

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2019-00366
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: Susan L. Lancho

1. Refer to Appendix C to this Order, which contains utility-specific HEA program eligibility criteria, funding and administration data, and annual budgets and disbursements. Confirm that the information in Appendix C applicable to your utility (Utility) is accurate or, if any information is not accurate, provide the updated information.

Response:

Kentucky American Water ("KAW") confirms that the information in Appendix C is correct subject to the following additional information set forth below.

KAW established a water bill payment assistance program in 1999 under the name, Water for Life. The program's name changed in 2006 to H2O – Help to Others. The program was administered by Community Action Council from 1999 until mid-2014. In mid-2014 Dollar Energy Fund became the administrator of the program.

Corporate donations to the program for the past five program years have been:

2014-2015	\$60,000
2015-2016	\$62,500
2016-2017	\$62,500
2017-2018	\$67,500
2018-2019	\$62,500

In Case No. 2018-00358, KAW's most recent rate case, KAW inadvertently included \$11,764 in its proposed revenue requirement which is now embedded in current rates. KAW is taking steps to ensure that all of those proceeds go towards the H2O – Help to Others program in addition to the corporate donations described above.

The administrative fee for Community Action Council from 2000 to mid-2014 was up to 15% annually.

Dollar Energy Funds operating fee was 7.75% from 2014 through 2016, 8.25% in 2017, and 8.75% since 2018.

In addition to the operating fee for Dollar Energy Fund, participating intake agencies receive \$5 per application processed as a courtesy fee.

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2. Explain how the Utility selected the agency that administers its HEA application process.

Response:

Kentucky American Water sought an administrator with proven experience and expertise in coordinating low-income assistance programs who could meet the needs of eligible customers in an ever-growing service area, meet the Company's needs of timely reporting of information about the program and efficient management of the program, and who could provide quality services for a reasonable administrative fee.

Dollar Energy Fund has been coordinating hardship programs for more than three decades and had experience assisting some of American Water's other subsidiaries prior to becoming the administrator of Kentucky American Water's H2O Help to Others Program. The Company researched the possibility of other nonprofits administering its H2O Help to Others Program prior to ultimately selecting Dollar Energy Fund to assume administrative responsibilities of the program in 2014.

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3. Describe in specific detail all aspects of the Utility's oversight of the agency that administers HEA applications.

Response:

Kentucky American Water's external affairs manager and customer advocate office supervisor review the annual agreement with Dollar Energy Fund annually, sharing it with legal counsel as needed.

Company contacts can log into Dollar Energy Fund's online portal at any time to check on the status of funds in the account and activity associated with the program.

Company contacts are also in contact with Dollar Energy Fund representatives throughout the year regarding questions about the fund and the status of partner agencies.

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4. Explain in specific detail how the agency that administers the Utility's HEA application process is paid, e.g., a fixed amount per application, a percentage of budgeted or expended funds, or a lump sum.

Response:

Dollar Energy Fund, the administrator of Kentucky American Water's H2O Help to Others Program, receives an annual donation from the Company's shareholders. The fund may also receive voluntary donations from customers or other individuals throughout the year.

Dollar Energy charges an 8.75% Operating Fee to administer the program. It also collects from the company \$5 per application processed to pay to the respective community partner agencies that provide intake services for applicants. The 8.75% Operating Fee is calculated by multiplying the amount of the Company's donation plus the amount of funds projected to be raised by other means (customer donations or fundraising efforts) by 8.75%.

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- 5.** For each of the Utility's HEA programs, provide the following information:
- a. The number of applicants in the last full program year.
 - b. The number of applicants in the last full program year who were eligible for each HEA program.
 - c. The number of eligible applicants in the last full program year who received assistance from each HEA program.

Response:

For the 2018-2019 Program Year of Kentucky American Water's H2O Help to Others Program, 532 customers applied for assistance and 523 customers received assistance. Nine were not approved for assistance.

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6. Provide the average benefit level paid for participants in each of the Utility's HEA programs.

Response:

In the 2018-2019 Program Year for Kentucky American Water's H2O – Help to Others Program, the average grant amount paid was \$113.30.

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7. State how often in the past five years that funds generated by the Utility's HEA charge were not fully expended and explain what happens to funds not expended.

