Walker@amwater.com>

To

cc

07/02/2010 03:43  
PM

Subject  
RE: Check#0000648535 Amount\$2405.15

I found someone who could still access our accounting system (it's down because of fiscal year-end closing), and she was able to locate the account number: 12-0575192-6.

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:** Friday, July 02, 2010 3:06 PM  
**To:** 'Takisha.Walker@amwater.com'  
**Subject:** RE: Check#0000648535 Amount\$2405.15

Hi, Takisha - just got back from Accounting, and I'm sorry but I could not locate that voucher package. This one looks like it might have to wait until Marie's return. My apologies!

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

cdeining@lexingtonky.gov

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

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
Sent: Friday, July 02, 2010 2:32 PM  
To: Candice Deininger  
Subject: RE: Check#0000648535 Amount\$2405.15

Thanks, that would be great. I just wanted to see if we could get it taken care of before the extended holiday weekend. If you would like you can just email me the last account number, that is the only information that is needed.

I greatly appreciate your help.

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

"Candice

Deininger"

To <cdeining@lexingt  
onky.gov>

<Takisha.Walker@amwater.com>

cc 07/02/2010 02:27

Subject PM

RE: Check#0000648535

Amount\$2405.15

Hello . . . I'll see what I can find in Accounting. I believe Marie may be on vacation today - not sure. I'll fax over the voucher if/when I locate it. Be back to you shortly . . .

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

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

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
Sent: Friday, July 02, 2010 2:10 PM  
To: Candice Deininger  
Cc: Marie Stuart  
Subject: Fw: Check#0000648535 Amount\$2405.15

Hello Candice,

Can you assist with the request listed below?

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office

859-361-8981 - Mobile

859-268-6315 - Fax

Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/KAWC/AWWSC on 07/02/2010 02:08 PM

-----

Sonali

Basak/SHARVCS/AW

WSC

To

"Marie Stuart"

07/02/2010 02:07

<mstuart@lexingtonky.gov>@AWX

PM

cc

Adam Pearlman/SHARVCS/AWWSC@AWW,

Bryan Siler/KAWC/AWWSC@AWW, Brian S  
Perhacs/SHARVCS/AWWSC@AWW, Takisha  
D Walker/KAWC/AWWSC@AWW

Subject

Check#0000648535 Amount\$2405.15

Hi Marie,

I need some help from you. Can you please send me the spread sheet for  
Check#0000648535 Amount \$2405.15. I am looking for only \$9.27, because the account number  
is missing.

Thank you

Sonali Basak  
856-310-5888

(Embedded image moved to file: pic09514.jpg) (Embedded image moved to file: pic14309.jpg)

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, July 02, 2010 3:44 PM  
**To:** Takisha.Walker@amwater.com  
**Subject:** RE: Check#0000648535 Amount\$2405.15

**Importance:** High

I found someone who could still access our accounting system (it's down because of fiscal year-end closing), and she was able to locate the account number: 12-0575192-6.

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:** Friday, July 02, 2010 3:06 PM  
**To:** 'Takisha.Walker@amwater.com'  
**Subject:** RE: Check#0000648535 Amount\$2405.15

Hi, Takisha - just got back from Accounting, and I'm sorry but I could not locate that voucher package. This one looks like it might have to wait until Marie's return. My apologies!

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

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

**From:** Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
**Sent:** Friday, July 02, 2010 2:32 PM  
**To:** Candice Deininger  
**Subject:** RE: Check#0000648535 Amount\$2405.15

Thanks, that would be great. I just wanted to see if we could get it taken care of before the extended holiday weekend. If you would like you can just email me the last account number, that is the only information that is needed.

I greatly appreciate your help.

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

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

<Takisha.Walker@amwater.com>

To

cc

07/02/2010 02:27  
PM

Subject  
RE: Check#0000648535 Amount\$2405.15

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

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

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
Sent: Friday, July 02, 2010 2:10 PM  
To: Candice Deininger  
Cc: Marie Stuart  
Subject: Fw: Check#0000648535 Amount\$2405.15

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Can you assist with the request listed below?

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/KAWC/AWWSC on 07/02/2010 02:08 PM  
-----

Sonali

Basak/SHARVCS/AW

WSC

To

"Marie Stuart"

07/02/2010 02:07

<mstuart@lexingtonky.gov>@AWX

PM

cc

Adam Pearlman/SHARVCS/AWWSC@AWW,

Bryan Siler/KAWC/AWWSC@AWW, Brian S  
Perhacs/SHARVCS/AWWSC@AWW, Takisha  
D Walker/KAWC/AWWSC@AWW

Subject

Check#0000648535 Amount\$2405.15

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856-310-5888

(Embedded image moved to file: pic09514.jpg) (Embedded image moved to file: pic14309.jpg)

**Janet Graham**

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LFUCG Division of Revenue  
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Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

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**To:** Candice Deininger  
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Takisha.Walker@amwater.com

"Candice  
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<cdeining@lexingt  
onky.gov>

To  
<Takisha.Walker@amwater.com>

07/02/2010 02:27  
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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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Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/KAWC/AWWSC on 07/02/2010 02:08 PM  
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Sonali

Basak/SHARSVCS/AW

WSC

To "Marie Stuart"  
07/02/2010 02:07 <mstuart@lexingtonky.gov>@AWX  
PM

cc Adam Pearlman/SHARSVCS/AWWSC@AWW,  
Bryan Siler/KAWC/AWWSC@AWW, Brian S  
Perhacs/SHARSVCS/AWWSC@AWW, Takisha  
D Walker/KAWC/AWWSC@AWW

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Sonali Basak  
856-310-5888

(Embedded image moved to file: pic09514.jpg) (Embedded image moved to file: pic14309.jpg)

**Janet Graham**

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

<Takisha.Walker@amwater.com>

To

cc

07/02/2010 02:27  
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Lexington, KY 40507  
859-258-3364  
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Kentucky American Water

859-268-6313 - Office

859-361-8981 - Mobile

859-268-6315 - Fax

Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/KAWC/AWWSC on 07/02/2010 02:08 PM

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Sonali

Basak/SHARVCS/AW

WSC

To

"Marie Stuart"

07/02/2010 02:07

<mstuart@lexingtonky.gov>@AWX

PM

cc

Adam Pearlman/SHARVCS/AWWSC@AWW,

Bryan Siler/KAWC/AWWSC@AWW, Brian S  
Perhacs/SHARVCS/AWWSC@AWW, Takisha  
D Walker/KAWC/AWWSC@AWW

Subject

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Sonali Basak  
856-310-5888

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**Janet Graham**

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**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, July 02, 2010 2:27 PM  
**To:** Takisha.Walker@amwater.com  
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200 East Main Street  
Lexington, KY 40507  
859-258-3364  
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----- Forwarded by Takisha D Walker/KAWC/AWWSC on 07/02/2010 02:08 PM -----

Sonali  
Basak/SHARVCS/AW  
WSC

07/02/2010 02:07  
PM

To  
"Marie Stuart"  
<mstuart@lexingtonky.gov>@AWX  
cc  
Adam Pearlman/SHARVCS/AWWSC@AWW,  
Bryan Siler/KAWC/AWWSC@AWW, Brian S  
Perhacs/SHARVCS/AWWSC@AWW, Takisha  
D Walker/KAWC/AWWSC@AWW  
Subject  
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856-310-5888

(Embedded image moved to file: pic09514.jpg) (Embedded image moved to file: pic14309.jpg)

**Janet Graham**

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**From:** Takisha.Walker@amwater.com  
**Sent:** Friday, July 02, 2010 2:10 PM  
**To:** Candice Deininger  
**Cc:** Marie Stuart  
**Subject:** Fw: Check#0000648535 Amount\$2405.15

**Attachments:** pic09514.jpg; pic14309.jpg



pic09514.jpg (6 KB)



pic14309.jpg (6 KB)

Hello Candice,

Can you assist with the request listed below?

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/KAWC/AWWSC on 07/02/2010 02:08 PM -----

Sonali  
Basak/SHARVCS/AW  
WSC

07/02/2010 02:07  
PM

"Marie Stuart"  
<mstuart@lexingtonky.gov>@AWX

To

cc

Adam Pearlman/SHARVCS/AWWSC@AWW,  
Bryan Siler/KAWC/AWWSC@AWW, Brian S  
Perhacs/SHARVCS/AWWSC@AWW, Takisha  
D Walker/KAWC/AWWSC@AWW

Subject

Check#0000648535 Amount\$2405.15

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Thank you

Sonali Basak  
856-310-5888

(Embedded image moved to file: pic09514.jpg) (Embedded image moved to file: pic14309.jpg)

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, July 02, 2010 10:56 AM  
**To:** Takisha.Walker@amwater.com  
**Subject:** RE: Urgent Assistance Needed --- Fw: Lexington Fayette Urban County Government- Check# 0000647633 Amount \$98,182.33

Hi, Takisha, and you're very welcome! Have a great weekend and enjoy the downtown festivities!

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

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

**From:** Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
**Sent:** Friday, July 02, 2010 10:34 AM  
**To:** Candice Deininger  
**Subject:** RE: Urgent Assistance Needed --- Fw: Lexington Fayette Urban County Government- Check# 0000647633 Amount \$98,182.33

Hello Candice,

Thank you so much. I received the information and will provide it for processing.

Have a great holiday.

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

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

<Takisha.Walker@amwater.com>

To

cc

07/02/2010 10:30  
AM

Subject

RE: Urgent Assistance Needed ---  
Fw: Lexington Fayette Urban County  
Government- Check# 0000647633  
Amount \$98,182.33

Hi - just sent the fax with detailed voucher 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: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
Sent: Friday, July 02, 2010 9:52 AM  
To: Candice Deininger  
Cc: Bryan.Siler@amwater.com; Marie Stuart  
Subject: Urgent Assistance Needed --- Fw: Lexington Fayette Urban County  
Government- Check# 0000647633 Amount \$98,182.33  
Importance: High

Hello Candice,

I need your assistance with obtaining the necessary information for this payment. I have attempted to contact Marie and was only able to leave a message.

Your assistance is greatly appreciated so we can ensure the payments are posted to the correct City accounts.

Please let me know if you have any additional questions or concerns.

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/KAWC/AWWSC on 07/02/2010 09:50 AM  
-----

Sonali

Basak/SHARVCS/AW

WSC

To

07/01/2010 10:31

Bryan Siler/KAWC/AWWSC@AWW, Takisha  
D Walker/KAWC/AWWSC@AWW

AM

cc

Brian S Perhacs/SHARVCS/AWWSC@AWW,  
"Marie Stuart"

<mstuart@lexingtonky.gov>@AWX

Subject

Lexington Fayette Urban County

Government- Check# 0000647633

Amount \$98,182.33

Good Morning,

I have received an item in my KY suspense account for Check# 0000647633 amount \$98,182.33, Mellon only send us a partial information for only \$42,175.03 I still need \$56,007.30 information so I can apply the check correctly. This is sitting in my suspense account since 6/25/10. I already called and send email to Marie Stuart ,I am not sure if she is out. Can you help me to get all the account numbers.



Thank you

Sonali Basak  
856-310-5888

**Janet Graham**

---

**From:** Takisha.Walker@amwater.com  
**Sent:** Friday, July 02, 2010 10:34 AM  
**To:** Candice Deininger  
**Subject:** RE: Urgent Assistance Needed --- Fw: Lexington Fayette Urban County Government- Check# 0000647633 Amount \$98,182.33

Hello Candice,

Thank you so much. I received the information and will provide it for processing.

Have a great holiday.

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

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

<Takisha.Walker@amwater.com>

To

cc

07/02/2010 10:30  
AM

Subject

RE: Urgent Assistance Needed ---  
Fw: Lexington Fayette Urban County  
Government- Check# 0000647633  
Amount \$98,182.33

Hi - just sent the fax with detailed voucher information . . .

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: Friday, July 02, 2010 9:52 AM  
To: Candice Deininger  
Cc: Bryan.Siler@amwater.com; Marie Stuart  
Subject: Urgent Assistance Needed --- Fw: Lexington Fayette Urban County  
Government- Check# 0000647633 Amount \$98,182.33  
Importance: High

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Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/KAWC/AWWSC on 07/02/2010 09:50 AM

-----

Sonali

Basak/SHARVCS/AW

WSC

To

07/01/2010 10:31

Bryan Siler/KAWC/AWWSC@AWW, Takisha  
D Walker/KAWC/AWWSC@AWW

cc

AM

Brian S Perhacs/SHARVCS/AWWSC@AWW,  
"Marie Stuart"

<mstuart@lexingtonky.gov>@AWX

Subject

Lexington Fayette Urban County

Government- Check# 0000647633

Amount \$98,182.33

Good Morning,

I have received an item in my KY suspense account for Check# 0000647633 amount \$98,182.33, Mellon only send us a partial information for only \$42,175.03 I still need \$56,007.30 information so I can apply the check correctly. This is sitting in my suspense account since 6/25/10. I already called and send email to Marie Stuart ,I am not sure if she is out. Can you help me to get all the account numbers.

Thank you

Sonali Basak  
856-310-5888

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, July 02, 2010 10:31 AM  
**To:** Takisha.Walker@amwater.com  
**Subject:** RE: Urgent Assistance Needed --- Fw: Lexington Fayette Urban County Government- Check# 0000647633 Amount \$98,182.33

**Importance:** High

Hi - just sent the fax with detailed voucher 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:** Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
**Sent:** Friday, July 02, 2010 9:52 AM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Marie Stuart  
**Subject:** Urgent Assistance Needed --- Fw: Lexington Fayette Urban County Government- Check# 0000647633 Amount \$98,182.33  
**Importance:** High

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Please let me know if you have any additional questions or concerns.

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/KAWC/AWWSA on 07/02/2010 09:50 AM -----

Sonali  
Basak/SHARVCS/AW  
WSC

07/01/2010 10:31  
AM

To  
Bryan Siler/KAWC/AWWSA@AWW, Takisha  
D Walker/KAWC/AWWSA@AWW

cc  
Brian S Perhacs/SHARVCS/AWWSA@AWW,  
"Marie Stuart"  
<mstuart@lexingtonky.gov>@AWW

Subject  
Lexington Fayette Urban County  
Government- Check# 0000647633  
Amount \$98,182.33

Good Morning,

I have received an item in my KY suspense account for Check# 0000647633 amount \$98,182.33, Mellon only send us a partial information for only \$42,175.03 I still need \$56,007.30 information so I can apply the check correctly. This is sitting in my suspense account since 6/25/10. I already called and send email to Marie Stuart ,I am not sure if she is out. Can you help me to get all the account numbers.

Thank you

Sonali Basak  
856-310-5888

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, July 02, 2010 10:27 AM  
**To:** Takisha.Walker@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Marie Stuart  
**Subject:** RE: Urgent Assistance Needed --- Fw: Lexington Fayette Urban County Government- Check# 0000647633 Amount \$98,182.33

**Importance:** High

Hello . . . I've retrieved copies of the vouchers for the payments totaling the above amount. There is a second check, number 647634, that details the accounting for the remaining \$56,007.30. I'll fax copies of these to you momentarily. Kindly let me know if this information is sufficient. Thanks, Takisha!!

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:** Friday, July 02, 2010 9:52 AM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Marie Stuart  
**Subject:** Urgent Assistance Needed --- Fw: Lexington Fayette Urban County Government- Check# 0000647633 Amount \$98,182.33  
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Hello Candice,

I need your assistance with obtaining the necessary information for this payment. I have attempted to contact Marie and was only able to leave a message.

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Please let me know if you have any additional questions or concerns.

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
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Sonali  
Basak/SHARVCS/AW  
WSC

07/01/2010 10:31  
AM

To  
Bryan Siler/KAWC/AWWSC@AWW, Takisha  
D Walker/KAWC/AWWSC@AWW

cc  
Brian S Perhacs/SHARVCS/AWWSC@AWW,  
"Marie Stuart"  
<mstuart@lexingtonky.gov>@AWX

Subject

Lexington Fayette Urban County  
Government- Check# 0000647633  
Amount \$98,182.33

Good Morning,

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Thank you

Sonali Basak  
856-310-5888

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, July 02, 2010 10:12 AM  
**To:** Takisha.Walker@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Marie Stuart  
**Subject:** RE: Urgent Assistance Needed --- Fw: Lexington Fayette Urban County Government- Check# 0000647633 Amount \$98,182.33

Good morning, Takisha . . . I'll see what I can find and get back to you 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:** Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
**Sent:** Friday, July 02, 2010 9:52 AM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Marie Stuart  
**Subject:** Urgent Assistance Needed --- Fw: Lexington Fayette Urban County Government- Check# 0000647633 Amount \$98,182.33  
**Importance:** High

Hello Candice,

I need your assistance with obtaining the necessary information for this payment. I have attempted to contact Marie and was only able to leave a message.

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Please let me know if you have any additional questions or concerns.

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/KAWC/AWWSC on 07/02/2010 09:50 AM -----

Sonali  
Basak/SHARVCS/AW  
WSC

07/01/2010 10:31  
AM

To  
Bryan Siler/KAWC/AWWSC@AWW, Takisha  
D Walker/KAWC/AWWSC@AWW

CC  
Brian S Perhacs/SHARVCS/AWWSC@AWW,  
"Marie Stuart"  
<mstuart@lexingtonky.gov>@AWX

Subject  
Lexington Fayette Urban County  
Government- Check# 0000647633  
Amount \$98,182.33



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Sonali Basak  
856-310-5888

**Janet Graham**

---

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**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Marie Stuart  
**Subject:** Urgent Assistance Needed --- Fw: Lexington Fayette Urban County Government- Check# 0000647633 Amount \$98,182.33

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Please let me know if you have any additional questions or concerns.

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/KAWC/AWWSC on 07/02/2010 09:50 AM -----

Sonali  
Basak/SHARVCS/AW  
WSC

07/01/2010 10:31  
AM

To  
Bryan Siler/KAWC/AWWSC@AWW, Takisha  
D Walker/KAWC/AWWSC@AWW

cc  
Brian S Perhacs/SHARVCS/AWWSC@AWW,  
"Marie Stuart"  
<mstuart@lexingtonky.gov>@AWX

Subject  
Lexington Fayette Urban County  
Government- Check# 0000647633  
Amount \$98,182.33

Good Morning,

I have received an item in my KY suspense account for Check# 0000647633 amount \$98,182.33, Mellon only send us a partial information for only \$42,175.03 I still need \$56,007.30 information so I can apply the check correctly. This is sitting in my suspense account since 6/25/10. I already called and send email to Marie Stuart ,I am not sure if she is out. Can you help me to get all the account numbers.

Thank you

Sonali Basak



## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Thursday, July 01, 2010 9:13 AM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Lori Vahle  
**Cc:** Candice Deininger; Rosemary Wilkins  
**Subject:** Kentucky June ACH Disbursements

**Attachments:** ACHRec10.xls



ACHRec10.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.

(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:** Wednesday, June 30, 2010 11:20 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; William O'Mara  
**Subject:** RE: New Sewer Rates - Commercial Test Bills

Thanks and you too.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

cc

06/30/2010 10:21  
AM

"William O'Mara"  
<billo@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>

Subject

RE: New Sewer Rates - Commercial  
Test Bills

Good morning, Bryan. Bill and I have reviewed the sample bills you furnished with this email and yesterday's, and everything appears to be in order. Thank you very much for providing them 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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, June 30, 2010 7:55 AM  
To: William O'Mara  
Cc: Candice Deininger; Takisha.Walker@amwater.com  
Subject: Fw: New Sewer Rates - Commercial Test Bills

Bill,

Here are some test bills for the nonresidential rates.

The July1 file shows a bill dated July 1, 2010 without the new rates.  
The

July2 file shows a bill dated July 2, 2010 with the new rates.

(See attached file: LFUCGTestBill-July1.pdf) (See attached file:  
LFUCGTestBill-July2.pdf)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/30/2010 07:51 AM -----

Bryan  
Siler/KAWC/AWWSC

To 06/29/2010 04:28 PM "William O'Mara"  
<billo@lexingtonky.gov>

cc "Candice Deininger"  
<cdeining@lexingtonky.gov>@AWX,  
Takisha.Walker@amwater.com

Subject Fw: New Sewer Rates

Bill,

Just a reminder...

Bills dated July 1, 2010 will not have the new rates on them. These bills will be rendered on June 30, 2010 before the increase is effective.

The new rates will be applied to bills that are rendered on July 1, 2010 and dated July 2, 2010.

Also, there will be no proration. This is how it was done last year.

