

Case No. 2019-00133
Bent Tree Response to PSC-Second-DR-2.a.

ATTACHMENT A

Billing Terms Agreement

Date
Name
Attn:



ALD normally collects on site for our services rendered, but it was indicated that you need to be set up for billing. We'd be happy to work with you and set up a PO with 30 day terms (details below). Please complete the information requested below with signature of authorization and return the completed form to ALD. Upon receipt, we will confirm your tentative appointment.

Company Name (Responsible Party)	BENT TREE Condominium Assoc
Billing Address	[REDACTED], Treasurer 401 Redding Road, # 42, Lex, Ky 40517
Phone	859-421-6511 BRACK cell
Fax	
Email	brack@marqcom.com
Auth Signer Name	John C. B. Marquette ("Brack")
Auth Signer Title	President, Bent Tree Condo Assn Bd of Directors
Fed. Tax ID #	
PO #	
Site Name	BENT TREE Condos
Site Address	see above
Site Phone	see above
Site Fax	see above
Site Email	see above
Site Contact	BRACK MARQUETTE 859-421-6511

John C. B. MARQUETTE (authorized signer signature) Pres, Bent Tree Board (title)
 acknowledge to be an authorized signer for (company) and give permission to go ahead with the
 scheduled leak detection at (location) based upon 30 day terms with a 1.5% interest rate to be applied
 after 30 days.

[Signature]
 4-18-2018
 10 AM -

Sincerely,
 Heather Acrie
 American Leak Detection of KY
 888 407 3531 Toll
 502 339 9442 Lou.
 502 538 9192 Fax
 hacrie@americanleakdetection.com

Attached A

Brack Marquette

From: Brack Marquette <brack@marqcom.com>
Sent: Monday, July 16, 2018 11:30 AM
To: 'Jarold T Jackson'
Cc: 'James E Keeton'; susan.lancho@amwater.com; [REDACTED]; [REDACTED]; [REDACTED]; brack@marqcom.com
Subject: COULD CUSTOMER ADVOCACY PLEASE CONTACT ME ASAP? RE: REMAINIG ISSUES WITH BENT TREE KEAK DISCOVERY

ALL: Bent Tree would like to get its suspected leak problem cleared up as soon as possible. Could someone from Customer Advocacy please contact me? It is going on a full year since we've tried to piece together the facts about our water service at Bent Tree and would like to get a resolution in place . . . but need important interaction and details from KAWC so we can be fully sure American Leak Detection is searching in the correct place. Appreciate all the help you have provided and for this help to activate our contacts from Customer Advocacy. Thanks. Brack

From: Jarold T Jackson <Jarold.Jackson@amwater.com>
Sent: Thursday, June 21, 2018 4:37 PM
To: MARQCOM <brack@marqcom.com>
Cc: James E Keeton <James.Keeton@amwater.com>
Subject: RE: REMAINIG ISSUES WITH BENT TREE KEAK DISCOVERY

Mr. Marquette,

I received your communication and turned it over to our Customer Advocacy team for follow up. They will retain the hold as you have requested. We are scheduling a crew to obtain the flow information and will provide you with the findings early next week. If you have any further questions, please let me know.

From: MARQCOM <brack@marqcom.com>
Sent: Wednesday, June 13, 2018 1:35 PM
To: Jarold T Jackson <Jarold.Jackson@amwater.com>
Cc: Brack Marquette <brack@marqcom.com>
Subject: Fwd: REMAINIG ISSUES WITH BENT TREE KEAK DISCOVERY

EXTERNAL EMAIL - "Think before you click!"

RESENDING. Got email wrong first time. Need your advice Tx. Brack

Brack Marquette
brack@marqcom.com
859-421-6511

----- Forwarded message -----
From: "MARQCOM" <brack@marqcom.com>

Attachment A
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Date: Fri, May 25, 2018 at 9:58 AM -0400

Subject: REMAINIG ISSUES WITH BENT TREE KEAK DISCOVERY

To: <jerold.jackson@amwater.com>

Cc: "KAWC Diedre Talbert" <deidre.talbert@amwater.com>, "Brack Marquette" <brack@marqcom.com>, [REDACTED], [REDACTED], [REDACTED]

<susan.lancho@amwater.com>, <james.keeton@amwater.com>

JEROLD:

Since Our last meeting concerning the suspected Bent Tree Condos Water leak, American leak detection has made a survey of all of the units tied to the meter on Redding Road and have not... NOT ... Been able to corroborate Kentucky Americans findings and estimates for a leak Thus, we are still in a bit of a pickle trying to determine what the exact situation is.