Response:

Funds that are not expended by the end of the program year are rolled over to the next program year. This roll-over process has happened each year for the past five years, but in 2018, funds for the program were expended before the end of the program year, and in response the Company shareholders made an additional donation of \$5,000 to the program in August in order to help customers in need. This additional \$5,000 in funds was not depleted by the end of the program year, and so the remaining amount was carried over to the next program year.

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- 8.** Describe in specific detail how the Utility's HEA programs are advertised or communicated to customers. Provide all marketing materials.

Response:

Kentucky American Water's H2O Help to Others program has been communicated to customers and the community through bill messages and inserts, news releases, media interviews, the Company's website, the Company's social media platforms, speaking opportunities with local groups, radio advertisements and communications with elected officials. In addition, if customers contact the Company's customer service team and express a need for assistance, customer service representatives can provide information about the program. See attachment for marketing materials.



NEWS RELEASE

Ellen Williams, External Affairs Specialist
859.268.6364
ellen.williams@amwater.com

H2O Help to Others Program Helps Families In Need with Water Bill Payments

Lexington, KY., (December 21, 2018) – Especially during this season of giving, Kentucky American Water wants to remind customers and the community of an opportunity to help families in need by donating to the H2O Help to Others program. The program is administered for Kentucky American Water by Dollar Energy Fund in order to assist eligible customers in financial distress with their water bill payments.

The program is funded by donations from American Water shareholders and individuals. To make a donation, customers may add a contribution to their water bill payments, checking off the H2O Help to Others box on the back of their Kentucky American Water bill, or they may donate directly to the program via Dollar Energy Fund’s website at <https://www.dollarenergy.org/donate/>. When donating online, contributors should select “Kentucky Utility Assistance Program”.

Kentucky American Water customers eligible for H2O Help to Others Program assistance must have a total gross household income at or below 200 percent of the Federal Poverty Income Guidelines, must have paid at least \$25 toward their water bill in the previous 180 days and must have an outstanding balance of at least \$50. Customers that have been placed on payment plans or have incurred a large balance due to a leak are eligible to apply as well. Customers may apply for assistance at any of the following social service agencies in the region:

Bourbon County Senior Center

2 Bank Row/PO Box 159
PO Box 159
Paris, KY 40361
859-987-7453

Clark County Outreach Office

32 Meadow Street
Winchester, KY 40391
859-744-3235

- more -



KENTUCKY
AMERICAN WATER

Low Income Program Helps Families In Need With Water Bill Payments

Catholic Charities of the Diocese of Lexington, Inc.

1310 West Main Street
Lexington, KY 40509
859-253-1993

Lexington Senior Center

1530 Nicholasville Road
Lexington, KY 40503
859-278-6072

Jessamine County Community Development Office

213 South Main Street
Nicholasville, KY 40356
859-885-3512

Meeting the Needs Ministry

2340 Highway 127 North
Owenton, KY 40359
502-484-4017

Northern Kentucky Community Action Commission

109 West Main Street
Owenton, KY 40359
502-484-2116

Scott County Community Development Office

340 East Washington St
Georgetown, KY 40324
502-863-9403

Woodford County Community Development Office

285 Beasley Road
Versailles, KY 40383
859-873-8182

- more -



KENTUCKY
AMERICAN WATER

Low Income Program Helps Families In Need With Water Bill Payments

Customers with questions may also contact Kentucky American Water's customer service center at 1-800-678-6301.

Founded in 1983, Dollar Energy Fund is a 501(c)3 organization whose mission is to improve the quality of life for households experiencing hardships by providing utility assistance and other services that lead to self-sufficiency. For more than 35 years, Dollar Energy Fund has served the limited-income community by providing more than \$148 million in utility assistance grants to more than 539,000 low-income families and individuals.

About Kentucky American Water

Kentucky American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately half a million people. Visit www.kentuckyamwater.com and follow Kentucky American Water on Twitter and Facebook.

About American Water

With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,100 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to over 14 million people in 45 states and Ontario, Canada. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

- end -

Client	Saved as	Date
Cart	Station(s)	AE Title
<u>PRODUCTION</u>	<u>TIME</u>	<u>COPY (Double Spaced – ALL CAPS – 11 point font size)</u>
	-	HERE’S A TIP FROM KENTUCKY AMERICAN WATER. DO YOU
	-	KNOW SOMEONE WHO IS STRUGGLING TO PAY THEIR WATER
	-	BILL? KENTUCKY AMERICAN WATER CUSTOMERS MAY
	10	QUALIFY FOR ASSISTANCE THROUGH OUR H-2-0 HELP TO
	-	OTHERS ASSISTANCE PROGRAM. VISIT KENTUCKY A-M-WATER
	-	DOT COM TO LEARN MORE.
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Examples of Social Media Postings