Again, please let me know if you have any questions.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/29/2010 04:23 PM -----

Bryan  
Siler/KAWC/AWWSC

To 06/29/2010 04:20 PM "William O'Mara"  
<billo@lexingtonky.gov>

cc "Candice Deininger"  
<cdeining@lexingtonky.gov>@AWX,  
Takisha.Walker@amwater.com

Subject

RE: New Sewer Rates (Document

link:

Bryan Siler)

Bill,

Attached are some sample residential bills that show when the new rates will begin showing up on customers' bills.

Please let me know if you have any questions. Thanks.

(See attached file: LFUCGTestBill1.pdf) (See attached file: LFUCGTestBill2.pdf)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice

Deininger"

<cdeining@lexingt

To

onky.gov>

<Bryan.Siler@amwater.com>

cc

05/26/2010 10:33

<Takisha.Walker@amwater.com>,

AM

"William O'Mara"

<billo@lexingtonky.gov>

Subject

RE: New Sewer Rates

Good morning, Bryan, and yes. 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: Wednesday, May 26, 2010 10:21 AM  
To: Candice Deininger  
Cc: Takisha.Walker@amwater.com  
Subject: RE: New Sewer Rates

Okay, thanks Candice. This means the rates will be applied to bills that are rendered on July 1, 2010 which are dated July 2, 2010. Bills dated July 1, 2010 will not have the new rates on them. Also, there will be no proration. This is how it was done last year.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com

Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <Bryan.Siler@amwater.com>  
cc 05/19/2010 12:33 <Takisha.Walker@amwater.com>  
PM  
Subject RE: New Sewer Rates

Hi, Bryan. Based on the wording below, the new rates would become effective on July 1:

(Embedded image moved to file: pic12052.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: Wednesday, May 19, 2010 12:09 PM

To: Candice Deininger

Cc: Takisha.Walker@amwater.com

Subject: Re: New Sewer Rates

Candice,

Just to clarify, this increase will be effective on July 1, 2010 or effective on bills dated July 1, 2010? There is a difference. We can discuss if you like.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <Bryan.Siler@amwater.com>  
cc 05/19/2010 11:43 AM  
"William O'Mara"  
<billo@lexingtonky.gov>,  
<Keith.Cartier@amwater.com>,  
<Takisha.Walker@amwater.com>,  
"Charles Martin"  
<chmartin@lexingtonky.gov>, "Julie  
Mantrom"  
<jmantrom@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>  
Subject New Sewer Rates



Good morning, Bryan. I am in the process of calculating new sewer rates that are to become effective July 1, 2010 as stated in Section 16.57.2 of the LFUCG Code of Ordinances. Would you kindly find out the date by which I need to get these to you to meet the July 1 effective date? 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:** Wednesday, June 30, 2010 4:28 PM  
**To:** Takisha.Walker@amwater.com; Cassie Felty; Charles Martin; Candice Deininger; Robert Bowman; Julie Mantrom; Hilori Morgan; williamo@lexingtonky.gov  
**Subject:** Information Update - Room has changed: LFUCG Month End Closing Conference Call  
**Attachments:** ATT679139.htm; c161013.ics

**Description**

**Dial in information**

Conference Call: 866-528-2256

Access Code: 3701368

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, June 30, 2010 7:55 AM  
**To:** William O'Mara  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger  
**Subject:** Fw: New Sewer Rates - Commercial Test Bills

**Attachments:** LFUCGTestBill-July1.pdf; LFUCGTestBill-July2.pdf; LFUCGTestBill1.pdf; LFUCGTestBill2.pdf



LFUCGTestBill-Jul y1.pdf (6 KB)... LFUCGTestBill-Jul y2.pdf (6 KB)... LFUCGTestBill1.pdf (6 KB) LFUCGTestBill2.pdf (6 KB)

Bill,

Here are some test bills for the nonresidential rates.

The July1 file shows a bill dated July 1, 2010 without the new rates. The July2 file shows a bill dated July 2, 2010 with the new rates.

(See attached file: LFUCGTestBill-July1.pdf) (See attached file: LFUCGTestBill-July2.pdf)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/30/2010 07:51 AM -----

Bryan  
Siler/KAWC/AWWSC

06/29/2010 04:28  
PM

"William O'Mara"  
<billo@lexingtonky.gov>

To

"Candice Deininger"  
<cdeining@lexingtonky.gov>@AWX,  
Takisha.Walker@amwater.com

cc

Subject

Fw: New Sewer Rates

Bill,

Just a reminder...

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Also, there will be no proration. This is how it was done last year.

Again, please let me know if you have any questions.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/29/2010 04:23 PM -----

Bryan  
Siler/KAWC/AWWSC

06/29/2010 04:20  
PM

"William O'Mara"  
<billo@lexingtonky.gov>

To

"Candice Deininger"  
<cdeining@lexingtonky.gov>@AWX,  
Takisha.Walker@amwater.com

cc

Subject  
RE: New Sewer Rates(Document link:  
Bryan Siler)

Bill,

Attached are some sample residential bills that show when the new rates will begin showing up on customers' bills.

Please let me know if you have any questions. Thanks.

(See attached file: LFUCGTestBill1.pdf) (See attached file:  
LFUCGTestBill2.pdf)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

05/26/2010 10:33  
AM

<Takisha.Walker@amwater.com>,  
"William O'Mara"  
<billo@lexingtonky.gov>

cc

RE: New Sewer Rates

Subject

Good morning, Bryan, and yes. 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: Wednesday, May 26, 2010 10:21 AM  
To: Candice Deininger  
Cc: Takisha.Walker@amwater.com  
Subject: RE: New Sewer Rates

Okay, thanks Candice. This means the rates will be applied to bills that are rendered on July 1, 2010 which are dated July 2, 2010. Bills dated July 1, 2010 will not have the new rates on them. Also, there will be no proration. This is how it was done last year.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice

Deininger"

To <cdeining@lexingt  
onky.gov>

<Bryan.Siler@amwater.com>

cc 05/19/2010 12:33

<Takisha.Walker@amwater.com>

PM

Subject

RE: New Sewer Rates

Hi, Bryan. Based on the wording below, the new rates would become effective on July 1:

(Embedded image moved to file: pic12052.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: Wednesday, May 19, 2010 12:09 PM  
To: Candice Deininger  
Cc: Takisha.Walker@amwater.com  
Subject: Re: New Sewer Rates

Candice,

Just to clarify, this increase will be effective on July 1, 2010 or effective on bills dated July 1, 2010? There is a difference. We can discuss if you like.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <Bryan.Siler@amwater.com>  
cc 05/19/2010 11:43 AM  
"William O'Mara"  
<billo@lexingtonky.gov>,  
<Keith.Cartier@amwater.com>,  
<Takisha.Walker@amwater.com>,  
"Charles Martin"  
<chmartin@lexingtonky.gov>, "Julie  
Mantrom"  
<jmantrom@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>  
Subject  
New Sewer Rates

Good morning, Bryan. I am in the process of calculating new sewer rates that are to become effective July 1, 2010 as stated in Section 16.57.2 of the LFUCG Code of Ordinances. Would you kindly find out the date by which I need to get these to you to meet the July 1 effective date? 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:** Tuesday, June 29, 2010 4:29 PM  
**To:** William O'Mara  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger  
**Subject:** Fw: New Sewer Rates

**Attachments:** LFUCGTestBill1.pdf; LFUCGTestBill2.pdf



LFUCGTestBill1.pdf LFUCGTestBill2.pdf  
f (6 KB) f (6 KB)

Bill,

Just a reminder...

Bills dated July 1, 2010 will not have the new rates on them. These bills will be rendered on June 30, 2010 before the increase is effective.

The new rates will be applied to bills that are rendered on July 1, 2010 and dated July 2, 2010.

Also, there will be no proration. This is how it was done last year.

Again, please let me know if you have any questions.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/29/2010 04:23 PM -----

Bryan  
Siler/KAWC/AWWSC

06/29/2010 04:20  
PM

"William O'Mara"  
<billo@lexingtonky.gov>

To

"Candice Deininger"  
<cdeining@lexingtonky.gov>@AWX,  
Takisha.Walker@amwater.com

cc

Subject  
RE: New Sewer Rates(Document link:  
Bryan Siler)

Bill,

Attached are some sample residential bills that show when the new rates will begin showing up on customers' bills.

Please let me know if you have any questions. Thanks.

(See attached file: LFUCGTestBill1.pdf) (See attached file: LFUCGTestBill2.pdf)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

05/26/2010 10:33  
AM

<Takisha.Walker@amwater.com>,  
"William O'Mara"  
<billo@lexingtonky.gov>

cc

Subject

RE: New Sewer Rates

Good morning, Bryan, and yes. Thank you!

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200 East Main Street  
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859-258-3364  
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Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
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"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov>

<Bryan.Siler@amwater.com>

To

cc



PM

Subject

RE: New Sewer Rates

Hi, Bryan. Based on the wording below, the new rates would become effective on July 1:

(Embedded image moved to file: pic12052.jpg)

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
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Sent: Wednesday, May 19, 2010 12:09 PM  
To: Candice Deininger  
Cc: Takisha.Walker@amwater.com  
Subject: Re: New Sewer Rates

Candice,

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Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt

To

onky.gov>

<Bryan.Siler@amwater.com>

cc

05/19/2010 11:43  
AM

"William O'Mara"  
<billo@lexingtonky.gov>,  
<Keith.Cartier@amwater.com>,  
<Takisha.Walker@amwater.com>,  
"Charles Martin"  
<chmartin@lexingtonky.gov>, "Julie  
Mantram"  
<jmantram@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>

Subject

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



**Janet Graham**

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**Sent:** Tuesday, June 29, 2010 4:21 PM  
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LFUCGTestBill1.pdf (6 KB)  
LFUCGTestBill2.pdf (6 KB)

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bryan.siler@amwater.com  
Phone: (859) 268-6350  
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"Candice  
Deininger"  
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onky.gov>

05/26/2010 10:33  
AM

<Bryan.Siler@amwater.com> To  
cc  
<Takisha.Walker@amwater.com>,  
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Candice Deininger  
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LFUCG Division of Revenue  
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Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"

To: <cdeining@lexingt  
onky.gov> <Bryan.Siler@amwater.com>  
cc: 05/19/2010 12:33 <Takisha.Walker@amwater.com>  
PM  
Subject RE: New Sewer Rates

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(Embedded image moved to file: pic12052.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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Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt

To: onky.gov> <Bryan.Siler@amwater.com>

cc

05/19/2010 11:43  
AM

"William O'Mara"  
<billo@lexingtonky.gov>,  
<Keith.Cartier@amwater.com>,  
<Takisha.Walker@amwater.com>,  
"Charles Martin"  
<chmartin@lexingtonky.gov>, "Julie  
Mantrom"  
<jmantrom@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>

Subject

New Sewer Rates

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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:** Wednesday, June 30, 2010 8:37 AM  
**To:** Takisha.Walker@amwater.com; Cassie Felty; Charles Martin; Candice Deininger; Robert Bowman; Julie Mantrom; Hilori Morgan; williamo@lexingtonky.gov  
**Subject:** Invitation: LFUCG Month End Closing Conference Call (Jul 12 02:00 PM EDT in KAWC - First Floor Large CR/KAWC - Lexington@AWW)  
**Attachments:** ATT659363.htm; c082003.ics

**Description**

**Dial in information**

Conference Call: 866-528-2256

Access Code: 3701368

**Janet Graham**

---

**From:** Sheila Long [slong@lexingtonky.gov]  
**Sent:** Tuesday, June 29, 2010 2:54 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger  
**Subject:** RE: File from 06-23-2010

Mike and I don't think it will matter. What do you think Candice?

Sheila K. Long

Computer Operator  
Division of Computer Services  
Lexington Fayette Urban County Government 200 East Main Street Lexington, Kentucky 40507

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

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Tuesday, June 29, 2010 2:05 PM  
**To:** Sheila Long  
**Cc:** Candice Deininger; Takisha.Walker@amwater.com  
**Subject:** Re: File from 06-23-2010

Sheila,

Yesterday I processed a file from Mike Smith named HERC0628. Will me processing the file you just sent cause a problem since they are out of order?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Sheila Long"  
<slong@lexingtonky.gov>  
06/29/2010 01:46  
PM

<Bryan.Siler@amwater.com>

To  
cc  
Subject

File from 06-23-2010

Bryan,  
I ran the job and forgot to email you the file on 06-23-2010.

(Embedded image moved to file: pic14788.jpg) [attachment "HERC0623.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, June 29, 2010 2:05 PM  
**To:** Sheila Long  
**Cc:** Candice Deininger; Takisha.Walker@amwater.com  
**Subject:** Re: File from 06-23-2010

**Attachments:** pic14788.jpg



pic14788.jpg (6 KB)

Sheila,

Yesterday I processed a file from Mike Smith named HERC0628. Will me processing the file you just sent cause a problem since they are out of order?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Sheila Long"  
<slong@lexingtonk  
y.gov>

06/29/2010 01:46  
PM

<Bryan.Siler@amwater.com>

To  
cc  
Subject

File from 06-23-2010

Bryan,  
I ran the job and forgot to email you the file on 06-23-2010.

(Embedded image moved to file: pic14788.jpg) [attachment "HERC0623.TXT" deleted by Bryan Siler/KAWC/AWWSC]



**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, June 28, 2010 2:12 PM  
**To:** Mike Smith  
**Cc:** Candice Deininger  
**Subject:** Re: weekly file - No Errors

This file has been processed with no errors.

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Mike Smith"		
<mikes@lexingtonky.gov>		To
	<Bryan.Siler@amwater.com>	
06/28/2010 02:07 PM		cc
	"Candice Deininger"	
	<cdeining@lexingtonky.gov>	Subject
	weekly file	

The weekly file is attached.

Thank You!

Michael S. Smith  
Computer Operations Manager/  
Help Desk Manager/Synergy Team Member  
Division of Computer Services  
200 East Main Street - Lexington, KY 40507  
859-258-3730 mikes@lexingtonky.gov  
[attachment "HERC0628.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, June 28, 2010 8:23 AM  
**To:** Scott Dickison  
**Cc:** Candice Deininger; Robert Bowman  
**Subject:** Re: July 2010 Billing File Update

Scott,

Row 154 had a blank premise number.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Scott Dickison"  
<sdickison@lexing  
tonky.gov>

06/24/2010 04:03  
PM

<Bryan.Siler@amwater.com>

"Robert Bowman"  
<rbowman2@lexingtonky.gov>,  
"Candice Deininger"  
<cdeining@lexingtonky.gov>

To

cc

Subject

July 2010 Billing File Update

It's attached..

Scott Dickison, GISP  
GIS Programmer/Analyst  
Lexington-Fayette Urban County Government Divison of Computer Services  
301 Lisle Industrial Ave  
Lexington, KY 40511

p: (859)258-3414  
sdickison@lfucg.com

[attachment "July2010\_Billing.csv" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, June 22, 2010 1:34 PM  
**To:** Sheila Powell  
**Subject:** FW: 30% Discount Coding

**Attachments:** pic29426.jpg



pic29426.jpg (6 KB)

Sheila - Please take note of Bryan's response . . .

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, June 22, 2010 1:31 PM  
Cc: Candice Deininger; Sheila Powell; Takisha.Walker@amwater.com  
Subject: Re: 30% Discount Coding

Sorry, this is the person's information. I forgot to paste it in the previous e-mail.

(Embedded image moved to file: pic29426.jpg)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Bryan  
Siler/KAWC/AWWSC

06/22/2010 01:29  
PM

"Candice Deininger"  
<cdeining@lexingtonky.gov>@AWX

To

"Sheila Powell"  
<sheilap@lexingtonky.gov>,  
Takisha.Walker@amwater.com

cc

Subject  
Re: 30% Discount Coding (Document  
link: Bryan Siler)

This person's account is currently closed but someone is still using water. We are investigating but until we get the information from the field I am unable to update this account for the discounts. Just wanted to let you know. Hopefully we can get this

resolved in the next few days.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

cc

06/22/2010 09:33  
AM

<Takisha.Walker@amwater.com>,  
"Sheila Powell"  
<sheilap@lexingtonky.gov>

Subject

30% Discount Coding

Good morning, Bryan. Here's another file from Adult Services containing the names of clients whose accounts need coding for the 30% discount for sewer and the water quality fee. 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 May 21 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, June 22, 2010 1:33 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Sheila Powell  
**Subject:** RE: 30% Discount Coding

Sorry - just saw your second email . . . thanks, Bryan!

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  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
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Bryan  
Siler/KAWC/AWWS

06/22/2010 01:29  
PM

"Candice Deininger"  
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To

"Sheila Powell"  
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Re: 30% Discount Coding(Document  
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06/22/2010 09:33  
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[attachment "Friday May 21 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

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bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Bryan  
Siler/KAWC/AWWS

06/22/2010 01:29 PM

To "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
cc "Sheila Powell" <sheilap@lexingtonky.gov>, Takisha.Walker@amwater.com  
Subject Re: 30% Discount Coding(Document link: Bryan Siler)

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To  
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06/22/2010 09:33  
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Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com> To  
cc  
<Takisha.Walker@amwater.com>,  
"Sheila Powell"  
<sheilap@lexingtonky.gov>  
Subject  
30% Discount Coding

06/22/2010 09:33  
AM

Good morning, Bryan. Here's another file from Adult Services containing the names of clients whose accounts need coding for the 30% discount for sewer and the water quality fee. 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 May 21 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, June 22, 2010 8:02 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Sheila Powell  
**Subject:** RE: 30% Discount Coding

Good morning, Bryan, and thank you! Hope you had a great vacation!!

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 22, 2010 7:44 AM  
**To:** Candice Deininger  
**Cc:** Sheila Powell; Takisha.Walker@amwater.com  
**Subject:** Re: 30% Discount Coding

I received all of these and will work on them later today. I will let you know when they are complete.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

06/21/2010 08:40  
AM

<Bryan.Siler@amwater.com>,  
<Takisha.Walker@amwater.com>

To

cc

"Sheila Powell"  
<sheilap@lexingtonky.gov>

Subject

30% Discount Coding

Good morning, Bryan. Attached is the most recent list of clients from Adult Services whose accounts need the 30% discount coding for sewer and water quality. Thank you very much!

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

[attachment "Friday June 18 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, June 22, 2010 7:44 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Sheila Powell  
**Subject:** Re: 30% Discount Coding

I received all of these and will work on them later today. I will let you know when they are complete.

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Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice Deininger" <cdeining@lexingt onky.gov>	<Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>	To
06/21/2010 08:40 AM	"Sheila Powell" <sheilap@lexingtonky.gov>	cc
	30% Discount Coding	Subject

Good morning, Bryan. Attached is the most recent list of clients from Adult Services whose accounts need the 30% discount coding for sewer and water quality. Thank you very much!

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

[attachment "Friday June 18 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Takisha.Walker@amwater.com  
**Sent:** Friday, June 11, 2010 6:04 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger; Mike Smith; Rebecca Burke; Lynne Cross  
**Subject:** RE: Complete Landfill Update

Hello Candice,

We will get these premises updated on Monday.

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

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

06/11/2010 04:49  
PM

"Candice Deininger"  
<cdeining@lexingtonky.gov>,  
<Bryan.Siler@amwater.com>

To

cc

"Lynne Cross"  
<ccross@lexingtonky.gov>, "Mike  
Smith" <mikes@lexingtonky.gov>,  
"Rebecca Burke"  
<rburke@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>

Subject

RE: Complete Landfill Update

Bryan - The remaining correct premise numbers are listed below in red.  
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

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

From: Candice Deininger  
Sent: Friday, June 11, 2010 4:31 PM  
To: 'Bryan.Siler@amwater.com'  
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com  
Subject: RE: Complete Landfill Update

Bryan - I'm having some difficulty getting on to OAM but did manage to get the correct

premise number for the first one listed below: 120118163. If I'm able to get on OAM, I'll probably have the remainder today.  
Sorry . . .

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 11, 2010 3:13 PM  
To: Candice Deininger  
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com  
Subject: RE: Complete Landfill Update

Candice,

Can you check these five premises that were in the update file I received. They appear to be invalid.

Thanks.

120181630  
120197540 120119754  
120211186 120121186  
121033213 120133213  
121333240 120133324

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

cc

06/08/2010 04:32  
PM

"Lynne Cross"  
<ccross@lexingtonky.gov>, "Mike  
Smith" <mikes@lexingtonky.gov>,  
"Rebecca Burke"  
<rburke@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>

Subject

RE: Complete Landfill Update

Hi, Bryan, and thanks very much. Glad the timing worked out for Mike and you to accomplish this so quickly. Appreciate it 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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, June 08, 2010 4:31 PM

To: Candice Deininger  
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com  
Subject: RE: Complete Landfill Update

Candice,

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Let me know if you have any questions.