BEFORE we call the leak detection professionals back to our property there are several things that we need to check or re-track... And I need your help as soon as possible on these matters:

1. Confirmation again that the KAWC flow records you shared with me upon your last visit were indeed for the Redding Road meter
2. Pls provide a new FLOW report for the month of MAY for BOTH meters—Redding Road and Kirklevington ... and EMAIL a copy of those to me so I can have them to share with the leak detection crew.
3. CONTINUE THE “HOLD” on the billing for the account with the large outstanding balance AND please do not disconnect.
4. Please communicate the “HOLD” to LexServe Sewer so their records will be in tandem with those at KAWC.

And, from your perspective and professional experience, what else should Bent Tree be doing to locate the suspected leak?

Thanks,

Brack

Brack Marquette
brack@marqcom.com
859-421-6511

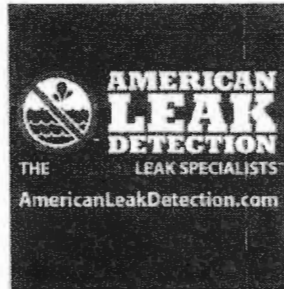
This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of American Water Works Company Inc. or its affiliates. The recipient should check this email and any attachments for the presence of viruses. American Water accepts no liability for any damages caused by any virus transmitted by this email. American Water Works Company Inc., 1025 Laurel Oak Road, Voorhees, NJ 08043
www.amwater.com

Attachment A

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Brack Marquette

From: American Leak Detection of Kentucky <quickbooks@notification.intuit.com>
Sent: Wednesday, May 2, 2018 2:35 PM
To: brack@marqcom.com
Subject: Invoice / Report from American Leak Detection, INC



American Leak Detection of Kentucky

Dear Bent Tree Condo's Assoc,

Mr. or Ms. ,

Please find attached the invoice and report. Thank you for allowing American Leak Detection to be of service. We look forward to working with you again.

We appreciate your prompt remittance for payment.

Sincerely,

American Leak Detection, INC.

INVOICE KY-17145 DETAILS

DUE 05/24/2018

\$525.00

Review and pay

Powered by QuickBooks

*Attachment A
p. 4*

Bill to Bent Tree Condo's Assoc
401 Redding Road
Lexington, KY 40517

Ship to Bent Tree Condo's Assoc
401 Redding Road
Lexington, KY 40517

Ship date 04/24/2018

Ship via Brack

Terms Net 30

Tech DustinW_CodyW

Start date 04/24/18

Completion date 04/24/18

COMM DET:Commercial Water Leak Detection - \$525.00

ALD checked the water meter and all units that ALD had access to. Customer will need to reschedule when ALD has access to all units and water can be shut off to the buildings

1 X \$525.00

***Guarantees** \$0.00

*DETECTIONS: All leak detection work is guaranteed for 30 days from the date of completion. If leak is not where marked, customer must notify ALD within the 30 day period of guarantee in order to receive a free re-test or to determine if a refund is valid

Attachment A

(all refunds are at sole discretion of ALD). ALD will not be liable for any consequential losses. REPAIRS: Minor repairs done by ALD are guaranteed for 30 days. Major repairs are guaranteed for 1 year. All repairs are guaranteed from date of completion and for defective workmanship only. NOTE: Additional leaks may be present on line. The identified leak must be repaired before additional leaks can be located. Repairs performed by ALD include re-testing the system for further leaks at the time of the completed repair. If requested to test repairs performed by others, a fee of \$150/per hour will apply.

1 X \$0.00

Balance due \$525.00

Thank you for allowing American Leak Detection to be of service. We look forward to working with you again.

REMIT PAYMENT TO: American Leak Detection, INC., P.O. Box 1701, Palm Springs, CA 92263

Federal ID# 33-0106141

Review and pay

American Leak Detection of Kentucky

502.538.9373 Office P.O. Box 1701 Palm Springs, CA 92263

csrky@americanleakdetection.com

www.americanleakdetection.com



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