What's your holiday season wish? Add your own caption to the picture and we will donate \$2 on your behalf to the H2O Help to Others Program. You'll be helping less-fortunate customers and easily adding cheer! (Make sure to use the link to make your donation count)

Caption Here: <http://bit.ly/185Ga8p>

Remember this photo? This was our "Holiday Wish" photo that received many captions from our Facebook community over the holidays. Many people like you wrote entertaining captions such as "Give...me...the ...carrot," and "My nose says it's dinner time" to "Hey, Frosty!...He knows when you've been naughty!"...all to help generate additional funds for our H2O Help to Others program. This program assists eligible customers pay their water bills during a time of need. We contribute \$60,000 to this fund annually, and with your help, we were able to raise an additional \$1,000 in funding. In a typical year almost one thousand eligible households receive assistance to help keep the water flowing. For more information on the H2O Help to Others Program please visit our website at www.kentuckyamwater.com Thank you for helping make the holidays happier for many deserving customers!



Our H2O Help to Others program helps limited-income families with payment of their water bills. Funds for the program are made possible by shareholder donations and donations from customers. Learn more at <http://bit.ly/1AzN703>.

**Struggling to pay
your water bill?
Maybe we can help.**





Know someone struggling to pay their water bill? They may qualify for assistance through our H2O Help to Others program. <http://bit.ly/1Yq6yTY>

Do you know about our H2O Help to Others Program? This program offers assistance for income-eligible customers who find themselves unable to pay their water bills. If you'd like to learn more, visit: <http://ow.ly/RA2f50mxhsT>

If you are a customer that would like to make an online donation to the program, you can do so by visiting: <http://ow.ly/45pW50mxhsQ>.



Having trouble paying your water bill? You may be eligible to participate in our H2O Help to Others program. Click here to read more: <https://amwater.com/kyaw/customer-service-billing/low-income-program>

An advertisement for the H2O Help to Others Program. It features a photograph of a young woman with glasses and a polka-dot shirt smiling and looking at a document with an elderly woman with white hair and glasses. A small green water drop icon with hands shaking is in the top right corner. The text reads: "WATER BILL PAYMENT ASSISTANCE", "We offer the H2O Help to Others Program for income-eligible customers who find themselves unable to pay their water bills. Visit the Customer Service & Billing page on our website to see if you qualify for assistance.", and the Kentucky American Water logo with the tagline "WE KEEP LIFE FLOWING".

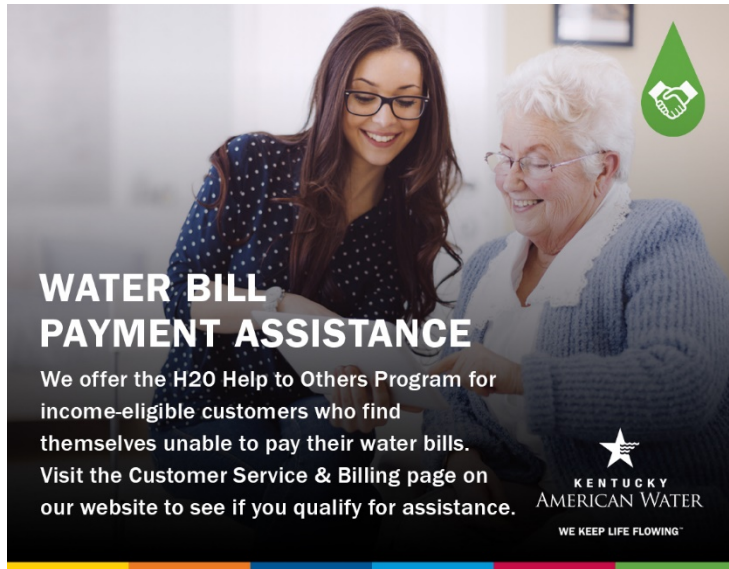
**WATER BILL
PAYMENT ASSISTANCE**

We offer the H2O Help to Others Program for income-eligible customers who find themselves unable to pay their water bills. Visit the Customer Service & Billing page on our website to see if you qualify for assistance.