Thanks.

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <Bryan.Siler@amwater.com>  
cc 06/08/2010 12:37 <Takisha.Walker@amwater.com>,  
PM "Rebecca Burke"  
<rburke@lexingtonky.gov>, "Lynne  
Cross" <ccross@lexingtonky.gov>,  
"Mike Smith"  
<mikes@lexingtonky.gov>  
Subject RE: Complete Landfill Update

Hi, Bryan . . . Mike was really, really fast with this and I wasn't expecting it. Can your schedule and that of your IT department accommodate processing it?

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

From: Mike Smith  
Sent: Tuesday, June 08, 2010 12:33 PM  
To: Candice Deininger  
Cc: 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca Burke; Lynne Cross  
Subject: RE: Complete Landfill Update

How 'bout I send it today? J

As a matter of fact - it's attached.

Thank You!

Michael S. Smith  
mikes@lexingtonky.gov  
859-258-3730

From: Candice Deininger  
Sent: Tuesday, June 08, 2010 12:24 PM  
To: Mike Smith  
Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca Burke; Lynne Cross  
Subject: Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's our fiscal year-end closing compounded by the holiday weekend. I know you normally send the weekly file on a Monday, so would Monday, July 9, work for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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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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**Sent:** Friday, June 11, 2010 4:31 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Mike Smith; Rebecca Burke; Lynne Cross  
**Subject:** RE: Complete Landfill Update

Bryan - I'm having some difficulty getting on to OAM but did manage to get the correct premise number for the first one listed below: 120118163. If I'm able to get on OAM, I'll probably have the remainder today. Sorry . . .

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 11, 2010 3:13 PM  
To: Candice Deininger  
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com  
Subject: RE: Complete Landfill Update

Candice,

Can you check these five premises that were in the update file I received. They appear to be invalid.

Thanks.

120181630  
120197540  
120211186  
121033213  
121333240

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

06/08/2010 04:32  
PM

<Bryan.Siler@amwater.com>

"Lynne Cross"  
<ccross@lexingtonky.gov>, "Mike  
Smith" <mikes@lexingtonky.gov>,  
"Rebecca Burke"  
<rburke@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>

Subject  
RE: Complete Landfill Update



Hi, Bryan, and thanks very much. Glad the timing worked out for Mike and you to accomplish this so quickly. Appreciate it 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

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Sent: Tuesday, June 08, 2010 4:31 PM  
To: Candice Deininger  
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com  
Subject: RE: Complete Landfill Update

Candice,

I just finished processing the file and updating our billing system. Today's bill batches were recalculated to reflect the updated quantities in case they were different.

Let me know if you have any questions.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <Bryan.Siler@amwater.com>  
cc 06/08/2010 12:37 <Takisha.Walker@amwater.com>,  
PM "Rebecca Burke"  
<rburke@lexingtonky.gov>, "Lynne  
Cross" <ccross@lexingtonky.gov>,  
"Mike Smith"  
<mikes@lexingtonky.gov>  
Subject RE: Complete Landfill Update

Hi, Bryan . . . Mike was really, really fast with this and I wasn't expecting it. Can your schedule and that of your IT department accommodate processing it?

Candice Deininger

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

From: Mike Smith  
Sent: Tuesday, June 08, 2010 12:33 PM  
To: Candice Deininger  
Cc: 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca Burke; Lynne Cross  
Subject: RE: Complete Landfill Update

How 'bout I send it today? J

As a matter of fact - it's attached.

Thank You!

Michael S. Smith  
mikes@lexingtonky.gov  
859-258-3730

From: Candice Deininger  
Sent: Tuesday, June 08, 2010 12:24 PM  
To: Mike Smith  
Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca Burke; Lynne Cross  
Subject: Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's our fiscal year-end closing compounded by the holiday weekend. I know you normally send the weekly file on a Monday, so would Monday, July 9, work for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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, June 11, 2010 3:53 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Mike Smith; Rebecca Burke; Lynne Cross  
**Subject:** RE: Complete Landfill Update

Good afternoon, Bryan - I'll take a stab at trying to figure out what they should be and get back to you as soon as I can - hopefully this afternoon.

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:** Friday, June 11, 2010 3:13 PM  
**To:** Candice Deininger  
**Cc:** Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com  
**Subject:** RE: Complete Landfill Update

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120197540  
120211186  
121033213  
121333240

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To  
cc

06/08/2010 04:32  
PM

"Lynne Cross"  
<ccross@lexingtonky.gov>, "Mike  
Smith" <mikes@lexingtonky.gov>,  
"Rebecca Burke"  
<rburke@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>

Subject

RE: Complete Landfill Update

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

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To: Candice Deininger  
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com  
Subject: RE: Complete Landfill Update

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\*\*\*\*\*

Bryan Siler  
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bryan.siler@amwater.com  
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Fax: (859) 335-3350

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To onky.gov> <Bryan.Siler@amwater.com>  
cc 06/08/2010 12:37 <Takisha.Walker@amwater.com>,  
PM "Rebecca Burke"  
<rburke@lexingtonky.gov>, "Lynne  
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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: Mike Smith  
Sent: Tuesday, June 08, 2010 12:33 PM  
To: Candice Deininger  
Cc: 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca Burke; Lynne Cross  
Subject: RE: Complete Landfill Update

How 'bout I send it today? J

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Michael S. Smith  
mikes@lexingtonky.gov  
859-258-3730

From: Candice Deininger  
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To: Mike Smith  
Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca Burke; Lynne Cross  
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LFUCG Division of Revenue  
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Lexington, KY 40507  
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cdeining@lexingtonky.gov

**Janet Graham**

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**To:** Candice Deininger  
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To

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06/08/2010 04:32  
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859-258-3364  
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To: Candice Deininger

Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com  
Subject: RE: Complete Landfill Update

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Bryan Siler  
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Phone: (859) 268-6350  
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"Candice

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To <cdeining@lexingt  
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<Bryan.Siler@amwater.com>

cc 06/08/2010 12:37 <Takisha.Walker@amwater.com>,  
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"Rebecca Burke"

<rburke@lexingtonky.gov>, "Lynne  
Cross" <ccross@lexingtonky.gov>,  
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"Mike Smith"

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Subject

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Lexington, KY 40507  
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**Janet Graham**

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, June 11, 2010 4:50 PM  
**To:** Bryan.Siler@amwater.com; Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Mike Smith; Rebecca Burke; Lynne Cross  
**Subject:** RE: Complete Landfill Update

Bryan - The remaining correct premise numbers are listed below in red. 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

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 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
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 120211186    120121186  
 121033213    120133213  
 121333240    120133524

04/29/2013

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
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onky.gov>

<Bryan.Siler@amwater.com>

To

cc

06/08/2010 04:32  
PM

"Lynne Cross"  
<ccross@lexingtonky.gov>, "Mike  
Smith" <mikes@lexingtonky.gov>,  
"Rebecca Burke"  
<rburke@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>

Subject

RE: Complete Landfill Update

Hi, Bryan, and thanks very much. Glad the timing worked out for Mike and you to accomplish this so quickly. Appreciate it 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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, June 08, 2010 4:31 PM  
To: Candice Deininger  
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com  
Subject: RE: Complete Landfill Update

Candice,

I just finished processing the file and updating our billing system. Today's bill batches were recalculated to reflect the updated quantities in

04/29/2013

case they were different.

Let me know if you have any questions.

Thanks.

\*\*\*\*\*  
 Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Candice  
 Deininger"

To <cdeining@lexingt  
 onky.gov> <Bryan.Siler@amwater.com>

cc 06/08/2010 12:37 <Takisha.Walker@amwater.com>,  
 PM "Rebecca Burke"  
 <rburke@lexingtonky.gov>, "Lynne  
 Cross" <ccross@lexingtonky.gov>,  
 "Mike Smith"  
 <mikes@lexingtonky.gov>

Subject RE: Complete Landfill Update

Hi, Bryan . . . Mike was really, really fast with this and I wasn't expecting it. Can your schedule and that of your IT department accommodate processing it?

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

From: Mike Smith  
Sent: Tuesday, June 08, 2010 12:33 PM  
To: Candice Deininger  
Cc: 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca Burke;  
Lynne Cross  
Subject: RE: Complete Landfill Update

How 'bout I send it today? J

As a matter of fact - it's attached.

Thank You!

Michael S. Smith  
mikes@lexingtonky.gov  
859-258-3730

From: Candice Deininger  
Sent: Tuesday, June 08, 2010 12:24 PM  
To: Mike Smith  
Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca Burke;  
Lynne Cross  
Subject: Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's our fiscal year-end closing compounded by the holiday weekend. I know you normally send the weekly file on a Monday, so would Monday, July 9, work for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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

## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Thursday, June 10, 2010 2:17 PM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Donna.Taylor@amwater.com; Lori Vahle  
**Cc:** Candice Deininger; Rosemary Wilkins  
**Subject:** Kentucky May ACH Disbursements

**Attachments:** ACHRec10.xls



ACHRec10.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: 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:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, June 10, 2010 2:49 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com; Jose Rincon; Lynne Cross  
**Subject:** Request To Apply Sewer User Exclusion Credits  
**Attachments:** ex061010.XLS

Good afternoon. Please find attached one spreadsheet containing 29 sewer user exclusion credits to be applied to customer accounts. Kindly let me know if you have any questions. Thank you and have a good 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 09, 2010 3:12 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; 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:** Wednesday, June 09, 2010 2:50 PM  
**To:** Candice Deininger  
**Cc:** Sheila Powell; Takisha.Walker@amwater.com  
**Subject:** Re: 30% Discount Coding

This file has been received and processed.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

06/09/2010 01:34  
PM

<Bryan.Siler@amwater.com>

<Takisha.Walker@amwater.com>,  
"Sheila Powell"  
<sheilap@lexingtonky.gov>

30% Discount Coding

To

cc

Subject

Good afternoon, Bryan. Attached is the latest list from Adult services containing the name of a client to receive the 30% discount for sewer and the WQMF. 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 June 4 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, June 09, 2010 2:50 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Sheila Powell  
**Subject:** Re: 30% Discount Coding

This file has been received and processed.

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Bryan.Siler@amwater.com> cc  
06/09/2010 01:34 <Takisha.Walker@amwater.com>,  
PM "Sheila Powell"  
<sheilap@lexingtonky.gov> Subject  
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Candice Deininger  
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859-258-3364  
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[attachment "Friday June 4 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]



**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, June 08, 2010 4:33 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Mike Smith; Rebecca Burke; Lynne Cross  
**Subject:** RE: Complete Landfill Update

Hi, Bryan, and thanks very much. Glad the timing worked out for Mike and you to accomplish this so quickly. Appreciate it 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

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

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Tuesday, June 08, 2010 4:31 PM  
**To:** Candice Deininger  
**Cc:** Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com  
**Subject:** RE: Complete Landfill Update

Candice,

I just finished processing the file and updating our billing system. Today's bill batches were recalculated to reflect the updated quantities in case they were different.

Let me know if you have any questions.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

cc

06/08/2010 12:37  
PM

<Takisha.Walker@amwater.com>,  
"Rebecca Burke"  
<rburke@lexingtonky.gov>, "Lynne  
Cross" <ccross@lexingtonky.gov>,  
"Mike Smith"  
<mikes@lexingtonky.gov>

Subject

RE: Complete Landfill Update

Hi, Bryan . . . Mike was really, really fast with this and I wasn't expecting it. Can your schedule and that of your IT department accommodate processing it?

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

From: Mike Smith  
Sent: Tuesday, June 08, 2010 12:33 PM  
To: Candice Deininger  
Cc: 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca Burke; Lynne Cross  
Subject: RE: Complete Landfill Update

How 'bout I send it today? J

As a matter of fact - it's attached.

Thank You!

Michael S. Smith  
mikes@lexingtonky.gov  
859-258-3730

From: Candice Deininger  
Sent: Tuesday, June 08, 2010 12:24 PM  
To: Mike Smith  
Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca Burke; Lynne Cross  
Subject: Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's our fiscal year-end closing compounded by the holiday weekend. I know you normally send the weekly file on a Monday, so would Monday, July 9, work for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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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:** Tuesday, June 08, 2010 4:31 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Mike Smith; Rebecca Burke; Lynne Cross  
**Subject:** RE: Complete Landfill Update

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Thanks.

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Bryan.Siler@amwater.com> cc  
06/08/2010 12:37 PM <Takisha.Walker@amwater.com>, "Rebecca Burke"  
<rburke@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>, "Mike Smith"  
<mikes@lexingtonky.gov> Subject  
RE: Complete Landfill Update

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Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
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From: Mike Smith  
Sent: Tuesday, June 08, 2010 12:33 PM  
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Cc: 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca Burke; Lynne Cross  
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mikes@lexingtonky.gov  
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From: Candice Deininger  
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Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca Burke; Lynne Cross  
Subject: Complete Landfill Update

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

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, June 08, 2010 2:36 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Scott Dickison  
**Subject:** RE: May 2010 New Services

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: Tuesday, June 08, 2010 2:35 PM  
To: Candice Deininger  
Cc: Scott Dickison; Takisha.Walker@amwater.com  
Subject: Re: May 2010 New Services

Candice,

Attached are the results of this comparison. All premises that are marked "Sewered" have the O&M Wastewater Service attached to them.

(Embedded image moved to file: pic01832.jpg)

(See attached file: geoprocessed\_ONSET-NEW TAPS FOR MAY 2010.xls)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

06/08/2010 08:12  
AM

<Bryan.Siler@amwater.com>

<Takisha.Walker@amwater.com>,  
"Scott Dickison"  
<sdickison@lexingtonky.gov>

To  
cc  
Subject

May 2010 New Services

Good morning, Bryan. Attached is the geocoded file for May 2010 new services. Thanks very much!

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 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, June 08, 2010 2:35 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Scott Dickison  
**Subject:** Re: May 2010 New Services

**Attachments:** pic01832.jpg; geoprocessed\_ONSET-NEW TAPS FOR MAY 2010.xls



pic01832.jpg (6 KB)



geoprocessed\_ONSET-NEW TAPS FC

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(Embedded image moved to file: pic01832.jpg)

(See attached file: geoprocessed\_ONSET-NEW TAPS FOR MAY 2010.xls)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

cc

06/08/2010 08:12  
AM

<Takisha.Walker@amwater.com>,  
"Scott Dickison"  
<sdickison@lexingtonky.gov>

Subject

May 2010 New Services

Good morning, Bryan. Attached is the geocoded file for May 2010 new services. Thanks very much!

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 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**


---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, June 08, 2010 12:38 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Mike Smith; Rebecca Burke; Lynne Cross  
**Subject:** RE: Complete Landfill Update

Hi, Bryan . . . Mike was really, really fast with this and I wasn't expecting it. Can your schedule and that of your IT department accommodate processing it?

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

---

**From:** Mike Smith  
**Sent:** Tuesday, June 08, 2010 12:33 PM  
**To:** Candice Deininger  
**Cc:** 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca Burke; Lynne Cross  
**Subject:** RE: Complete Landfill Update

How 'bout I send it today? ☺

As a matter of fact – it's attached.

Thank You!

Michael S. Smith  
[mikes@lexingtonky.gov](mailto:mikes@lexingtonky.gov)  
 859-258-3730

---

**From:** Candice Deininger  
**Sent:** Tuesday, June 08, 2010 12:24 PM  
**To:** Mike Smith  
**Cc:** 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca Burke; Lynne Cross  
**Subject:** Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's our fiscal year-end closing compounded by the holiday weekend. I know you normally send the weekly file on a Monday, so would Monday, July 9, work for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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, June 08, 2010 8:47 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Scott Dickison  
**Subject:** Re: May 2010 New Services

Candice,

I received this file and will process it accordingly. Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice Deininger" <cdeiningt@lexingt onky.gov>	<Bryan.Siler@amwater.com>	To
06/08/2010 08:12 AM	<Takisha.Walker@amwater.com>, "Scott Dickison" <sdickison@lexingtonky.gov>	cc
	May 2010 New Services	Subject

Good morning, Bryan. Attached is the geocoded file for May 2010 new services. Thanks very much!

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

[attachment "ONSET-NEW TAPS FOR MAY 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]

**Sent:** Tuesday, June 08, 2010 8:12 AM

**To:** Bryan.Siler@amwater.com

**Cc:** Takisha.Walker@amwater.com; Scott Dickison

**Subject:** May 2010 New Services

**Attachments:** ONSET-NEW TAPS FOR MAY 2010.xls

Good morning, Bryan. Attached is the geocoded file for May 2010 new services. 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:** Monday, June 07, 2010 11:29 AM  
**To:** Bryan.Siler@amwater.com; Robert Bowman  
**Cc:** Takisha.Walker@amwater.com; Scott Dickison  
**Subject:** FW: List of Inactive Premises for January through April

**Attachments:** Inactives.xls



Inactives.xls (6 KB)

I'm sending this on to Robert as well since he and Scott have been looking at the 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:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Monday, June 07, 2010 11:26 AM  
**To:** Candice Deininger  
**Cc:** Scott Dickison; Takisha.Walker@amwater.com  
**Subject:** Fw: List of Inactive Premises for January through April

Candice,

Just to clarify, columns A through E are inactivated premises that are not billing and columns G through M are currently active premises that did not have an active account during the particular month of the report. Please let me know if you have any questions regarding these.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/07/2010 11:20 AM -----

Bryan  
Siler/KAWC/AWWSC

06/07/2010 11:18 AM

Candice Deininger

To  
cc

<sdickison@lexingtonky.gov>,  
Takisha D Walker/KAWC/AWWSC@AWW  
Subject  
List of Inactive Premises for  
January through April

Candice,

In our review we had Inactive Premises listed as item 1. As discussed, attached is a list of those premises for each month.

(See attached file: Inactives.xls)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, June 07, 2010 11:27 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Candice Deininger; Takisha.Walker@amwater.com; Scott Dickison  
**Subject:** Re: Fw: List of Inactive Premises for January through April

Sorry, inactivated should read inactive.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Bryan  
Siler/KAWC/AWWSC

06/07/2010 11:26  
AM

To  
cdeining@lfucg.com  
cc  
<sdickison@lexingtonky.gov>,  
Takisha D Walker/KAWC/AWWSC@AWW  
Subject  
Fw: List of Inactive Premises for  
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Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/07/2010 11:20 AM -----

Bryan  
Siler/KAWC/AWWSC

06/07/2010 11:18  
AM

To  
Candice Deininger  
cc  
<sdickison@lexingtonky.gov>,  
Takisha D Walker/KAWC/AWWSC@AWW  
Subject  
List of Inactive Premises for  
January through April

Candice,

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[attachment "Inactives.xls" deleted by Bryan Siler/KAWC/AWWSC]

\*\*\*\*\*

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Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

**Janet Graham**

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Inactives.xls (6 KB)

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bryan.siler@amwater.com  
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----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/07/2010 11:20 AM -----

Bryan  
Siler/KAWC/AWWSC

06/07/2010 11:18  
AM

Candice Deininger  
To  
cc  
<sdickison@lexingtonky.gov>,  
Takisha D Walker/KAWC/AWWSC@AWW  
Subject  
List of Inactive Premises for  
January through April

Candice,

In our review we had Inactive Premises listed as item 1. As discussed, attached is a list of those premises for each month.

(See attached file: Inactives.xls)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, June 02, 2010 4:56 PM  
**To:** AW\_-\_JE/AWWSC@amwater.net; AW\_-\_MI\_Requests@amwater.net  
**Cc:** Candice Deininger; Kathleen Hicks; Rachel.Cole@amwater.com;  
Dale.Graham@amwater.com; Takiyah.Myatt@amwater.com; Takisha.Walker@amwater.com;  
Mary.Money@amwater.com  
**Subject:** Sewer/Landfill Billing  
**Attachments:** Miscellaneous Invoice Request-LFUCG 05\_2010.doc; Miscellaneous Invoice Request-Sadieville 05\_2010.doc; pic08116.jpg



Miscellaneous Invoice Request-... Invoice Request-... pic08116.jpg (6 KB)

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deininger at LFUCG.

Thanks.

(See attached file: Miscellaneous Invoice Request-LFUCG 05\_2010.doc) (See attached file: Miscellaneous Invoice Request-Sadieville 05\_2010.doc)

(Embedded image moved to file: pic08116.jpg)

\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350



**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, June 02, 2010 1:50 PM  
**To:** Mike Smith  
**Cc:** Candice Deininger; Takisha.Walker@amwater.com  
**Subject:** Re: file - No Errors

This file has been processed with no errors.