**KENTUCKY
AMERICAN WATER**
WE KEEP LIFE FLOWING™


For more info on our H2O Help to Others program, click here: <https://amwater.com/kyaw/customer-service-billing/low-income-program>

Promotion of Program on Customer Bills



**WATER BILL
PAYMENT ASSISTANCE**

We offer the H2O Help to Others Program for income-eligible customers who find themselves unable to pay their water bills. Visit the [Customer Service & Billing](#) page on our website to see if you qualify for assistance.

**KENTUCKY
AMERICAN WATER**
WE KEEP LIFE FLOWING™



WE KEEP LIFE FLOWING™

Service Address:

LEXINGTON, KY 40516-9685



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Our contact information for you is not up to date. Having accurate phone numbers and emails for our customers is critical if we need to reach you in an emergency. Updating your information is simple on My Account at amwater.com/myaccount.
Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.

For more information, visit www.kentuckyamwater.com

Monthly Statement

Account No. [Redacted]
Total Amount Due: \$29.14
Payment Due By: July 5, 2019

Billing Date: June 18, 2019
Service Period: May 16 to Jun 17 (33 Days)
Total Gallons: 2,800

Account Summary - See page 3 for Account Detail

Table with 2 columns: Description and Amount. Rows include Prior Billing (\$25.73), Payments - Thank You! (- \$25.73), Balance Forward (= \$0.00), Service Related Charges (+ \$27.49), Taxes (+ \$1.65), and Total Amount Due (= \$29.14).

View your account information or pay your bill anytime at: www.amwater.com/MyAccount

Pay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may apply

Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm - Emergencies 24/7

Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records.



Service to: LEXINGTON, KY 40516-9685

PO Box 790247
St Louis, MO 63179-0247

Account No. [Redacted]
Total Amount Due: \$29.14
Payment Due By: July 5, 2019

If paying after 7/5/19, pay this amount: \$30.60

Amount Enclosed \$

LEXINGTON, KY 40516-9685

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247


Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2018 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2018 annual water quality report or to request a paper copy call 800-678-6301.
- This summer, every drop counts. For tips on how to make water conservation a part of your daily routine, visit www.kentuckyamwater.com



Collect rain water in a rain barrel and use it to water your outdoor plants.








CUSTOMER SERVICE

1-800-678-6301






HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service number listed above)

SERVICES

-  **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.
-  **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
-  **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.

EXPLANATION OF OTHER TERMS

-  **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
-  **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
-  **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
-  **Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckyamwater.com. Under Customer Service & Billing, select Your Water Rates.
-  **Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$_____ with my payment.

I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
██████	100 gal	5/8"	05/16/2019	06/17/2019	151 (A)	179 (A)	28	28.00	2,800

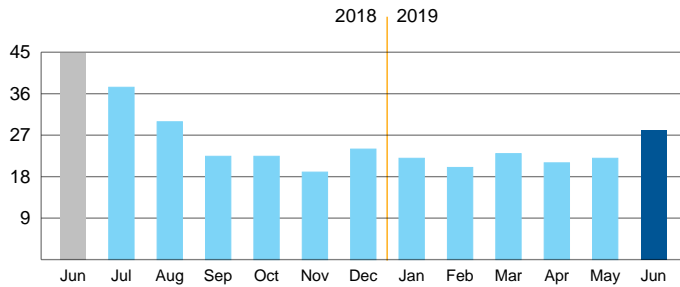
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 2,800

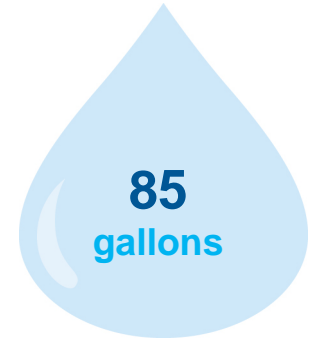
Billed Usage History (graph shown in 100 gallons)

- 2,800 gallons = usage for this period
- 4,488 gallons = usage for same period last year



Next Scheduled Read Date: on or about July 16, 2019
Account Type: Residential

Average daily use for this period is: (33 days)



Year to Date Billed Usage: 13,600 gallons

Account Detail

Account No. ██████████

Service To: ██████████	
Prior Billing	25.73
Payments	-25.73
Total payments as of May 30. Thank you!	
Balance Forward	0.00
Service Related Charges - 05/16/19 to 06/17/19	
Water Service	26.66
Water Service Charge	12.49
Water Usage Charge (28 x \$0.5059)	14.17
Other Charges	0.83
KRA Withdrawal Fee (28 x \$0.0296)	0.83
Total Service Related Charges	27.49
Taxes	1.65
Franchise Taxes (\$27.49 x 3.000%)	0.83
School District Tax (\$27.49 x 3.000%)	0.82
Total Current Period Charges	29.14

Total Amount Due



\$29.14

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M–F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

For more information about your charges and rates, please visit: <https://amwater.com/kyaw/rates>

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GET TO KNOW KENTUCKY AMERICAN WATER

AN AMERICAN COMPANY

American Water is an American owned and operated company, and has been for all but six of its more than 130 years of existence.



PROVIDING QUALITY, RELIABLE WATER AND WASTEWATER SERVICES IN 14 COUNTIES

Kentucky American Water is an investor-owned utility based in Lexington, Ky., that provides quality, reliable drinking water service to approximately half a million people in portions of 13 counties. We also provide quality, reliable wastewater services to approximately 1,400 customers in portions of four counties.

SERVING KENTUCKY FOR MORE THAN 130 YEARS

The company's roots date back to 1885 when the utility began operations as the Lexington Hydraulic and Manufacturing Company – a company started by three Lexington businessmen to address the community's need for a water works system. The company's name changed to Lexington Water Company in 1922 and then Kentucky American Water in 1973. The utility has remained an investor-owned utility since its establishment.

Kentucky American Water became part of what is known today as American Water in 1927. Today, the company remains a wholly owned subsidiary of American Water (NYSE:AWK), the largest publicly traded U.S. water and wastewater utility. Headquartered in Camden, N.J., American Water employs 7,100 professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 14 million people in 46 states.

LOCALLY MANAGED WITH ACCESS TO NATIONAL RESOURCES AND EXPERTISE

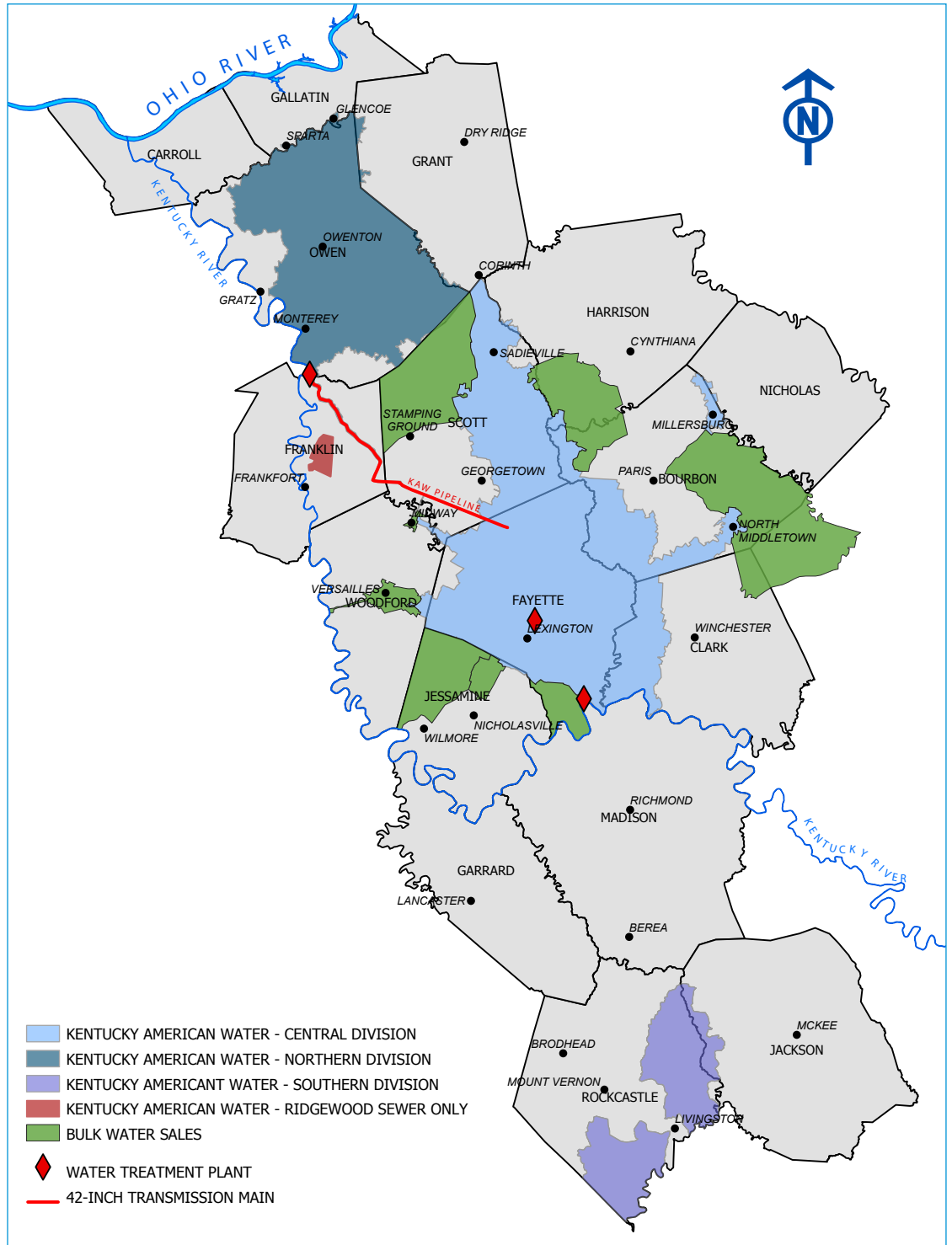
Kentucky American Water is locally managed, but as part of a national company, also enjoys unique benefits such as access to the best practices and expertise of American Water utilities across the country. It also realizes savings through higher volume purchasing contracts for materials and supplies, and benefits from other shared resources available to American Water subsidiaries.