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Mike Smith"  
<mikes@lexingtonky.gov>  
06/02/2010 01:45 PM  
file - No Errors

<BRYAN.SILER@AMWATER.COM>  
To  
cc  
Subject

The weekly file is attached.

Thank You!

Michael S. Smith  
Computer Operations Manager/  
Help Desk Manager/Synergy Team Member  
Division of Computer Services  
200 East Main Street - Lexington, KY 40507  
859-258-3730 mikes@lexingtonky.gov  
[attachment "HERC0602.TXT" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, June 02, 2010 9:42 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Sheila Powell  
**Subject:** RE: 30% Discount Coding Reconciliation

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:** Wednesday, June 02, 2010 9:40 AM  
**To:** Candice Deininger  
**Cc:** Sheila Powell; Takisha.Walker@amwater.com  
**Subject:** RE: 30% Discount Coding Reconciliation

Candice,

Just to confirm, I will be running a full reconciliation the week of June 7th.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

cc

06/01/2010 12:30  
PM

"Sheila Powell"  
<sheilap@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>

Subject

RE: 30% Discount Coding

Hello, Bryan. As a matter of fact, I was going through the files sent to KAWC from Adult Services beginning in January when the WQMF was implemented, and it, too, was subject to the 30% discount just like the sanitary sewer usage. Of the first three I've checked, almost all of the accounts in those files were not coded to receive the 30% discount for sanitary sewer; however, they were coded to receive the 30% discount for the WQMF. I believe the accounts already sent to KAWC need to be checked, especially for their sanitary sewer usage, and accounts coded as requested so the clients on those lists can begin receiving their appropriate discounts.

With regard to your inquiry of a running log, I am not sure how Sheila in Adult Services

keeps track of the accounts that are to receive the discounts, but I'm sure some process could be created that is simple and manageable and agreeable to you both. 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, June 01, 2010 11:47 AM  
To: Candice Deininger  
Cc: Sheila Powell; Takisha.Walker@amwater.com  
Subject: 30% Discount Coding

Candice,

When I get back next week I will be working to ensure these are all set up properly. I have a comparison I make between our system and all of the files received from the LFUCG. Does the city keep a running log of these like Landfill, WQMF, etc? We should think about some sort of periodic comparison to ensure something has not fallen through the cracks. Let me know your thoughts.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, June 02, 2010 9:40 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Sheila Powell  
**Subject:** RE: 30% Discount Coding Reconciliation

Candice,

Just to confirm, I will be running a full reconciliation the week of June 7th.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

06/01/2010 12:30  
PM

"Sheila Powell"  
<sheilap@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>

cc

Subject

RE: 30% Discount Coding

Hello, Bryan. As a matter of fact, I was going through the files sent to KAWC from Adult Services beginning in January when the WQMF was implemented, and it, too, was subject to the 30% discount just like the sanitary sewer usage. Of the first three I've checked, almost all of the accounts in those files were not coded to receive the 30% discount for sanitary sewer; however, they were coded to receive the 30% discount for the WQMF. I believe the accounts already sent to KAWC need to be checked, especially for their sanitary sewer usage, and accounts coded as requested so the clients on those lists can begin receiving their appropriate discounts.

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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

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

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Tuesday, June 01, 2010 11:47 AM  
**To:** Candice Deininger  
**Cc:** Sheila Powell; Takisha.Walker@amwater.com  
**Subject:** 30% Discount Coding

Candice,

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\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

**Janet Graham**

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, June 02, 2010 9:27 AM  
**To:** Sheila Powell  
**Cc:** Candice Deininger; Takisha.Walker@amwater.com  
**Subject:** Re: Lonnie Cornett 30% Discount on Sewer Charge

**Attachments:** pic14474.jpg; pic02625.jpg



pic14474.jpg (6 KB)



pic02625.jpg (6 KB)

Sheila,

This premise will bill the 30% discount for sewer only as of 5/4/10. The premise currently has 0 ERUs assigned to it.

(Embedded image moved to file: pic14474.jpg)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Sheila Powell"  
<sheilap@lexingto  
nky.gov>

05/11/2010 11:01  
AM

<Bryan.Siler@amwater.com>

To

cc

Subject

Lonnie Cornett 30% Discount on  
Sewer Charge

(Embedded image moved to file: pic02625.jpg)

Good Morning Bryan on the weekend Friday, April 23, 2010 I forwarded to Candice Mr. Lonnie Cornett to receive a 30% discount off of his water bill, I have highlighted his in red last name on this list. He says the water company told him he is not receiving this. I ask him if he also had DISC for discount next to his address and he said no, however he says he cannot see well. Can you look into this for me and send me something that I can mail him proving he receives his discount.

Thanks Sheila

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

[attachment "Friday, April 23, 2010.xls" deleted by Bryan Siler/KAWC/AWWS]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, May 28, 2010 12:40 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** RE: Time Off

Good afternoon, Bryan, and thank you for letting me know. I'll pass your email along to others so they'll know as well. Monday is also a holiday for us as well. Have a nice long weekend!

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, May 27, 2010 4:53 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** Time Off

Candice,

Monday is a holiday for Kentucky American Water. Also, I will be out of the office on June 3-4 and again the week of June 14-18. Special Accounts can handle any account questions you have during these times. Any escalated issues can be sent to our local Customer Advocate Group here at kawc.fieldservices@amwater.com. Please let me know if you will need anything during these times so I can work to get it to you before leaving.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350



**Janet Graham**

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, May 25, 2010 3:23 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Charles Martin; William O'Mara; Linda Rumpke; Julie Mantrom  
**Subject:** RE: New 2010 Sewer Rates

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:** Tuesday, May 25, 2010 3:21 PM  
**To:** Candice Deininger  
**Cc:** William O'Mara; Charles Martin; Julie Mantrom; Linda Rumpke; Cassie Felty; Takisha.Walker@amwater.com  
**Subject:** Re: New 2010 Sewer Rates

Thanks Candice. I will pass these on.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

05/25/2010 03:17  
PM

<Bryan.Siler@amwater.com>

To

cc

"Linda Rumpke"  
<lrumpke@lexingtonky.gov>, "William  
O'Mara" <billo@lexingtonky.gov>,  
"Charles Martin"  
<chmartin@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>,  
"Julie Mantrom"  
<jmantrom@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>

Subject

New 2010 Sewer Rates

Good afternoon, Bryan. Attached is a file containing the new 2010 sewer rates for residential and non-residential accounts effective July 1, 2010. 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 "2010 Sewer Rates to KAWC.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, May 25, 2010 3:21 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Charles Martin; William O'Mara; Linda Rumpke; Julie Mantrom  
**Subject:** Re: New 2010 Sewer Rates

Thanks Candice. I will pass these on.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com> To

05/25/2010 03:17  
PM

"Linda Rumpke"  
<lrumpke@lexingtonky.gov>, "William  
O'Mara" <billo@lexingtonky.gov>,  
"Charles Martin"  
<chmartin@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>,  
"Julie Mantrom"  
<jmantrom@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>

cc

Subject

New 2010 Sewer Rates

Good afternoon, Bryan. Attached is a file containing the new 2010 sewer rates for residential and non-residential accounts effective July 1, 2010. 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 "2010 Sewer Rates to KAWC.xls" deleted by Bryan Siler/KAWC/AWSC]

**Janet Graham**

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, May 14, 2010 11:26 AM  
**To:** bethany.hungate@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Lynne Cross  
**Subject:** RE: FW: Leak Adjustment for premise: 120037420

Hello, Bethany, and you're most welcome. If, for any reason, the customer still needs to speak me, you can give him my phone number below.

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

**From:** Bethany.Hungate@amwater.com [mailto: Bethany.Hungate@amwater.com]  
**Sent:** Friday, May 14, 2010 11:23 AM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Lynne Cross  
**Subject:** Re: FW: Leak Adjustment for premise: 120037420

Thanks soo much!!!!

~~~~~  
Bethany Hungate  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd  
Lexington, KY 40502  
(859)268-6386 phone  
(859)268-6315 Fax

"Candice Deininger" <cdeining@lexingtonky.gov>

05/14/2010 10:31 AM

To <Bryan.Siler@amwater.com>  
cc "Lynne Cross" <ccross@lexingtonky.gov>,  
<Bethany.Hungate@amwater.com>

Subject FW: Leak Adjustment for premise: 120037420

Bryan - Kindly refer to the following emails. I've also copied Bethany as well if she wishes to talk again with the customer. Thank you!

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

04/29/2013

cdeining@lexingtonky.gov

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

From: Candice Deininger  
Sent: Friday, May 14, 2010 10:30 AM  
To: Lynne Cross  
Subject: RE: Leak Adjustment for premise: 120037420

Yes, please - 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: Lynne Cross  
Sent: Friday, May 14, 2010 10:27 AM  
To: Candice Deininger  
Subject: RE: Leak Adjustment for premise: 120037420

Candice -

This customer's average is 13 (\$47.45) which makes his total adjustment \$3463.88.  
Would you like me to go ahead and submit this to Special Accounts for processing?

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

From: Candice Deininger  
Sent: Friday, May 14, 2010 9:47 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Bethany.Hungate@amwater.com; Lynne Cross  
Subject: RE: Leak Adjustment for premise: 120037420

Thanks, Bryan - you, 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: Friday, May 14, 2010 9:39 AM  
To: Candice Deininger  
Cc: Bethany.Hungate@amwater.com  
Subject: RE: Leak Adjustment for premise: 120037420

We will have him contact you. We just wanted to check first.

Thanks Candice. If I don't talk to you, have a great weekend.

\*\*\*\*\*

Bryan Siler  
Eastern Division

04/29/2013

bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Bryan.Siler@amwater.com>  
cc  
05/14/2010 09:30 AM  
"Lynne Cross"  
<ccross@lexingtonky.gov>  
Subject  
RE: Leak Adjustment for premise:  
120037420

Good morning, Bryan, and thank you for passing along. Yes, I believe that based on the information contained in his letter, LFUCG will be able to assist in some type of adjustment for the sewer portion of the bill. Is this the only communiqué received from the customer? I was just wondering if the customer provided a telephone number so he could be informed of our decision. 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: Friday, May 14, 2010 9:24 AM  
To: Candice Deininger  
Subject: Leak Adjustment for premise: 120037420

Candice,

Unfortunately, we are unable to offer an adjustment to this customer. Would this situation qualify for any relief from the city for sewer portion of his bill?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com

Phone: (859) 268-6350  
Fax: (859) 335-3350

(See attached file: 1900\_001.pdf)

04/29/2013

**Janet Graham**

**From:** bethany.hungate@amwater.com  
**Sent:** Friday, May 14, 2010 11:23 AM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Lynne Cross  
**Subject:** Re: FW: Leak Adjustment for premise: 120037420

Thanks soo much!!!!

~~~~~  
Bethany Hungate  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd  
Lexington, KY 40502  
(859)268-6386 phone  
(859)268-6315 Fax

"Candice Deininger" <cdeining@lexingtonky.gov>

To <Bryan.Siler@amwater.com>  
cc "Lynne Cross" <ccross@lexingtonky.gov>,  
<Bethany.Hungate@amwater.com>

05/14/2010 10:31 AM

Subject FW: Leak Adjustment for premise: 120037420

Bryan - Kindly refer to the following emails. I've also copied Bethany as well if she wishes to talk again with the customer. 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: Candice Deininger  
Sent: Friday, May 14, 2010 10:30 AM  
To: Lynne Cross  
Subject: RE: Leak Adjustment for premise: 120037420

Yes, please - 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-----

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To: Candice Deininger  
Subject: RE: Leak Adjustment for premise: 120037420

Candice -

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

From: Candice Deininger  
Sent: Friday, May 14, 2010 9:47 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Bethany.Hungate@amwater.com; Lynne Cross  
Subject: RE: Leak Adjustment for premise: 120037420

Thanks, Bryan - you, 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: Friday, May 14, 2010 9:39 AM  
To: Candice Deininger  
Cc: Bethany.Hungate@amwater.com  
Subject: RE: Leak Adjustment for premise: 120037420

We will have him contact you. We just wanted to check first.

Thanks Candice. If I don't talk to you, have a great weekend.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

cc

05/14/2010 09:30  
AM

"Lynne Cross"  
<ccross@lexingtonky.gov>

Subject  
LFC\_R\_PSC\_EX\_#4(5)  
Page 305 of 404

RE: Leak Adjustment for premise:  
120037420

Good morning, Bryan, and thank you for passing along. Yes, I believe that based on the information contained in his letter, LFUCG will be able to assist in some type of adjustment for the sewer portion of the bill. Is this the only communiqué received from the customer? I was just wondering if the customer provided a telephone number so he could be informed of our decision. 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-----

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Sent: Friday, May 14, 2010 9:24 AM  
To: Candice Deininger  
Subject: Leak Adjustment for premise: 120037420

Candice,

Unfortunately, we are unable to offer an adjustment to this customer. Would this situation qualify for any relief from the city for sewer portion of his bill?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

(See attached file: 1900\_001.pdf)

**Janet Graham**

---

**From:** Lynne Cross [ccross@lexingtonky.gov]  
**Sent:** Friday, May 14, 2010 11:25 AM  
**To:** bethany.hungate@amwater.com; Candice Deininger  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** RE: FW: Leak Adjustment for premise: 120037420

You are welcome Bethany! Have a great weekend!

Lynne

---

**From:** Bethany.Hungate@amwater.com [mailto: Bethany.Hungate@amwater.com]  
**Sent:** Friday, May 14, 2010 11:23 AM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Lynne Cross  
**Subject:** Re: FW: Leak Adjustment for premise: 120037420