CONTACT US

1-859-268-6326

kentuckyamericanwater@amwater.com

WHERE WE SERVE



TODAY'S OPERATIONS

Kentucky American Water primarily uses the Kentucky River at pools 3 and 9 as its sources of water supply, as well as Jacobson Reservoir (Reservoir #4) in Lexington. We operate three water treatment plants (two in Fayette County and one in Owen County), five wastewater plants (in Franklin County, Millersburg, North Middleton, Owenton and at Rockwell Village in Clark County), and own and maintain more than 2,200 miles of water main.

QUICK FACTS

COUNTIES IN SERVICE
AREA: 14

EMPLOYEES: 150

POPULATION SERVED:
500,000

WATER CUSTOMERS:
130,000+

WASTEWATER
CUSTOMERS: 1,400

WATER TREATMENT
FACILITIES: 3

WASTEWATER
TREATMENT
FACILITIES: 5

STORAGE TANKS: 30

VALVES: 30,000+

FIRE HYDRANTS:
8,800+

MILES OF PIPELINE:
2,200+

PRIMARY SOURCES
OF WATER SUPPLY:
Kentucky River (pools
3 & 9), Jacobson
Reservoir

HEADQUARTERS:
2300 Richmond Rd.
Lexington, KY



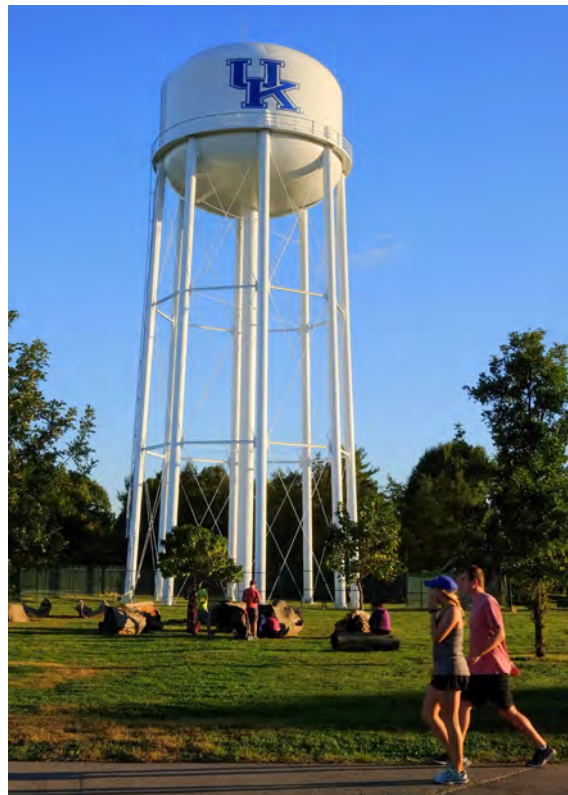
COMMITMENT TO AWARD-WINNING WATER

We are committed to providing quality water service. We operate laboratories in three of our water treatment facilities, and also have access to American Water's national laboratory in Belleville, Ill., which is one of the most advanced water quality laboratories in the United States.