Thanks soo much!!!!

~~~~~  
Bethany Hungate  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd  
Lexington, KY 40502  
(859)268-6386 phone  
(859)268-6315 Fax

"Candice Deininger" <cdeining@lexingtonky.gov>

05/14/2010 10:31 AM

To <Bryan.Siler@amwater.com>  
cc "Lynne Cross" <ccross@lexingtonky.gov>,  
<Bethany.Hungate@amwater.com>

Subject FW: Leak Adjustment for premise: 120037420

Bryan - Kindly refer to the following emails. I've also copied Bethany as well if she wishes to talk again with the customer. 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:** Candice Deininger  
**Sent:** Friday, May 14, 2010 10:30 AM

To: Lynne Cross  
Subject: RE: Leak Adjustment for premise: 120037420

Yes, please - 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: Lynne Cross  
Sent: Friday, May 14, 2010 10:27 AM  
To: Candice Deininger  
Subject: RE: Leak Adjustment for premise: 120037420

Candice -  
This customer's average is 13 (\$47.45) which makes his total adjustment \$3463.88.  
Would you like me to go ahead and submit this to Special Accounts for processing?

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

From: Candice Deininger  
Sent: Friday, May 14, 2010 9:47 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Bethany.Hungate@amwater.com; Lynne Cross  
Subject: RE: Leak Adjustment for premise: 120037420

Thanks, Bryan - you, 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: Friday, May 14, 2010 9:39 AM  
To: Candice Deininger  
Cc: Bethany.Hungate@amwater.com  
Subject: RE: Leak Adjustment for premise: 120037420

We will have him contact you. We just wanted to check first.

Thanks Candice. If I don't talk to you, have a great weekend.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
 Deininger"  
 <cdeining@lexingt  
 onky.gov> To  
 <Bryan.Siler@amwater.com>  
 05/14/2010 09:30 "Lynne Cross"  
 AM <ccross@lexingtonky.gov> cc  
 Subject  
 RE: Leak Adjustment for premise:  
 120037420

Good morning, Bryan, and thank you for passing along. Yes, I believe that based on the information contained in his letter, LFUCG will be able to assist in some type of adjustment for the sewer portion of the bill. Is this the only communiqué received from the customer? I was just wondering if the customer provided a telephone number so he could be informed of our decision. 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: Friday, May 14, 2010 9:24 AM  
 To: Candice Deininger  
 Subject: Leak Adjustment for premise: 120037420

Candice,

Unfortunately, we are unable to offer an adjustment to this customer. Would this situation qualify for any relief from the city for sewer portion of his bill?

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

(See attached file: 1900\_001.pdf)

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, May 10, 2010 1:06 PM  
**To:** Candice Deininger  
**Subject:** Fw: LFUCG 4-10

**Attachments:** 3449\_001.pdf



3449\_001.pdf (6  
KB)

Is this acceptable?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 05/10/2010 01:04 PM -----

Dale S  
Graham/SHARVCS/A  
WWSC

05/06/2010 04:56  
PM

Bryan Siler/KAWC/AWWSC@AWW,  
cdeining@lfucg.com,  
khicks@lfucg.com

To

cc

Subject

LFUCG 4-10

Candice,

Attached is the April invoice reflecting the balance owed after the overpayments have been applied. If you have any questions please let me know.

(See attached file: 3449\_001.pdf)

Thanks,

Dale Graham  
SSC Cash Operations  
American Water Shared Services Center  
131 Woodcrest Rd  
Cherry Hill, NJ 08003  
Phone: (856)-310-5796  
Fax: (856)-672-2873  
Dale.Graham@amwater.com

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, May 06, 2010 4:28 PM  
**To:** AW\_-\_JE/AWWSC%AWW@amwater.net; AW\_-\_MI\_Requests%AWW@amwater.net  
**Cc:** Candice Deininger; Kathleen Hicks; Rachel.Cole@amwater.com;  
Dale.Graham@amwater.com; Takiyah.Myatt@amwater.com; Mary.Money@amwater.com  
**Subject:** Sewer/Landfill Billing

**Attachments:** Miscellaneous Invoice Request-Sadieville 04\_2010.doc; Miscellaneous Invoice Request-LFUCG 04\_2010.doc; pic05997.jpg



Miscellaneous Invoice Request-... Miscellaneous Invoice Request-... pic05997.jpg (6 KB)

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deininger at LFUCG.

Thanks.

(See attached file: Miscellaneous Invoice Request-Sadieville 04\_2010.doc) (See attached file: Miscellaneous Invoice Request-LFUCG 04\_2010.doc)

(Embedded image moved to file: pic05997.jpg)

\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

**Janet Graham**

---

**From:** William O'Mara [billo@lexingtonky.gov]  
**Sent:** Thursday, May 06, 2010 2:21 PM  
**To:** Keith.Cartier@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Cassie Felty; Charles Martin; Candice Deininger; Julie Mantrom; Hilori Morgan  
**Subject:** RE: FW: Updated Spreadsheet - Comparison of Calculated/Actual WQMF Billings

Keith-

Friday May 21<sup>st</sup> at 9:00 am works great. We can meet at the Division of Water Quality conference room at the Town Branch Treatment Plant on Lisle Road.

Thanks. I look forward to seeing you.

Bill O

---

**From:** Keith.Cartier@amwater.com [mailto:Keith.Cartier@amwater.com]  
**Sent:** Thursday, May 06, 2010 2:10 PM  
**To:** William O'Mara  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger  
**Subject:** Re: FW: Updated Spreadsheet - Comparison of Calculated/Actual WQMF Billings

Bill,

Let's target the morning of Friday the 21st. Does 9am work for you? And would you like us to come down your office?

Keith Cartier  
Vice President, Operations  
Kentucky American Water  
1 859 268 6324 Office  
1 859 321 9803 Cell  
keith.cartier@amwater.com

"William O'Mara" <billo@lexingtonky.gov>

05/03/2010 03:48 PM

To <Keith.Cartier@amwater.com>

cc <Bryan.Siler@amwater.com>, "Candice Deininger"  
<cdeining@lexingtonky.gov>

Subject FW: Updated Spreadsheet - Comparison of Calculated/Actual WQMF Billings

Keith-

Attached is an analysis of the first four months of the Water Quality Fee billing administered by Kentucky American Water. The analysis appears to show fewer ERU's billed by KAWC than are being furnished from the LFUCG billing file. This is a preliminary analysis which I would like to request KAWC review. We can then discuss what the next steps may be to verify any billing process problems we may be experiencing.

In addition, I think it would be productive to discuss the monthly process and flow of information between



KAWC and LFUCG as well as timeliness of follow up on questions and monthly reports.

If convenient, I would like to suggest with KAWC and LFUCG have a meeting the week of May 17<sup>th</sup>. Tuesday, May 18 in the morning, Wednesday, May 19 in the afternoon, or anytime Friday, May 21 look good for us.

Thanks for your assistance. I believe if we work through these questions and procedures now, we can make sure the new fee is working to its potential.

Bill O

---

**From:** Candice Deininger  
**Sent:** Monday, May 03, 2010 11:26 AM  
**To:** William O'Mara; Charles Martin  
**Cc:** Julie Mantrom; Cassie Felty; Scott Dickison; Robert Bowman; Hilori Morgan  
**Subject:** Updated Spreadsheet - Comparison of Calculated/Actual WQMF Billings

Good morning, everyone. Attached is the updated spreadsheet incorporating April's figures. Kindly let me know if you have any questions. Thank you!

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

[attachment "Comparison of Calculated and Actual WQMF Billings.xls" deleted by Keith L Cartier/KAWC/AWWSC]

**Janet Graham**

---

**From:** Keith.Cartier@amwater.com  
**Sent:** Thursday, May 06, 2010 2:10 PM  
**To:** William O'Mara  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger  
**Subject:** Re: FW: Updated Spreadsheet - Comparison of Calculated/Actual WQMF Billings

Bill,  
Let's target the morning of Friday the 21st. Does 9am work for you? And would you like us to come down your office?

Keith Cartier  
Vice President, Operations  
Kentucky American Water  
1 859 268 6324 Office  
1 859 321 9803 Cell  
keith.cartier@amwater.com

"William O'Mara" <billo@lexingtonky.gov>

05/03/2010 03:48 PM

To <Keith.Cartier@amwater.com>  
cc <Bryan.Siler@amwater.com>, "Candice Deininger"  
<cdeining@lexingtonky.gov>  
Subject FW: Updated Spreadsheet - Comparison of Calculated/Actual WQMF Billings

Keith-

Attached is an analysis of the first four months of the Water Quality Fee billing administered by Kentucky American Water. The analysis appears to show fewer ERU's billed by KAWC than are being furnished from the LFUCG billing file. This is a preliminary analysis which I would like to request KAWC review. We can then discuss what the next steps may be to verify any billing process problems we may be experiencing.

In addition, I think it would be productive to discuss the monthly process and flow of information between KAWC and LFUCG as well as timeliness of follow up on questions and monthly reports.

If convenient, I would like to suggest with KAWC and LFUCG have a meeting the week of May 17<sup>th</sup>. Tuesday, May 18 in the morning, Wednesday, May 19 in the afternoon, or anytime Friday, May 21 look good for us.

Thanks for your assistance. I believe if we work through these questions and procedures now, we can make sure the new fee is working to its potential.

Bill O

**From:** Candice Deininger  
**Sent:** Monday, May 03, 2010 11:26 AM  
**To:** William O'Mara; Charles Martin  
**Cc:** Julie Mantrom; Cassie Felty; Scott Dickison; Robert Bowman; Hilori Morgan  
**Subject:** Updated Spreadsheet - Comparison of Calculated/Actual WQMF Billings

Good morning, everyone. Attached is the updated spreadsheet incorporating April's figures. Kindly let me know if you have any questions. Thank you!

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

[attachment "Comparison of Calculated and Actual WQMF Billings.xls" deleted by Keith L Cartier/KAWC/AWWSC]

**Janet Graham**

---

**From:** Keith.Cartier@amwater.com  
**Sent:** Monday, May 03, 2010 3:56 PM  
**To:** William O'Mara  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger  
**Subject:** Re: FW: Updated Spreadsheet - Comparison of Calculated/Actual WQMF Billings

Bill,  
We'll confirm a date and time that week after I check calendars and availabilities. We'll have Bryan and Takisha run through the analysis, see what can be reconciled ahead of time, and be able to report progress when we meet.

Keith Cartier  
Vice President, Operations  
Kentucky American Water  
1 859 268 6324 Office  
1 859 321 9803 Cell  
keith.cartier@amwater.com

"William O'Mara" <bill0@lexingtonky.gov>

05/03/2010 03:48 PM

To <Keith.Cartier@amwater.com>  
cc <Bryan.Siler@amwater.com>, "Candice Deininger"  
<cdeining@lexingtonky.gov>  
Subject FW: Updated Spreadsheet - Comparison of Calculated/Actual WQMF Billings

Keith-  
Attached is an analysis of the first four months of the Water Quality Fee billing administered by Kentucky American Water. The analysis appears to show fewer ERU's billed by KAWC than are being furnished from the LFUCG billing file. This is a preliminary analysis which I would like to request KAWC review. We can then discuss what the next steps may be to verify any billing process problems we may be experiencing.

In addition, I think it would be productive to discuss the monthly process and flow of information between KAWC and LFUCG as well as timeliness of follow up on questions and monthly reports.

If convenient, I would like to suggest with KAWC and LFUCG have a meeting the week of May 17<sup>th</sup>. Tuesday, May 18 in the morning, Wednesday, May 19 in the afternoon, or anytime Friday, May 21 look good for us.

Thanks for your assistance. I believe if we work through these questions and procedures now, we can make sure the new fee is working to its potential.

Bill O

**From:** Candice Deininger  
**Sent:** Monday, May 03, 2010 11:26 AM  
**To:** William O'Mara; Charles Martin  
**Cc:** Julie Mantrom; Cassie Felty; Scott Dickison; Robert Bowman; Hilori Morgan  
**Subject:** Updated Spreadsheet - Comparison of Calculated/Actual WQMF Billings

Good morning, everyone. Attached is the updated spreadsheet incorporating April's figures. Kindly let me know if you have any questions. Thank you!

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

[attachment "Comparison of Calculated and Actual WQMF Billings.xls" deleted by Keith L Cartier/KAWC/AWWSC]

## Janet Graham

---

**From:** Maryann.Concilio@amwater.com  
**Sent:** Monday, May 03, 2010 9:22 AM  
**To:** Rhonda Hicks; Kimberly Bryan; Deborah Gerardi; Donna.Taylor@amwater.com; Lori Vahle  
**Cc:** Candice Deininger; Rosemary Wilkins  
**Subject:** Kentucky April ACH Disbursements

**Attachments:** ACHRec10.xls



ACHRec10.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: 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:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, April 30, 2010 12:19 PM  
**To:** specialaccts@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com; Jose Rincon; Lynne Cross  
**Subject:** Request To Apply Sewer User Exclusion Credits  
**Attachments:** ex042910.XLS

Good afternoon. Please find attached one spreadsheet containing 25 sewer user exclusion credits to be applied to customer accounts. Kindly let me know if you have any questions. Thank you and have a good 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:** Tuesday, April 27, 2010 4:14 PM  
**To:** Scott Dickison  
**Subject:** ERUs

**Attachments:** Comparison of Billable-Actual WQMF Billings.xls

Hello . . . here's my spreadsheet in case you have a chance to look at it before tomorrow's meeting . . .  
thanks for all the info, Scott!! Have a good evening and I hope everything comes out okay tomorrow . . .

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 27, 2010 1:42 PM  
**To:** Scott Dickison  
**Subject:** Unlocated Premise Numbers

**Attachments:** Unlocated Premise Numbers.xls

Hi, Scott! I've completed the first page of the unlocated premise numbers list, and the information for the remaining locations is in the tab entitled 'completion of page 1.' Where I have question marks, I doubt that we'll ever really know where these are (unless more information is available from KAWC), and I don't think that we should worry about them. Based on what I'm finding so far, I'll bet we've got them covered some how, some way. Let me know if you have any questions. Thanks, Scott, and I'll see you tomorrow!

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:** Wednesday, April 21, 2010 9:23 AM  
**To:** AW\_-\_MI\_Requests%AWW@amwater.net  
**Cc:** Candice Deininger; Kathleen Hicks; Rachel.Cole@amwater.com; Dale.Graham@amwater.com; Takiyah.Myatt@amwater.com  
**Subject:** Sewer/Landfill Billing

**Attachments:** Miscellaneous Invoice Request-LFUCG 03\_2010.doc; Miscellaneous Invoice Request-Sadieville 03\_2010.doc; pic14708.jpg



Miscellaneous Invoice Request-... Invoice Request-... pic14708.jpg (6 KB)

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deininger at LFUCG.

Thanks.

(See attached file: Miscellaneous Invoice Request-LFUCG 03\_2010.doc) (See attached file: Miscellaneous Invoice Request-Sadieville 03\_2010.doc)

(Embedded image moved to file: pic14708.jpg)

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, April 08, 2010 4:11 PM  
**To:** Cecily Chan  
**Cc:** Candice Deininger; Takisha.Walker@amwater.com; Mary Fister; James Hoskins  
**Subject:** RE: Sewers/Landfill/Water Quality monthly report

I am still working on this. It will likely be in the morning.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Cecily Chan"  
<cecilyc@lexingtonky.gov>

04/05/2010 01:34  
PM

<Bryan.Siler@amwater.com>

To

cc

"Mary Fister"  
<mfister@lexingtonky.gov>, "James Hoskins" <jhoskins@lexingtonky.gov>  
Subject  
RE: Sewers/Landfill/Water Quality  
monthly report

Bryan,

Let me make a correction to my previous e-mail concerning the month-end report, in addition to the sample revenue report we also need aging report for Sewers, Landfill and Water Quality from Kentucky American.

Thanks again!

Cecily Chan  
Accountant Sr.  
Division of Accounting  
(859) 258-3318  
cecilyc@lexingtonky.gov

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, April 05, 2010 11:26 AM  
To: Cecily Chan  
Cc: Candice Deininger; James Hoskins; Mary Fister; Takisha.Walker@amwater.com  
Subject: RE: Sewers/Landfill/Water Quality monthly report

Cecily,

Again, specifically, which report are you not receiving? Can you send me a copy of the sewer or landfill report that you would like for the Water Quality Management Fee?

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Cecily Chan"

<cecilyc@lexingto

nky.gov>

To

<Bryan.Siler@amwater.com>

04/05/2010 11:02

cc

AM

"Mary Fister"

<mfister@lexingtonky.gov>, "James

Hoskins"

<jhoskins@lexingtonky.gov>,

"Candice Deininger"

<cdeining@lexingtonky.gov>

Subject

RE: Sewers/Landfill/Water Quality

monthly report

Water Quality Management fee (storm water) report is the one that we started collecting fee and have not been getting the report. We have been getting the Sewers and Landfill reports later than normal.

We can manage it as long as we can get all reports no later than the 5th business day of each month. For April, the 5th business day is Wednesday, April 7, Good Friday is counted as a business day to us.

Thanks!

Cecily Chan  
Accountant Sr.  
Division of Accounting  
(859) 258-3318  
cecilyc@lexingtonky.gov  
-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, April 05, 2010 10:56 AM  
To: Cecily Chan  
Cc: Candice Deininger; James Hoskins; Mary Fister; Takisha.Walker@amwater.com  
Subject: RE: Sewers/Landfill/Water Quality monthly report

Cecily,

I am unaware of you not receiving a needed report each month. Please let me know which report you need and are not receiving. Feel free to give me a call so we can discuss this. I am concerned that you do not have information you need.

The Online Account Manager reports, which are needed for closing, are not available until the second business day of each new month. Due to the weekend and holiday the second business day of April for us is today.

Did

you mean the 5th day of each month of the 5th business day of each month?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Cecily Chan"  
<cecilyc@lexingto  
nky.gov>

To <Bryan.Siler@amwater.com>

cc 04/05/2010 09:48

AM "Mary Fister"  
<mfister@lexingtonky.gov>, "James  
Hoskins"  
<jhoskins@lexingtonky.gov>,  
"Candice Deininger"  
<cdeining@lexingtonky.gov>

Subject RE: Sewers/Landfill/Water Quality  
monthly report

Bryan,

We have been struggling getting the reports from you for the past several months; this has been affecting our month end closing. Water Quality Management fees started the later part of January, which we have not been getting the report from you and we really need this report to catch up.

Please work with us by providing the monthly report to us on the 5th of the month. Thanks!

Cecily Chan  
Accountant Sr.  
Division of Accounting  
(859) 258-3318  
cecilyc@lexingtonky.gov

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, April 07, 2010 2:57 PM  
**To:** Cecily Chan  
**Cc:** Mary Fister; Candice Deininger; James Hoskins  
**Subject:** RE: Sewers/Landfill/Water Quality monthly report

Cecily,

I will try to have these reports to you today otherwise it will be tomorrow for sure.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Cecily Chan"  
<cecilyc@lexingtonky.gov>  
04/07/2010 10:25 AM  
To  
<Bryan.Siler@amwater.com>  
cc  
"Mary Fister"  
<mfister@lexingtonky.gov>, "James Hoskins"  
<jhoskins@lexingtonky.gov>,  
"Candice Deininger"  
<cdeining@lexingtonky.gov>  
Subject  
RE: Sewers/Landfill/Water Quality monthly report

Bryan,

As discussed previously, please provide Sewers/Landfill and Water Quality reports in detail in a timely manner which includes revenue and aging reports. Can we expecting these reports today, April 7th?

Cecily

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, April 07, 2010 10:02 AM  
To: Cecily Chan  
Cc: James Hoskins; Mary Fister; Takisha.Walker@amwater.com  
Subject: RE: Sewers/Landfill/Water Quality monthly report

Cecily,

The sample report you sent me will take some time to set up. I can easily provide the data though. If there is an amount you need I can send you the actual numbers. That would be quicker.

As far as the aging reports are concerned, they are available on the online account manager. If you do not have access I will gladly walk you through it. Just let me know.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Cecily Chan"  
<cecilyc@lexingto  
nky.gov>

To <Bryan.Siler@amwater.com>

cc 04/05/2010 01:34

PM "Mary Fister"  
<mfister@lexingtonky.gov>, "James  
Hoskins"

<jhoskins@lexingtonky.gov>

Subject RE: Sewers/Landfill/Water Quality  
monthly report

Bryan,

Let me make a correction to my previous e-mail concerning the month-end report, in addition to the sample revenue report we also need aging report for Sewers, Landfill and Water Quality from Kentucky American.

Thanks again!

Cecily Chan  
Accountant Sr.  
Division of Accounting  
(859) 258-3318  
cecilyc@lexingtonky.gov

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, April 05, 2010 11:26 AM  
To: Cecily Chan  
Cc: Candice Deininger; James Hoskins; Mary Fister; Takisha.Walker@amwater.com  
Subject: RE: Sewers/Landfill/Water Quality monthly report

Cecily,

Again, specifically, which report are you not receiving? Can you send me a copy of the sewer or landfill report that you would like for the Water Quality Management Fee?

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Cecily Chan"

<cecilyc@lexingto  
nky.gov>  
To <Bryan.Siler@amwater.com>  
04/05/2010 11:02  
cc AM "Mary Fister"  
<mfister@lexingtonky.gov>, "James  
Hoskins"  
<jhoskins@lexingtonky.gov>,  
"Candice Deininger"  
<cdeining@lexingtonky.gov>  
Subject RE: Sewers/Landfill/Water Quality  
monthly report

Water Quality Management fee (storm water) report is the one that we started collecting fee and have not been getting the report. We have been getting the Sewers and Landfill reports later than normal.

We can manage it as long as we can get all reports no later than the 5th business day of each month. For April, the 5th business day is Wednesday, April 7, Good Friday is counted as a business day to us.

Thanks!

Cecily Chan  
Accountant Sr.  
Division of Accounting  
(859) 258-3318  
cecilyc@lexingtonky.gov

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, April 05, 2010 10:56 AM  
To: Cecily Chan  
Cc: Candice Deininger; James Hoskins; Mary Fister; Takisha.Walker@amwater.com  
Subject: RE: Sewers/Landfill/Water Quality monthly report

Cecily,

I am unaware of you not receiving a needed report each month. Please let me know which report you need and are not receiving. Feel free to give me a call so we can discuss this. I am concerned that you do not have information you need.

The Online Account Manager reports, which are needed for closing, are not available until the second business day of each new month. Due to the weekend and holiday the second business day of April for us is today.

Did you mean the 5th day of each month of the 5th business day of each month?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Cecily Chan"



<cecilyc@lexingto  
nky.gov>  
To <Bryan.Siler@amwater.com>  
04/05/2010 09:48  
cc AM "Mary Fister"  
<mfister@lexingtonky.gov>, "James  
Hoskins"  
<jhoskins@lexingtonky.gov>,  
"Candice Deininger"  
<cdeining@lexingtonky.gov>  
Subject RE: Sewers/Landfill/Water Quality  
monthly report

Bryan,

We have been struggling getting the reports from you for the past several months; this has been affecting our month end closing. Water Quality Management fees started the later part of January, which we have not been getting the report from you and we really need this report to catch up.

Please work with us by providing the monthly report to us on the 5th of the month.  
Thanks!

Cecily Chan  
Accountant Sr.  
Division of Accounting  
(859) 258-3318  
cecilyc@lexingtonky.gov

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, April 01, 2010 10:54 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Scott Dickison  
**Subject:** RE: April Billing File

Great - thank you!!

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

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

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Thursday, April 01, 2010 10:53 AM  
**To:** Candice Deininger  
**Cc:** Scott Dickison  
**Subject:** RE: April Billing File

No, they are supposed to go out tonight.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov>  
  
04/01/2010 10:30  
AM

To  
<Bryan.Siler@amwater.com>, "Scott  
Dickison"  
<sdickison@lexingtonky.gov>

cc

Subject

RE: April Billing File

Bryan - Will the format of the April billing file create a problem in getting bills 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:** Thursday, April 01, 2010 10:25 AM

To: Scott Dickison  
Cc: Candice Deininger  
Subject: Re: April Billing File

Scott,

This file did not have the leading spaces in the premise field. Our IT department is building a tool to process these files. To be effective we'll need a consistent format going forward. It doesn't matter if we use leading spaces or not, only that we be consistent. Do you have a preference? We've already started working with leading zeros.

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Scott Dickison"  
<sdickison@lexingtonky.gov>

To

<Bryan.Siler@amwater.com>

03/23/2010 11:19 AM

cc

"Candice Deininger"  
<cdeining@lexingtonky.gov>

Subject

April Billing File

It's attached.

Scott Dickison, GISP  
GIS Programmer/Analyst  
Lexington-Fayette Urban County Government Division of Computer Services  
301 Lisle Industrial Ave  
Lexington, KY 40511

p: (859) 258-3414  
sdickison@lfucg.com

[attachment "April2010\_Billing.csv" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, April 01, 2010 10:53 AM  
**To:** Candice Deininger  
**Cc:** Scott Dickison  
**Subject:** RE: April Billing File

No, they are supposed to go out tonight.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov>  
  
04/01/2010 10:30  
AM

To  
<Bryan.Siler@amwater.com>, "Scott  
Dickison"  
<sdickison@lexingtonky.gov>  
  
cc  
  
Subject  
  
RE: April Billing File

Bryan - Will the format of the April billing file create a problem in getting bills 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: Thursday, April 01, 2010 10:25 AM  
To: Scott Dickison  
Cc: Candice Deininger  
Subject: Re: April Billing File

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\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Scott Dickison"  
<sdickison@lexingtonky.gov>  
To <Bryan.Siler@amwater.com>  
03/23/2010 11:19 AM  
cc "Candice Deininger"  
<cdeining@lexingtonky.gov>  
Subject April Billing File

It's attached.

Scott Dickison, GISP  
GIS Programmer/Analyst  
Lexington-Fayette Urban County Government Division of Computer Services  
301 Lisle Industrial Ave  
Lexington, KY 40511

p: (859) 258-3414  
sdickison@lfucg.com

[attachment "April2010\_Billing.csv" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, April 01, 2010 10:31 AM  
**To:** Bryan.Siler@amwater.com; Scott Dickison  
**Subject:** RE: April Billing File

Bryan - Will the format of the April billing file create a problem in getting bills 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: Thursday, April 01, 2010 10:25 AM  
To: Scott Dickison  
Cc: Candice Deininger  
Subject: Re: April Billing File

Scott,

This file did not have the leading spaces in the premise field. Our IT department is building a tool to process these files. To be effective we'll need a consistent format going forward. It doesn't matter if we use leading spaces or not, only that we be consistent. Do you have a preference? We've already started working with leading zeros.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Scott Dickison"  
<sdickison@lexingtonky.gov>

03/23/2010 11:19 AM

<Bryan.Siler@amwater.com>

"Candice Deininger"  
<cdeining@lexingtonky.gov>

April Billing File

To  
cc  
Subject

It's attached.

Scott Dickison, GISP  
GIS Programmer/Analyst  
Lexington-Fayette Urban County Government Division of Computer Services  
301 Lisle Industrial Ave  
Lexington, KY 40511

p: (859) 258-3414  
sdickison@lfucg.com

[attachment "April2010\_Billing.csv" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, April 01, 2010 10:25 AM  
**To:** Scott Dickison  
**Cc:** Candice Deininger  
**Subject:** Re: April Billing File

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\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Scott Dickison"  
<sdickison@lexingtonky.gov>

03/23/2010 11:19  
AM

<Bryan.Siler@amwater.com>

"Candice Deininger"  
<cdeining@lexingtonky.gov>

April Billing File

To  
cc  
Subject

It's attached.

Scott Dickison, GISP  
GIS Programmer/Analyst  
Lexington-Fayette Urban County Government Division of Computer Services  
301 Lisle Industrial Ave  
Lexington, KY 40511

p: (859) 258-3414  
sdickison@lfucg.com

[attachment "April2010\_Billing.csv" deleted by Bryan Siler/KAWC/AWWSC]



**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, March 24, 2010 2:04 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** RE: Premise 120133888

Great!! Thanks so 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:** Wednesday, March 24, 2010 1:57 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** Re: Premise 120133888

It is currently set up to bill 18 ERUs. I did not see a change for it in the April billing file. Yes, the March bill for 35 ERUs included 17 to correct February and the regular 18 for March.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com> To

03/24/2010 01:06  
PM

<Takisha.Walker@amwater.com> cc

Premise 120133888 Subject

Hi, Bryan . . . I was wondering if you can tell how many ERUs are currently scheduled to be billed for this premise number. The February file did show the correct number of 18; but it was billed for 35 in March. Were 35 ERUs billed as part of a correction by KAWC for February? (17 additional ERUs for February plus 18 ERUs for March) Since April's billing is just around the corner, I'm just trying to make sure it will be get billed properly.  
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:** Wednesday, March 24, 2010 1:57 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** Re: Premise 120133888

It is currently set up to bill 18 ERUs. I did not see a change for it in the April billing file. Yes, the March bill for 35 ERUs included 17 to correct February and the regular 18 for March.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

|                                                          |                              |         |
|----------------------------------------------------------|------------------------------|---------|
| "Candice<br>Deininger"<br><cdeining@lexingt<br>onky.gov> | <Bryan.Siler@amwater.com>    | To      |
|                                                          |                              | cc      |
| 03/24/2010 01:06<br>PM                                   | <Takisha.Walker@amwater.com> | Subject |
|                                                          | Premise 120133888            |         |

Hi, Bryan . . . I was wondering if you can tell how many ERUs are currently scheduled to be billed for this premise number. The February file did show the correct number of 18; but it was billed for 35 in March. Were 35 ERUs billed as part of a correction by KAWC for February? (17 additional ERUs for February plus 18 ERUs for March) Since April's billing is just around the corner, I'm just trying to make sure it will be get billed properly.  
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:** Tuesday, March 16, 2010 4:21 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Robert Bowman; Julie Mantrom; Bonita Hall; Scott Dickison  
**Subject:** RE: February Bill Corrections  
**Attachments:** pic19753.jpg



pic19753.jpg (6 KB)

Candice,

Here is a list of the premises. I ruled out some because they were prorated bills.

(Embedded image moved to file: pic19753.jpg)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

03/16/2010 03:50  
PM

<Bryan.Siler@amwater.com>

To  
cc

"Bonita Hall"  
<bhall2@lexingtonky.gov>, "Julie  
Mantrom"  
<jmantrom@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>,  
"Robert Bowman"  
<rbowman2@lexingtonky.gov>, "Scott  
Dickison"  
<sdickison@lexingtonky.gov>,  
<takisha.walker@amwater.com>

Subject  
RE: February Bill Corrections

Hi, Bryan. The adjustment posted on the 24th was LFUCG adjustment for the January bill. I tried to be very careful to consult the February billing file we sent but was not used and not request adjustments for accounts that were affected. Because of the timing issue, I deduced that KAWC probably thought my adjustment corrected the February bill. So, as it stands, KAWC needs to make its adjustment for the incorrect February bill in the same amount so that the customer has a credit balance of \$38.88. The payments the customer made totaled \$51.84 which would cover his WQMF for a year - essentially, he made a year's worth of payments in advance.

If it's fairly easy for you to get a list of the other 20, I'll be glad to compare them

with the adjustments I've sent. 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: Tuesday, March 16, 2010 3:34 PM  
To: Candice Deininger  
Cc: Bonita Hall; Julie Mantrom; Cassie Felty; Robert Bowman; Scott Dickison;  
takisha.walker@amwater.com  
Subject: Re: February Bill Corrections

Candice,

That account was originally billed 8 ERUs in January. The customer paid that bill in full. The quantity changed to 1 ERU with the February billing file. We billed 8 ERUs again on February 4th. The customer paid 50% of that bill.

When we were making adjustments to correct the February 4th bill, we noticed there was already an adjustment on the account for the same amount that was made in late February. Because we had seen where the LFUCG had already corrected February bills and because this customer paid their January bill in full, we thought the February 24th adjustment was LFUCG correcting this customer's February bill. We did not make any further correcting entry.

It sounds like this account still needs to be adjusted. There were 20 other accounts with a similar situation. I will review those again and verify with you any adjustments made by the LFUCG and what they were intended for.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

To: "Candice  
Deininger"  
<cdeining@lexingt  
onky.gov>  
cc: 03/16/2010 09:43  
AM  
<Bryan.Siler@amwater.com>,  
<takisha.walker@amwater.com>  
"Scott Dickison"  
<sdickison@lexingtonky.gov>, "Julie  
Mantrom"  
<jmantrom@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>,  
"Bonita Hall"  
<bhall2@lexingtonky.gov>, "Robert

Bowman"

<rbowman2@lexingtonky.gov>

Subject

February Bill CorrectionS

Good morning, Bryan. I have been keeping track of the following account

-  
it was among the group of bills in February that was billed incorrectly.  
The customer called in January at which time we reduced the number of ERUs from 8 to 1  
with that change being reflected in our February bill file.

I  
sent an adjustment request in the amount of \$30.24 to Special Accounts on February 22 ;  
and as you can see, it was applied February 24. From the way it appears below, the KAWC  
correction to the February bill of \$30.24 has not yet occurred because the customer should  
actually have a credit balance of \$38.88 [previous balance (\$12.96) + KAWC correction  
(\$30.24) + \$4.32 (correct March charge)]. I know that timing of the billing, payments and  
adjustments plays a crucial role in an account's activity, but I just want to make sure  
that this account will be corrected and to be re-assured by you that all affected accounts  
have been corrected. Thanks, Bryan!!

(Embedded image moved to file: pic09765.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:** Tuesday, March 16, 2010 3:34 PM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Cassie Felty; Robert Bowman; Julie Mantrom; Bonita Hall; Scott Dickison  
**Subject:** Re: February Bill Corrections  
**Attachments:** pic09765.jpg



pic09765.jpg (6 KB)

Candice,

That account was originally billed 8 ERUs in January. The customer paid that bill in full. The quantity changed to 1 ERU with the February billing file. We billed 8 ERUs again on February 4th. The customer paid 50% of that bill.

When we were making adjustments to correct the February 4th bill, we noticed there was already an adjustment on the account for the same amount that was made in late February. Because we had seen where the LFUCG had already corrected February bills and because this customer paid their January bill in full, we thought the February 24th adjustment was LFUCG correcting this customer's February bill. We did not make any further correcting entry.

It sounds like this account still needs to be adjusted. There were 20 other accounts with a similar situation. I will review those again and verify with you any adjustments made by the LFUCG and what they were intended for.

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Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov>  
03/16/2010 09:43  
AM

To  
<Bryan.Siler@amwater.com>,  
<takisha.walker@amwater.com>  
cc  
"Scott Dickison"  
<sdickison@lexingtonky.gov>, "Julie  
Mantrom"  
<jmantrom@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>,  
"Bonita Hall"  
<bhall2@lexingtonky.gov>, "Robert  
Bowman" <rbowman2@lexingtonky.gov>  
Subject  
February Bill Corrections

Good morning, Bryan. I have been keeping track of the following account - it was among the group of bills in February that was billed incorrectly. The customer called in January at which time we reduced the number of ERUs from 8 to 1 with that change being reflected in our February bill file. I sent an adjustment request in the amount of \$30.24 to Special Accounts on February 22 ; and as you can see, it was applied February 24. From the way it appears below, the KAWC correction to the February bill of \$30.24 has not yet occurred because the customer should actually have a credit balance of \$38.88 [previous balance (\$12.96) + KAWC correction (\$30.24) + \$4.32 (correct March charge)]. I know that timing of the billing, payments and adjustments plays a crucial role in an account's activity, but I just want to make sure that this account will be corrected and to be re-assured by you that all affected accounts have been corrected. Thanks, Bryan!!

(Embedded image moved to file: pic09765.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:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, March 16, 2010 9:43 AM  
**To:** Bryan.Siler@amwater.com; Takisha.Walker@amwater.com  
**Cc:** Cassie Felty; Robert Bowman; Julie Mantrom; Bonita Hall; Scott Dickison  
**Subject:** February Bill CorrectionS

Good morning, Bryan. I have been keeping track of the following account – it was among the group of bills in February that was billed incorrectly. The customer called in January at which time we reduced the number of ERUs from 8 to 1 with that change being reflected in our February bill file. I sent an adjustment request in the amount of \$30.24 to Special Accounts on February 22 ; and as you can see, it was applied February 24. From the way it appears below, the KAWC correction to the February bill of \$30.24 has not yet occurred because the customer should actually have a credit balance of \$38.88 [previous balance (\$12.96) + KAWC correction (\$30.24) + \$4.32 (correct March charge)]. I know that timing of the billing, payments and adjustments plays a crucial role in an account's activity, but I just want to make sure that this account will be corrected and to be re-assured by you that all affected accounts have been corrected. Thanks, Bryan!!

x

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:** Hilori Morgan [hmorgan@lexingtonky.gov]  
**Sent:** Monday, March 15, 2010 12:06 PM  
**To:** Candice Deininger  
**Subject:** RE: Address Changes

That is correct. Special accounts sent me the preferred form, and we are good to go.

Hilori

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

**From:** Candice Deininger  
**Sent:** Monday, March 15, 2010 10:39 AM  
**To:** Hilori Morgan  
**Subject:** FW: Address Changes

Hilori - 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, March 15, 2010 10:37 AM  
**To:** Candice Deininger  
**Cc:** Hilori Morgan; takisha.walker@amwater.com  
**Subject:** Re: Address Changes

Candice,

We have resolved to have all of these requests sent to Special Accounts. They will make the changes. I believe they even provided a form to Hilori.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

03/15/2010 10:32  
AM

"Hilori Morgan"  
<hmorgan@lexingtonky.gov>,  
<takisha.walker@amwater.com>

cc

Subject

Address Changes

Good morning, Bryan. I saw your email last week about name and address changes and am forwarding this email as a possible sample solution. I certainly appreciate and share your concern about you being essentially the only contact person for these requests.

Is it appropriate for LFUCG to email a request to Special Accounts to make address changes (and still copy you and Takisha on the email)? As you can see below, Linda was kind to help us out; however, I do not want to email requests that would otherwise not be handled there.

Regarding name changes on the WQMF bills - I checked the PVA records for the requests Hilori sent, and some (if not most) actually show the corrected name as the legal property owner. If she were to send a screenshot of the PVA record as proof of the property owner name, would that help?

Thoughts? Ideas?

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

From: Linda.Toussaint@amwater.com [mailto:Linda.Toussaint@amwater.com]  
Sent: Wednesday, March 03, 2010 4:03 PM  
To: Bonita Hall  
Cc: bryan.siler@amwater.com; Candice Deininger  
Subject: Re: FW: Pre#120060321 & Pre#120135209 - This email from Candice

Hi -

The mailing address has been updated to 3285 Paris Pike .. you have a good evening also. After this, I think you need some R&R ... take care.

Best Regards,  
Linda K Toussaint  
Technical Coordinator  
Special Accounts Dept Alton IL  
Northeast and Central Region  
M-F 7:30am to 4pm  
ph# 1-866-957-2886 Ext 5018  
fax# 1-866-464-0232  
linda.toussaint@amwater.com

"Bonita Hall"  
<bhall12@lexingtonky.gov>

03/03/2010 02:56 PM

<linda.toussaint@amwater.com>

To

cc

"Candice Deininger"  
<cdeining@lexingtonky.gov>,  
<bryan.siler@amwater.com>

Subject

FW: Pre#120060321 & Pre#120135209 - This  
email from Candice

Hi, Linda! I'm currently in Cookie's office (Bonita) as I was down here for a meeting. The only thing that is needed is to have the mailing address for premise 120060321 changed from 3395 Paris Pike to 3285 Paris Pike per the customer. Cookie and Becky have talked with the customer who tried to get her mailing address changed when she called the call center.

Anyway, would it be possible to have this changed either by you or Bryan at the local office? We're all squared away on the billings - it's just the address that needs changing. Thanks so much for reminding me of this!  
Have a good evening!!

Candice

From: Candice Deininger  
Sent: Wednesday, March 03, 2010 8:54 AM  
To: Bonita Hall  
Subject: RE: Pre#120060321 & Pre#120135209

So what needs to be done to solve?

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

From: Bonita Hall  
Sent: Wednesday, March 03, 2010 8:53 AM  
To: Candice Deininger  
Subject: RE: Pre#120060321 & Pre#120135209

Candice, I spoke with Becky about this and she states that the Howard's water bill has the wrong address. That is why she called the KAWC. The physical address is 3285 Paris Pk, but in AMEC the address where they want the fee applied is 3395 Paris Pk. which is not their home. I have attached a copy of the AMEC screen.

From: Candice Deininger  
Sent: Wednesday, March 03, 2010 8:17 AM  
To: 'Linda.Toussaint@amwater.com'  
Cc: Marcia.Day@amwater.com; specialaccts@amwater.com; Bryan.Siler@amwater.com; Rita.Mercer@amwater.com; Penny.Pohlman@amwater.com; Bonita Hall  
Subject: RE: Pre#120060321 & Pre#120135209

Good morning, Linda! No, I haven't, and for that I apologize. By copy of this email to the supervisor of our WQMF team, I'll ask her to follow up with Becky to inquire about the status of this situation. Thank you!

Candice

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

From: Linda.Toussaint@amwater.com [mailto:Linda.Toussaint@amwater.com]  
Sent: Wednesday, March 03, 2010 8:13 AM  
To: Candice Deininger

Cc: Marcia.Day@amwater.com; specialaccts@amwater.com; Bryan.Siler@amwater.com;  
Rita.Mercer@amwater.com; Penny.Pohlman@amwater.com  
Subject: Fw: Pre#120060321 & Pre#120135209

Good Morning Candice -

Have you had a chance to look this over? .. thank you for your help.

Best Regards,  
Linda K Toussaint  
Technical Coordinator  
Special Accounts Dept Alton IL  
Northeast and Central Region  
M-F 7:30am to 4pm  
ph# 1-866-957-2886 Ext 5018  
fax# 1-866-464-0232  
linda.toussaint@amwater.com

----- Forwarded by Linda K Toussaint/ILAWC/AWWSC on 03/03/2010 07:08 AM  
-----

Linda K  
Toussaint/ILAWC/AWWSC

02/24/2010 07:24 AM

To  
cdeining@lexingtonky.gov  
cc  
Marcia J Day/CALLCTR/CORP/AWWSC@AWW,  
specialaccts@amwater.com  
Subject  
Fw: Pre#120060321 & Pre#120135209

Hi Candice -

Please see Marcia and Bryan's email below. Could you please review these premises and advise? ... Thank you for your help.

Best Regards,  
Linda K Toussaint  
Technical Coordinator  
Special Accounts Dept Alton IL  
Northeast and Central Region  
M-F 7:30am to 4pm  
ph# 1-866-957-2886 Ext 5018  
fax# 1-866-464-0232  
linda.toussaint@amwater.com

----- Forwarded by Linda K Toussaint/ILAWC/AWWSC on 02/24/2010 07:23 AM  
-----

Marcia J Day/CALLCTR/CORP/AWWSC

02/24/2010 07:14 AM

Bryan Siler/KAWC/AWWSC@AWW To  
Linda K cc  
Toussaint/ILAWC/AWWSC@AWW  
Subject  
Re: Pre#120060321 &  
Pre#120135209Link

Thank you Bryan for your quick reply. I will send this request on to Candice as the customer is not happy with two accounts.

Have a good day!

Marcia Day  
Special Accts

Bryan  
Siler/KAWC/A  
WWSC

02/23/2010  
03:34 PM

CSC\_\_Special\_Accounts/AWWSC@AWW To  
Linda K Toussaint/ILAWC/AWWSC@AWW, Marcia J cc  
Day/CALLCTR/CORP/AWWSC@AWW, Takisha D  
Walker/KAWC/AWWSC@AWW  
Subject  
Re: Pre#120060321 & Pre#120135209Link

Marcia,

My understanding, from Candice @ the LFUCG, is that all requests to have the billing of the Water Quality Management Fee changed have to originate from her. She sends routine updates that we apply to our system that makes these kinds of changes. Anything outside that process would need to be discussed with and authorized by Candice.

Does this help?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

CSC\_Special\_Accounts/AWWSC  
Sent by: Marcia J Day

02/23/2010 04:19 PM

To  
Bryan Siler/KAWC/AWWSC@AWW  
cc  
Linda K  
Toussaint/ILAWC/AWWSC@AWW  
Subject  
Pre#120060321 & Pre#120135209

Bryan,

I spoke with Becky in regards to these two premises. #120135209 has been set up for (LWQMF). the other pre#120060321 is listed as a Sprinkler acct but is actually their domestic account per comments from the field. Becky has spoken to the customer and she is requesting that the water quality maintenance fee be on the customers regular acct and not separate. Please check and investigate and see if this situation can be resolved. Please see screen shots below. Becky is in with the Division of Water Quality. I am to get back with her to let her know what can be done. Mr. & Mrs. Howard physically live at 3285 Paris Pike. Service order below states this also.

Thanks for your help.

Marcia Day  
Special Accts

(Embedded image moved to file: pic06213.gif)

(Embedded image moved to file: pic25949.gif)

(Embedded image moved to file: pic24524.gif)





**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, March 15, 2010 10:39 AM  
**To:** Hilori Morgan  
**Subject:** FW: Address Changes

**Attachments:** pic06213.gif; pic25949.gif; pic24524.gif



pic06213.gif (6 KB)



pic25949.gif (6 KB)



pic24524.gif (6 KB)

Hilori - 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, March 15, 2010 10:37 AM  
**To:** Candice Deininger  
**Cc:** Hilori Morgan; takisha.walker@amwater.com  
**Subject:** Re: Address Changes

Candice,

We have resolved to have all of these requests sent to Special Accounts. They will make the changes. I believe they even provided a form to Hilori.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

03/15/2010 10:32  
AM

<Bryan.Siler@amwater.com>

"Hilori Morgan"  
<hmorgan@lexingtonky.gov>,  
<takisha.walker@amwater.com>

Address Changes

To

cc

Subject

Good morning, Bryan. I saw your email last week about name and address changes and am

forwarding this email as a possible sample solution. I certainly appreciate and share your concern about you being essentially the only contact person for these requests.

Is it appropriate for LFUCG to email a request to Special Accounts to make address changes (and still copy you and Takisha on the email)? As you can see below, Linda was kind to help us out; however, I do not want to email requests that would otherwise not be handled there.

Regarding name changes on the WQMF bills - I checked the PVA records for the requests Hilori sent, and some (if not most) actually show the corrected name as the legal property owner. If she were to send a screenshot of the PVA record as proof of the property owner name, would that help?

Thoughts? Ideas?

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

From: Linda.Toussaint@amwater.com [mailto:Linda.Toussaint@amwater.com]  
Sent: Wednesday, March 03, 2010 4:03 PM  
To: Bonita Hall  
Cc: bryan.siler@amwater.com; Candice Deininger  
Subject: Re: FW: Pre#120060321 & Pre#120135209 - This email from Candice

Hi -

The mailing address has been updated to 3285 Paris Pike .. you have a good evening also. After this, I think you need some R&R ... take care.

Best Regards,  
Linda K Toussaint  
Technical Coordinator  
Special Accounts Dept Alton IL  
Northeast and Central Region  
M-F 7:30am to 4pm  
ph# 1-866-957-2886 Ext 5018  
fax# 1-866-464-0232  
linda.toussaint@amwater.com

"Bonita Hall"  
<bhall2@lexingtonky.gov>

03/03/2010 02:56 PM <linda.toussaint@amwater.com> To  
"Candice Deininger" cc  
<cdeining@lexingtonky.gov>,  
<bryan.siler@amwater.com>  
Subject  
FW: Pre#120060321 & Pre#120135209 - This  
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Hi, Linda! I'm currently in Cookie's office (Bonita) as I was down here for a meeting. The only thing that is needed is to have the mailing address for premise 120060321 changed from 3395 Paris Pike to 3285 Paris Pike per the customer. Cookie and Becky have talked with the customer who tried to get her mailing address changed when she called the call center.

Anyway, would it be possible to have this changed either by you or Bryan at the local office? We're all squared away on the billings - it's just the address that needs changing. Thanks so much for reminding me of this!  
Have a good evening!!

Candice

From: Candice Deininger  
Sent: Wednesday, March 03, 2010 8:54 AM  
To: Bonita Hall  
Subject: RE: Pre#120060321 & Pre#120135209

So what needs to be done to solve?

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

From: Bonita Hall  
Sent: Wednesday, March 03, 2010 8:53 AM  
To: Candice Deininger  
Subject: RE: Pre#120060321 & Pre#120135209

Candice, I spoke with Becky about this and she states that the Howard's water bill has the wrong address. That is why she called the KAWC. The physical address is 3285 Paris Pk, but in AMEC the address where they want the fee applied is 3395 Paris Pk. which is not their home. I have attached a copy of the AMEC screen.

From: Candice Deininger  
Sent: Wednesday, March 03, 2010 8:17 AM  
To: 'Linda.Toussaint@amwater.com'  
Cc: Marcia.Day@amwater.com; specialaccts@amwater.com; Bryan.Siler@amwater.com; Rita.Mercer@amwater.com; Penny.Pohlman@amwater.com; Bonita Hall  
Subject: RE: Pre#120060321 & Pre#120135209

Good morning, Linda! No, I haven't, and for that I apologize. By copy of this email to the supervisor of our WQMF team, I'll ask her to follow up with Becky to inquire about the status of this situation. Thank you!

Candice

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

From: Linda.Toussaint@amwater.com [mailto:Linda.Toussaint@amwater.com]  
Sent: Wednesday, March 03, 2010 8:13 AM  
To: Candice Deininger  
Cc: Marcia.Day@amwater.com; specialaccts@amwater.com; Bryan.Siler@amwater.com; Rita.Mercer@amwater.com; Penny.Pohlman@amwater.com  
Subject: Fw: Pre#120060321 & Pre#120135209

Good Morning Candice -

Have you had a chance to look this over? .. thank you for your help.

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Linda K Toussaint  
Technical Coordinator  
Special Accounts Dept Alton IL  
Northeast and Central Region  
M-F 7:30am to 4pm  
ph# 1-866-957-2886 Ext 5018  
fax# 1-866-464-0232  
linda.toussaint@amwater.com  
----- Forwarded by Linda K Toussaint/ILAWC/AWWSC on 03/03/2010 07:08 AM  
-----

Linda K  
Toussaint/ILAWC/AWWSC

02/24/2010 07:24 AM

To  
cdeining@lexingtonky.gov  
cc  
Marcia J Day/CALLCTR/CORP/AWWSC@AWW,  
specialaccts@amwater.com  
Subject  
Fw: Pre#120060321 & Pre#120135209

Hi Candice -

Please see Marcia and Bryan's email below. Could you please review these premises and advise? ... Thank you for your help.

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Linda K Toussaint  
Technical Coordinator  
Special Accounts Dept Alton IL  
Northeast and Central Region  
M-F 7:30am to 4pm  
ph# 1-866-957-2886 Ext 5018  
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linda.toussaint@amwater.com  
----- Forwarded by Linda K Toussaint/ILAWC/AWWSC on 02/24/2010 07:23 AM  
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Marcia J Day/CALLCTR/CORP/AWWSC

02/24/2010 07:14 AM

To  
Bryan Siler/KAWC/AWWSC@AWW  
cc  
Linda K  
Toussaint/ILAWC/AWWSC@AWW  
Subject  
Re: Pre#120060321 &  
Pre#120135209Link

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Have a good day!

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Special Accts

Bryan  
Siler/KAWC/A  
WWSC

02/23/2010  
03:34 PM

To  
CSC\_Special\_Accounts/AWWSC@AWW  
cc  
Linda K Toussaint/ILAWC/AWWSC@AWW, Marcia J  
Day/CALLCTR/CORP/AWWSC@AWW, Takisha D  
Walker/KAWC/AWWSC@AWW  
Subject  
Re: Pre#120060321 & Pre#120135209Link

Marcia,

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the Water Quality Management Fee changed have to originate from her. She sends routine updates that we apply to our system that makes these kinds of changes. Anything outside that process would need to be discussed with and authorized by Candice.

Does this help?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

CSC\_Special\_Accounts/AWWSC  
Sent by: Marcia J Day

02/23/2010 04:19 PM

To  
Bryan Siler/KAWC/AWWSC@AWW  
cc  
Linda K  
Toussaint/ILAWC/AWWSC@AWW  
Subject  
Pre#120060321 & Pre#120135209

Bryan,

I spoke with Becky in regards to these two premises. #120135209 has been set up for (LWQMF). the other pre#120060321 is listed as a Sprinkler acct but is actually their domestic account per comments from the field. Becky has spoken to the customer and she is requesting that the water quality maintenance fee be on the customers regular acct and not separate. Please check and investigate and see if this situation can be resolved. Please see screen shots below. Becky is in with the Division of Water Quality. I am to get back with her to let her know what can be done. Mr. & Mrs. Howard physically live at 3285 Paris Pike. Service order below states this also.

Thanks for your help.

Marcia Day  
Special Accts

(Embedded image moved to file: pic06213.gif)

(Embedded image moved to file: pic25949.gif)

(Embedded image moved to file: pic24524.gif)

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Monday, March 15, 2010 10:37 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Hilori Morgan  
**Subject:** Re: Address Changes

**Attachments:** pic06213.gif; pic25949.gif; pic24524.gif



pic06213.gif (6 KB)



pic25949.gif (6 KB)



pic24524.gif (6 KB)

Candice,

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Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

cc

03/15/2010 10:32  
AM

"Hilori Morgan"  
<hmorgan@lexingtonky.gov>,  
<takisha.walker@amwater.com>

Subject

Address Changes

Good morning, Bryan. I saw your email last week about name and address changes and am forwarding this email as a possible sample solution. I certainly appreciate and share your concern about you being essentially the only contact person for these requests.

Is it appropriate for LFUCG to email a request to Special Accounts to make address changes (and still copy you and Takisha on the email)? As you can see below, Linda was kind to help us out; however, I do not want to email requests that would otherwise not be handled there.

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Thoughts? Ideas?



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

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Cc: bryan.siler@amwater.com; Candice Deininger  
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Special Accounts Dept Alton IL  
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M-F 7:30am to 4pm  
ph# 1-866-957-2886 Ext 5018  
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linda.toussaint@amwater.com

"Bonita Hall"  
<bhall2@lexingtonky.gov>

03/03/2010 02:56 PM

<linda.toussaint@amwater.com>

To

cc

"Candice Deininger"  
<cdeining@lexingtonky.gov>,  
<bryan.siler@amwater.com>

Subject

FW: Pre#120060321 & Pre#120135209 - This  
email from Candice

Hi, Linda! I'm currently in Cookie's office (Bonita) as I was down here for a meeting.  
The only thing that is needed is to have the mailing address for premise 120060321 changed  
from 3395 Paris Pike to 3285 Paris Pike per the customer. Cookie and Becky have talked  
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Anyway, would it be possible to have this changed either by you or Bryan at the local  
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Have a good evening!!

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So what needs to be done to solve?

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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200 East Main Street  
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Toussaint/ILAWC/AWWSC

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To  
cdeining@lexingtonky.gov  
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Marcia J Day/CALLCTR/CORP/AWWSC

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To  
Bryan Siler/KAWC/AWWSC@AWW  
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Linda K  
Toussaint/ILAWC/AWWSC@AWW  
Subject  
Re: Pre#120060321 &  
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Special Accts

Bryan  
Siler/KAWC/A  
WWSC

02/23/2010  
03:34 PM

CSC\_Special\_Accounts/AWWSC@AWW

To

cc

Linda K Toussaint/ILAWC/AWWSC@AWW, Marcia J  
Day/CALLCTR/CORP/AWWSC@AWW, Takisha D  
Walker/KAWC/AWWSC@AWW

Subject

Re: Pre#120060321 & Pre#120135209Link

Marcia,

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Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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Sent by: Marcia J Day

02/23/2010 04:19 PM

Bryan Siler/KAWC/AWWSC@AWW To  
Linda K cc  
Toussaint/ILAWC/AWWSC@AWW  
Subject  
Pre#120060321 & Pre#120135209

Bryan,

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Marcia Day  
Special Accts

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(Embedded image moved to file: pic25949.gif)

(Embedded image moved to file: pic24524.gif)

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, March 12, 2010 3:10 PM  
**To:** AW\_-\_MI\_Requests%AWW@amwater.net  
**Cc:** Candice Deininger; Kathleen Hicks; Rachel.Cole@amwater.com;  
Dale.Graham@amwater.com; Takiyah.Myatt@amwater.com  
**Subject:** Sewer/Landfill Billing

**Attachments:** Miscellaneous Invoice Request-Sadieville 02\_2010.doc; Miscellaneous Invoice Request-LFUCG 02\_2010.doc; pic03787.jpg



Miscellaneous Invoice Request-... Invoice Request-... pic03787.jpg (6 KB)

Dale,

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deininger at LFUCG.

Thanks.

(See attached file: Miscellaneous Invoice Request-Sadieville 02\_2010.doc) (See attached file: Miscellaneous Invoice Request-LFUCG 02\_2010.doc)

(Embedded image moved to file: pic03787.jpg)

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, March 10, 2010 5:17 PM  
**To:** Hilori Morgan  
**Cc:** Candice Deininger; Takisha.Walker@amwater.com  
**Subject:** Re: Address Changes for Non-Mutual Premises

Hilori,

Please call me regarding these changes. I'll need to speak with you before making changes. Are these in fact name changes? That issue is different than changing a mailing address.

Candice - Let's also discuss the best way to get these changes to Kentucky American. If I am gone they would currently sit in my mailbox until my return. We can discuss options that will be mutually beneficial.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Hilori Morgan"  
<hmorgan@lexingto  
nky.gov>

03/10/2010 04:48  
PM

<Bryan.Siler@amwater.com>

To

cc

Subject

Address Changes for Non-Mutual  
Premises

Bryan,

I have attached several requests for address changes. One file is a repeat of the one I sent to you on Friday, February 19, 2010. The other is new address changes that need to get in prior to the next billing cycle. Please let me know if you would prefer a different format for the changes or if you have any questions.

Thank you,

Hilori Morgan  
LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
859.425.2400 main line

[attachment "March 10, 2010.pdf" deleted by Bryan Siler/KAWC/AWWSC] [attachment "February 19, 2010.pdf" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, March 10, 2010 5:06 PM  
**To:** Candice Deininger; James Hoskins; Rhonda Hicks; William O'Mara; Kathleen Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; Mary Fister; Cecily Chan; Stephen Mulligan; Takisha.Walker@amwater.com; Lori Vahle  
**Subject:** Fw: February Reports  
**Attachments:** LFUCG Sewer and Landfill\_February 2010 rev.xls



LFUCG Sewer and Landfill\_Febru...

Attached are revised reports. I keyed in one of the numbers from the CBT Summary incorrectly on Line 12 for sewer. Sorry for any inconvenience.

(See attached file: LFUCG Sewer and Landfill\_February 2010 rev.xls)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 03/10/2010 05:04 PM -----

Bryan  
Siler/KAWC/AWWSC

03/09/2010 05:02  
PM

LFUCG Monthly Reports

To  
cc

February Reports

Subject

Hello,

Attached are the monthly reports for your review. There were six residential and five OPA accounts that were billed taxes. These taxes will be refunded.

Please let me know if you have any questions.

Thank you.

[attachment "LFUCG Sewer and Landfill\_February 2010 rev.xls" deleted by Bryan Siler/KAWC/AWWSC]

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350



**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, March 04, 2010 11:52 AM  
**To:** Candice Deininger  
**Subject:** Re: FW: Tapmo

Thanks.

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov>  
  
03/04/2010 11:48  
AM

<Bryan.Siler@amwater.com> To  
cc  
Subject  
FW: Tapmo

Hello . . . here's tap-on report for February . . . thanks, Bryan!!

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: Tuesday, March 02, 2010 6:24 PM  
To: Candice Deininger  
Subject: Tapmo

|                                           |                           |
|-------------------------------------------|---------------------------|
| Sheila K. Long                            |                           |
| Computer Operator                         | 200 East Main Street      |
| Division of Computer Services             | Lexington, Kentucky 40507 |
| Lexington Fayette Urban County Government |                           |

|slong@lexingtonky.gov  
859.258.3918|

| 'PHONE: 859.258.3334 | 'FAX:

-----|  
-----|  
"To Thine Own Self Be True" ..William |  
| Shakespeare |  
-----|  
| ? |  
-----|

[attachment "TAP022010R.TXT" deleted by Bryan Siler/KAWC/AWWS]

## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, March 04, 2010 10:25 AM  
**To:** Mark York; Cheryl Taylor  
**Subject:** FW: FW: Shut-Off Notices For Non-Payment of WQMF

**Attachments:** Shut-Off Notices 03-02-10-.pdf



Shut-Off Notices  
03-02-10-.pdf..

Good morning, Cheryl and Mark. Here is the history, thus far, of what's been going on, starting from the bottom email forward.

Mark - I know you wanted numbers to give to Susan Straub, so I believe what Bryan included in his email may suffice. As you can see, we aren't talking about hundreds and hundreds of erroneously received shut-off notices.

Kindly let me know if either of you need anything further.

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: Candice Deininger  
Sent: Thursday, March 04, 2010 10:16 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Bonita Hall; William O'Mara; Charles Martin; Julie Mantrom; Keith.Cartier@amwater.com; Cassie Felty; takisha.walker@amwater.com  
Subject: RE: FW: Shut-Off Notices For Non-Payment of WQMF

The Water Quality group was able to get a few of the accounts noted, and they are in the attached file I received from Cookie, their Supervisor.

In addition, there was the account Cookie emailed you about yesterday afternoon (Premise 120013982), and I received an email this morning about Premise 120066774.

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 04, 2010 10:05 AM  
To: Candice Deininger  
Cc: Bonita Hall; William O'Mara; Charles Martin; Julie Mantrom; Keith.Cartier@amwater.com; Cassie Felty; takisha.walker@amwater.com  
Subject: RE: FW: Shut-Off Notices For Non-Payment of WQMF

Candice,

As of March 2, 2010 all collections notices for the affected customers (Feb 1st - Feb 12th) that were over billed were stopped. No further notices will be sent to these customers due to this issue. All other customers will remain in the collections process. The remaining adjustments to correct this issue are on the bills that will be rendered tonight. In total, there were 65 affected customers that were sent collection notices. Only 42 of these accounts were over billed enough ERUs to move them into collections. If you have any account information for the customers that are calling in it would be helpful in determining if they were in this group or if they were legitimately in the collections process.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

03/04/2010 09:33  
AM

To  
<Bryan.Siler@amwater.com>, "William  
O'Mara" <billo@lexingtonky.gov>

cc

<Keith.Cartier@amwater.com>,  
<takisha.walker@amwater.com>,  
"Charles Martin"  
<chmartin@lexingtonky.gov>, "Julie  
Mantram"  
<jmantram@lexingtonky.gov>, "Bonita  
Hall" <bhall2@lexingtonky.gov>,  
"Cassie Felty"  
<mfelty@lexingtonky.gov>

Subject

RE: FW: Shut-Off Notices For  
Non-Payment of WQMF

Good morning, Bryan and Takisha. I'm still getting communiqués (phone and emails) from our Water Quality folks about customers with affected accounts calling in with regard to shut-off notices and who have been told their water will be shut off. I just spoke with Bill about your reply, and we are still unsure whether the shut-off notices have been cancelled and some type of communication has been sent to the affected customers. Would you kindly clarify for us, please? 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, March 02, 2010 5:09 PM  
To: William O'Mara  
Cc: Candice Deininger; Keith.Cartier@amwater.com; takisha.walker@amwater.com  
Subject: Re: FW: Shut-Off Notices For Non-Payment of WQMF

Bill,

I agree. It is certainly not our intention to further complicate this problem. I am working with our IT department and have a solution that we are in the process of implementing. As of today, no more collections notices will be sent to these customers due to this issue. We will have any needed adjustments on bills prior to them being released. These accounts will be correct from this bill forward. I will follow up with you once I have the final information.

I apologize for any inconvenience this has caused.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"William O'Mara"  
<billo@lexingtonky.gov>

03/02/2010 03:04  
PM

<Keith.Cartier@amwater.com>

<takisha.walker@amwater.com>,  
<Bryan.Siler@amwater.com>, "Candice  
Deininger"  
<cdeining@lexingtonky.gov>

To

cc

Subject

FW: Shut-Off Notices For  
Non-Payment of WQMF

Keith-

I understand you are on vacation and apologize for the interruption; however, we need quick response to the issue below. I believe this is a result of the same issue we spoke about a few weeks ago, and has now escalated to incorrect shut-off notices being issued. It appears these corrections need to be processed throughout the KAW billing file ASAP and some way to communicate with the affected customers.

Thanks for your help.

Bill O

From: Candice Deininger  
Sent: Tuesday, March 02, 2010 11:21 AM  
To: Bryan.Siler@amwater.com; Takisha.Walker@amwater.com  
Cc: Charles Martin; William O'Mara; Julie Mantrom; Bonita Hall  
Subject: Shut-Off Notices For Non-Payment of WQMF  
Importance: High

Good morning, Bryan and Takisha. I just got off the phone with our customer service folks at Water Quality, and they are receiving a very high volume of calls from customers who have received shut-off notices for non-payment of the WQMF and whose accounts were affected by the use of the incorrect billing file. While I know corrections to the affected accounts are being done as quickly as possible, they have not occurred fast enough to override the issuance of shut-off notices, and our mutual customers are becoming very anxious and upset. I'm sure neither the water company nor the city wants to be held responsible for the shut off of water to an account that was not billed or credited properly. At this time, would you have any way of identifying how many affected accounts (and which ones they are) have received shut-off notices so they can be removed from the shut-off list?

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, March 04, 2010 10:16 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Keith.Cartier@amwater.com; Takisha.Walker@amwater.com; Cassie Felty; Charles Martin; William O'Mara; Julie Mantrom; Bonita Hall  
**Subject:** RE: FW: Shut-Off Notices For Non-Payment of WQMF  
**Attachments:** Shut-Off Notices 03-02-10-.pdf



Shut-Off Notices  
03-02-10-.pdf..

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In addition, there was the account Cookie emailed you about yesterday afternoon (Premise 120013982), and I received an email this morning about Premise 120066774.

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 04, 2010 10:05 AM  
**To:** Candice Deininger  
**Cc:** Bonita Hall; William O'Mara; Charles Martin; Julie Mantrom; Keith.Cartier@amwater.com; Cassie Felty; takisha.walker@amwater.com  
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Candice,

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\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

To  
<Bryan.Siler@amwater.com>, "William  
O'Mara" <billo@lexingtonky.gov>

03/04/2010 09:33

AM

<Keith.Cartier@amwater.com>,  
<takisha.walker@amwater.com>,  
"Charles Martin"  
<chmartin@lexingtonky.gov>, "Julie  
Mantram"  
<jmantram@lexingtonky.gov>, "Bonita  
Hall" <bhall2@lexingtonky.gov>,  
"Cassie Felty"  
<mfelty@lexingtonky.gov>

Subject

RE: FW: Shut-Off Notices For  
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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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, March 02, 2010 5:09 PM  
To: William O'Mara  
Cc: Candice Deininger; Keith.Cartier@amwater.com; takisha.walker@amwater.com  
Subject: Re: FW: Shut-Off Notices For Non-Payment of WQMF

Bill,

I agree. It is certainly not our intention to further complicate this problem. I am working with our IT department and have a solution that we are in the process of implementing. As of today, no more collections notices will be sent to these customers due to this issue. We will have any needed adjustments on bills prior to them being released. These accounts will be correct from this bill forward. I will follow up with you once I have the final information.

I apologize for any inconvenience this has caused.

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Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"William O'Mara"  
<billo@lexingtonk  
y.gov>

03/02/2010 03:04  
PM

<Keith.Cartier@amwater.com>

To

cc

<takisha.walker@amwater.com>,  
<Bryan.Siler@amwater.com>, "Candice  
Deininger"

<cdeining@lexingtonky.gov>

Subject

FW: Shut-Off Notices For  
Non-Payment of WQMF

Keith-

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Thanks for your help.

Bill O

From: Candice Deininger  
Sent: Tuesday, March 02, 2010 11:21 AM  
To: Bryan.Siler@amwater.com; Takisha.Walker@amwater.com  
Cc: Charles Martin; William O'Mara; Julie Mantrom; Bonita Hall  
Subject: Shut-Off Notices For Non-Payment of WQMF  
Importance: High

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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:** Thursday, March 04, 2010 10:05 AM  
**To:** Candice Deininger  
**Cc:** Keith.Cartier@amwater.com; Takisha.Walker@amwater.com; Cassie Felty; Charles Martin; William O'Mara; Julie Mantrom; Bonita Hall  
**Subject:** RE: FW: Shut-Off Notices For Non-Payment of WQMF

Candice,

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Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

03/04/2010 09:33  
AM

To  
<Bryan.Siler@amwater.com>, "William  
O'Mara" <billo@lexingtonky.gov>

cc

<Keith.Cartier@amwater.com>,  
<takisha.walker@amwater.com>,  
"Charles Martin"  
<chmartin@lexingtonky.gov>, "Julie  
Mantrom"  
<jmantrom@lexingtonky.gov>, "Bonita  
Hall" <bhall2@lexingtonky.gov>,  
"Cassie Felty"  
<mfelty@lexingtonky.gov>

Subject

RE: FW: Shut-Off Notices For  
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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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, March 02, 2010 5:09 PM  
To: William O'Mara  
Cc: Candice Deininger; Keith.Cartier@amwater.com; takisha.walker@amwater.com  
Subject: Re: FW: Shut-Off Notices For Non-Payment of WQMF

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Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"William O'Mara"  
<billo@lexingtonky.gov>  
03/02/2010 03:04 PM  
To  
<Keith.Cartier@amwater.com>  
cc  
<takisha.walker@amwater.com>,  
<Bryan.Siler@amwater.com>, "Candice  
Deininger"  
<cdeining@lexingtonky.gov>  
Subject  
FW: Shut-Off Notices For  
Non-Payment of WQMF

Keith-  
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Thanks for your help.

Bill O

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Cc: Charles Martin; William O'Mara; Julie Mantrom; Bonita Hall  
Subject: Shut-Off Notices For Non-Payment of WQMF  
Importance: High

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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:** Thursday, March 04, 2010 8:25 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Robert Bowman; Julie Mantrom; Bonita Hall; Scott Dickison  
**Subject:** RE: LFUCG 12-09 & 1-10

Thanks, Bryan - I've copied individuals here to let them know, 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:** Thursday, March 04, 2010 8:23 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** RE: LFUCG 12-09 & 1-10

I plan to send the month end reports today. It will be this afternoon.  
Anyone can feel free to contact me if they have any questions.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com> To

03/04/2010 08:13  
AM

<Takisha.Walker@amwater.com> cc

RE: LFUCG 12-09 & 1-10 Subject

I just spoke with Bill's assistant, Kathleen, and she'll process the payments.

AS an FYI, I will on vacation starting this afternoon, returning on Wednesday. I'll have my out-of-office message on my phone and email.  
Thank you!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, March 04, 2010 8:09 AM  
To: Candice Deininger  
Cc: Takisha.Walker@amwater.com  
Subject: Fw: LFUCG 12-09 & 1-10

Candice,

I apologize that we couldn't get these out any sooner.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 03/04/2010 08:00 AM -----

Dale S

Graham/SHARSVCS/A

WWSC

To

Bryan Siler/KAWC/AWWSC@AWW,

03/04/2010 07:51

cdeining@lfucg.com,

AM

khicks@lfucg.com

cc

Subject

LFUCG 12-09 & 1-10

Attached are the invoices for sewer & landfill billing for 12/09 and 1/10. The 12/09 invoice has been reduced by the duplicate payment from LFUCG (Ck# 627195 Amt \$92633.81) The balance owed is \$566.41.

(See attached file: 2917\_001.pdf)

Thanks,

Dale Graham  
SSC Cash Operations  
American Water Shared Services Center  
131 Woodcrest Rd  
Cherry Hill, NJ 08003  
Phone: (856)-310-5796  
Fax: (856)-672-2873  
Dale.Graham@amwater.com

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, March 04, 2010 8:23 AM  
**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com  
**Subject:** RE: LFUCG 12-09 & 1-10

I plan to send the month end reports today. It will be this afternoon. Anyone can feel free to contact me if they have any questions.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Bryan.Siler@amwater.com> cc  
03/04/2010 08:13 <Takisha.Walker@amwater.com>  
AM Subject  
RE: LFUCG 12-09 & 1-10

I just spoke with Bill's assistant, Kathleen, and she'll process the payments.

AS an FYI, I will on vacation starting this afternoon, returning on Wednesday. I'll have my out-of-office message on my phone and email. Thank you!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, March 04, 2010 8:09 AM  
To: Candice Deininger  
Cc: Takisha.Walker@amwater.com  
Subject: Fw: LFUCG 12-09 & 1-10

Candice,

I apologize that we couldn't get these out any sooner.

\*\*\*\*\*

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

Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 03/04/2010 08:00 AM -----

Dale S

Graham/SHARSVCS/A

WWSC

To Bryan Siler/KAWC/AWWSC@AWW,  
03/04/2010 07:51 cdeining@lfucg.com,  
AM khicks@lfucg.com

cc

Subject LFUCG 12-09 & 1-10

Attached are the invoices for sewer & landfill billing for 12/09 and 1/10. The 12/09 invoice has been reduced by the duplicate payment from LFUCG (Ck# 627195 Amt \$92633.81) The balance owed is \$566.41.

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Fax: (856)-672-2873  
Dale.Graham@amwater.com

**Janet Graham**

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Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWS on 03/04/2010 08:00 AM -----

Dale S  
Graham/SHARVCS/A  
WWSC

03/04/2010 07:51  
AM

Bryan Siler/KAWC/AWWS@AWW,  
cdeining@lfucg.com,  
khicks@lfucg.com

To

cc

Subject

LFUCG 12-09 & 1-10

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(See attached file: 2917\_001.pdf)



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Phone: (856)-310-5796  
Fax: (856)-672-2873  
Dale.Graham@amwater.com

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**Cc:** Takisha.Walker@amwater.com  
**Subject:** Fw: LFUCG 12-09 & 1-10

**Attachments:** 2917\_001.pdf



2917\_001.pdf (6 KB)

Candice,

I apologize that we couldn't get these out any sooner.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 03/04/2010 08:00 AM -----

Dale S  
Graham/SHARSVCS/A  
WWSC

03/04/2010 07:51  
AM

Bryan Siler/KAWC/AWWSC@AWW,  
cdeining@lfucg.com,  
khicks@lfucg.com

To

cc

Subject

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(See attached file: 2917\_001.pdf)

Thanks,

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SSC Cash Operations  
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131 Woodcrest Rd  
Cherry Hill, NJ 08003  
Phone: (856)-310-5796  
Fax: (856)-672-2873  
Dale.Graham@amwater.com

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Wednesday, March 03, 2010 7:21 PM  
**To:** Scott Dickison  
**Cc:** Candice Deininger  
**Subject:** Re: NEW NONMUTUAL

I'll have someone set this up tomorrow.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Scott Dickison"  
<sdickison@lexing  
tonky.gov>

03/03/2010 12:23  
PM

<Bryan.Siler@amwater.com>

To  
cc  
Subject

NEW NONMUTUAL

Need a new non-mutual number for this one. Thanks in advance.

Scott

[attachment "NEW\_NM\_0310.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, March 02, 2010 5:09 PM  
**To:** William O'Mara  
**Cc:** Keith.Cartier@amwater.com; Takisha.Walker@amwater.com; Candice Deininger  
**Subject:** Re: FW: Shut-Off Notices For Non-Payment of WQMF

Bill,

I agree. It is certainly not our intention to further complicate this problem. I am working with our IT department and have a solution that we are in the process of implementing. As of today, no more collections notices will be sent to these customers due to this issue. We will have any needed adjustments on bills prior to them being released. These accounts will be correct from this bill forward. I will follow up with you once I have the final information.

I apologize for any inconvenience this has caused.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"William O'Mara"  
<billo@lexingtonky.gov>

03/02/2010 03:04  
PM

<Keith.Cartier@amwater.com>

<takisha.walker@amwater.com>,  
<Bryan.Siler@amwater.com>, "Candice  
Deininger"  
<cdeining@lexingtonky.gov>

To

cc

Subject

FW: Shut-Off Notices For  
Non-Payment of WQMF

Keith-

I understand you are on vacation and apologize for the interruption; however, we need quick response to the issue below. I believe this is a result of the same issue we spoke about a few weeks ago, and has now escalated to incorrect shut-off notices being issued. It appears these corrections need to be processed throughout the KAW billing file ASAP and some way to communicate with the affected customers.

Thanks for your help.

Bill O

From: Candice Deininger  
Sent: Tuesday, March 02, 2010 11:21 AM  
To: Bryan.Siler@amwater.com; Takisha.Walker@amwater.com  
Cc: Charles Martin; William O'Mara; Julie Mantrom; Bonita Hall  
Subject: Shut-Off Notices For Non-Payment of WQMF  
Importance: High

Good morning, Bryan and Takisha. I just got off the phone with our customer service folks at Water Quality, and they are receiving a very high volume of calls from customers who have received shut-off notices for non-payment of the WQMF and whose accounts were affected by the use of the incorrect billing file. While I know corrections to the affected accounts are being done as quickly as possible, they have not occurred fast enough to override the issuance of shut-off notices, and our mutual customers are becoming very anxious and upset. I'm sure neither the water company nor the city wants to be held responsible for the shut off of water to an account that was not billed or credited properly. At this time, would you have any way of identifying how many affected accounts (and which ones they are) have received shut-off notices so they can be removed from the shut-off list?

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, March 02, 2010 4:30 PM  
**To:** Scott Dickison  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger; Robert Bowman  
**Subject:** RE: New Non-Mutuals

Yes, it is. I will leave that one at zero ERUs until I hear from you.  
Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Scott Dickison"  
<sdickison@lexingtonky.gov>

03/02/2010 04:23  
PM

<Bryan.Siler@amwater.com>

To

cc

"Candice Deininger"  
<cdeining@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, <Takisha.Walker@amwater.com>

Subject

RE: New Non-Mutuals

It's our nickname for Hamburg shopping center out on Man O War. It seems to be one stop shopping for just about everything.

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

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Tuesday, March 02, 2010 4:22 PM  
**To:** Scott Dickison  
**Cc:** Candice Deininger; Robert Bowman; Takisha.Walker@amwater.com  
**Subject:** RE: New Non-Mutuals

Here are the premise numbers. What is Hamburg County?

(See attached file: 1416\_001.pdf)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Scott Dickison"  
<sdickison@lexingtonky.gov>

To

<Bryan.Siler@amwater.com>

03/02/2010 04:15

cc

PM

"Candice Deininger"

<cdeining@lexingtonky.gov>, "Robert Bowman"

<rbowman2@lexingtonky.gov>,

<Takisha.Walker@amwater.com>

Subject

RE: New Non-Mutuals

I've got ERU's for 3 of the 4. One of them is in Hamburg county and it will take some doing. These are PVA numbers since I don't have Premise Numbers yet.

10979900 3

20080420 1

12441427 3

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

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

Sent: Tuesday, March 02, 2010 9:02 AM

To: Scott Dickison

Cc: Candice Deininger; Robert Bowman; Takisha.Walker@amwater.com

Subject: New Non-Mutuals

Hi Scott,

The non-mutuals are getting ready to bill again. Did you have ERU quantities for the four new non-mutual premises we created? I just want to make sure they bill correctly the first time.

Just let me know. Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Bryan  
Siler/KAWC/AWWSC

To

02/23/2010 11:12  
AM

"Scott Dickison"  
<sdickison@lexingtonky.gov>@AWX

cc

"Robert Bowman"  
<rbowman2@lexingtonky.gov>,  
cdeining@lfucg.com, Takisha D  
Walker/KAWC/AWWSC@AWW

Subject

Re: February Billing File(Document  
link: Bryan Siler)

Scott,

Just to avoid confusion, we called the file you sent on January 27th the February billing file. Should we refer to this one as the March billing file? It is to be effective for March 1st bills, right?

Also, do you have quantities for the new non-mutuals? I didn't see them in the file. Due to the number of the new premises needed I can make sure these are set up for the March billing. However, if there were a lot of new non-mutuals, I may not be able to guarantee they would get set up and billed that quickly. I don't think this will ever be a problem but if there were a large amount of them it would be a possibility.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

To "Scott Dickison"  
<sdickison@lexingtonky.gov>  
02/23/2010 09:01 AM  
cc <Bryan.Siler@amwater.com>  
"Robert Bowman"  
<rbowman2@lexingtonky.gov>  
Subject February Billing File

I've attached the billing file as a CSV to this e-mail, a list of non mutuals that we'll need created. I'll follow up later in the month with a list of non-mutuals that we'll need to delete.

Scott Dickison, GISP  
GIS Programmer/Analyst  
Lexington-Fayette Urban County Government Division of Computer Services  
301 Lisle Industrial Ave  
Lexington, KY 40511

p: (859) 258-3414  
sdickison@lfucg.com

[attachment "FEB2010\_BILLING.CSV" deleted by Bryan Siler/KAWC/AWWSC] [attachment "NEW\_NM\_0210.xls" deleted by Bryan Siler/KAWC/AWWSC]



## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Tuesday, March 02, 2010 4:22 PM  
**To:** Scott Dickison  
**Cc:** Takisha.Walker@amwater.com; Candice Deininger; Robert Bowman  
**Subject:** RE: New Non-Mutuals

**Attachments:** 1416\_001.pdf



1416\_001.pdf (6  
KB)

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(See attached file: 1416\_001.pdf)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Scott Dickison"  
<sdickison@lexing  
tonky.gov>

03/02/2010 04:15  
PM

<Bryan.Siler@amwater.com>

"Candice Deininger"  
<cdeining@lexingtonky.gov>, "Robert  
Bowman" <rbowman2@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>

To

cc

Subject

RE: New Non-Mutuals

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|          |   |
|----------|---|
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| 20080420 | 1 |
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Phone: (859) 268-6350  
Fax: (859) 335-3350

Bryan  
Siler/KAWC/AWWSC

02/23/2010 11:12  
AM

"Scott Dickison"  
<sdickison@lexingtonky.gov>@AWX

To

cc

"Robert Bowman"  
<rbowman2@lexingtonky.gov>,  
cdeining@lfucg.com, Takisha D  
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02/23/2010 09:01  
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<Bryan.Siler@amwater.com>

To

cc

"Robert Bowman"  
<rbowman2@lexingtonky.gov>

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301 Lisle Industrial Ave  
Lexington, KY 40511

p: (859) 258-3414  
sdickison@lfucg.com

[attachment "FEB2010 BILLING.CSV" deleted by Bryan Siler/KAWC/AWWSC] [attachment "NEW\_NM\_0210.xls" deleted by Bryan Siler/KAWC/AWWSC]

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Tuesday, March 02, 2010 2:04 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Takisha.Walker@amwater.com; Bonita Hall  
**Subject:** RE: WQMF Account Credit

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:** Tuesday, March 02, 2010 2:04 PM  
**To:** Candice Deininger  
**Cc:** Bonita Hall; Takisha.Walker@amwater.com  
**Subject:** Re: WQMF Account Credit

Yes, that customer will receive a refund check.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

|                                                          |                                                            |         |
|----------------------------------------------------------|------------------------------------------------------------|---------|
| "Candice<br>Deininger"<br><cdeining@lexingt<br>onky.gov> | <Bryan.Siler@amwater.com>,<br><Takisha.Walker@amwater.com> | To      |
| 03/01/2010 01:32<br>PM                                   | "Bonita Hall"<br><bhall12@lexingtonky.gov>                 | cc      |
|                                                          | WQMF Account Credit                                        | Subject |

Good afternoon! Sorry to bother you, but with regard to the following screenshot, will the customer receive a cash refund from KAWC (AmWater) since she will no longer be billed for the fee? I checked Scott's March billing file and it shows -0- ERUs, so the credit won't be used for further charges . . .

(Embedded image moved to file: pic09496.jpg)

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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**To:** Candice Deininger  
**Cc:** Takisha.Walker@amwater.com; Bonita Hall  
**Subject:** Re: WQMF Account Credit

**Attachments:** pic09496.jpg



pic09496.jpg (6 KB)

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Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

03/01/2010 01:32  
PM

<Bryan.Siler@amwater.com>,  
<Takisha.Walker@amwater.com>

"Bonita Hall"  
<bhall2@lexingtonky.gov>

WQMF Account Credit

To

cc

Subject

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(Embedded image moved to file: pic09496.jpg)

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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**Sent:** Tuesday, March 02, 2010 9:02 AM  
**To:** Scott Dickison  
**Cc:** Candice Deininger; Takisha.Walker@amwater.com; Robert Bowman  
**Subject:** New Non-Mutuals

Hi Scott,

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Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Bryan  
Siler/KAWC/AWWSC

02/23/2010 11:12  
AM

"Scott Dickison"  
<sdickison@lexingtonky.gov>@AWX

To

"Robert Bowman"  
<rbowman2@lexingtonky.gov>,  
cdeining@lfucg.com, Takisha D  
Walker/KAWC/AWWSC@AWW

CC

Subject  
Re: February Billing File(Document  
link: Bryan Siler)

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Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Scott Dickison"  
<sdickison@lexingtonky.gov>

02/23/2010 09:01  
AM

<Bryan.Siler@amwater.com>

"Robert Bowman"  
<rbowman2@lexingtonky.gov>

To

cc

Subject

February Billing File

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Scott Dickison, GISP  
GIS Programmer/Analyst  
Lexington-Fayette Urban County Government Division of Computer Services  
301 Lisle Industrial Ave  
Lexington, KY 40511

p: (859)258-3414  
sdickison@lfucg.com

[attachment "FEB2010 BILLING.CSV" deleted by Bryan Siler/KAWC/AWWSC] [attachment "NEW\_NM\_0210.xls" deleted by Bryan Siler/KAWC/AWWSC]



**Janet Graham**

---

**From:** Donna.Taylor@amwater.com  
**Sent:** Monday, March 01, 2010 5:30 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** LFUCG Commercial & Industrial - February 2010

**Attachments:** LFUCG - Commercial and Industrial Consumption - February 2010.xls



LFUCG -  
Commercial and Industrial

Candice,

My fault - I ran the wrong year. Sorry.

Donna

(See attached file: LFUCG - Commercial and Industrial Consumption - February 2010.xls)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 03/01/2010 02:39 PM -----

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

<Bryan.Siler@amwater.com>

To

cc

03/01/2010 02:27  
PM

Subject

RE: LFUCG Commercial & Industrial -  
February 2010

Bryan - Although the file is entitled February 2010, when I opened it, it has usage from February 2009 . . .

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, March 01, 2010 1:37 PM  
To: Candice Deininger  
Subject: Fw: LFUCG Commercial & Industrial - February 2010

Here you go.

\*\*\*\*\*

Bryan Siler  
Eastern Division

bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 03/01/2010 01:36 PM -----

Donna

Taylor/KAWC/AWWSC

To 03/01/2010 12:51 PM Bryan Siler/KAWC/AWWSC@AWW

cc

Subject LFUCG Commercial & Industrial -  
February 2010

(See attached file: LFUCG - Commercial and Industrial Consumption - February 2010.xls)

Donna B. Taylor  
American Water ITS  
Business Applications Development - Middle Office 2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email:donna.taylor@amwater.com

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, March 01, 2010 3:48 PM  
**To:** Bryan.Siler@amwater.com  
**Subject:** RE: LFUCG Commercial & Industrial - February 2010

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, March 01, 2010 3:19 PM  
**To:** Candice Deininger  
**Subject:** RE: LFUCG Commercial & Industrial - February 2010

I have asked Donna to rerun it.

FYI - Donna has to run this query because it requires a revenue extract.  
She is the only one here that can run those.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

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

<Bryan.Siler@amwater.com>

To

cc

03/01/2010 02:27  
PM

Subject

RE: LFUCG Commercial & Industrial -  
February 2010

Bryan - Although the file is entitled February 2010, when I opened it, it has usage from February 2009 . . .

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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Here you go.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWS on 03/01/2010 01:36 PM -----

Donna

Taylor/KAWC/AWWS

To 03/01/2010 12:51 Bryan Siler/KAWC/AWWS@AWW

PM

cc  
Subject LFUCG Commercial & Industrial -  
February 2010

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Fax: 859.335.3306  
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