Our water quality results have been nationally recognized with Directors Awards for participation in the U.S. EPA's Partnership for Safe Water. Our plants earned this prestigious award for ongoing efforts to achieve water quality levels that surpass federal and state drinking water standards. The quality of the water we provide our customers is not just good – it's exceptional.

CONSISTENT INVESTMENT IN WATER SYSTEM INFRASTRUCTURE

Our team continuously monitors, maintains and upgrades our facilities to ensure that they operate efficiently and meet all regulatory standards. This requires investing in our water system, including treatment plants, distribution system pipes, tanks, pump stations, fire hydrants and metering equipment. Kentucky American Water invests more than \$25 million annually in capital improvements.



OUR REGULATORS

The Kentucky Public Service Commission regulates our rates and service through thorough, transparent procedures. We also meet stringent guidelines of federal, state and local authorities, including the U.S. Environmental Protection Agency and the Kentucky Division of Water.

STAY IN TOUCH

Learn more about Kentucky American Water on our website at kentuckyamwater.com. You will also find us on Facebook, Twitter and Instagram.



COMMITTED TO GIVING BACK

We take an active part in the communities we serve by giving back to charitable, educational, economic development and civic organizations and causes. We also take an active role in the communities we serve through in-kind donations and employee volunteerism efforts.



We care about our customers and offer a water bill payment assistance program, H2O Help to Others, to assist customers with limited incomes who are experiencing financial crisis. The program is primarily funded through our annual corporate donation from shareholders, but customers and others may contribute, too.



DEDICATED TO PRESERVING THE ENVIRONMENT

Environmental leadership is one of our core values, and as a utility that is involved with a precious, natural resource every day, we take this commitment seriously. We are involved in numerous environmental programs and initiatives, such as our own grant program and Ripple Effect Scholarship Program, as well as the Ky EXCEL environmental leadership program, Kentucky River Sweep, Adopt-a-Highway and more.



2300 Richmond Road
Lexington, KY 40502



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.



WELCOME TO KENTUCKY AMERICAN WATER

HOW TO REACH US

We can be reached at our Customer Service Center: 1-800-678-6301.

Hours: 7 a.m.–7 p.m.

For emergencies, we're available 24/7.



WILL MY RATES CHANGE?

Your water rates will not change with this transaction but some fees and practices will be adjusted.

A detailed rate sheet is available on Kentucky American Water's website at www.kentuckyamwater.com in the Customer Service & Billing section under Your Rates.

KENTUCKY AMERICAN WATER IS PLEASED TO BE YOUR NEW WATER SERVICE PROVIDER.

Kentucky American Water is now the water service provider for all customers previously served by Eastern Rockcastle Water Association. As a subsidiary of American Water, the largest U.S. publicly traded water utility, Kentucky American Water provides water service to approximately a half-million people in portions of 13 Kentucky counties and provides wastewater service in portions of four. We strive to provide excellent quality service to our customers, and look forward to serving you.

PAYING YOUR BILL

We offer several convenient ways to pay your monthly water bill.



Automatic Payment & Paperless Billing: With Auto Pay, your bill will be paid on time, every time, directly from your checking or savings account. You can also enroll in paperless billing. Sign up today through My Account at amwater.com/myaccount. Be sure to have your account number handy.



Pay by Mail: Using the envelope provided with your bill, send your payment with the payment stub to: Kentucky American Water, P.O. Box 790247, St. Louis, MO 63179-0247. No cash, staples or paper clips, please.



Pay In Person: Pay your bill in person at 9226 Main Street, Suite A, in Livingston, Monday through Friday from 8 a.m. to 4:30 p.m. Other locations accepting Kentucky American Water bill payments can be found on our website at www.kentuckyamwater.com in the Customer Service & Billing section.



Pay Online: Visit amwater.com/billpay.* Be sure to have your 16-digit account number handy.



Pay by Phone: If you do not have questions about your bill, you can call **1-855-748-6066** to pay by phone using your Visa or MasterCard.* Be sure to have your account number handy.

***NOTE:** Our payment partner, Paymentus, charges \$1.95 per transaction for e-check, credit card and debit card payments. Want to avoid the transaction fee? There is no charge to pay by e-check through My Account. Visit amwater.com/myaccount to register.

STAY IN TOUCH

Learn more about Kentucky American Water on our website at www.kentuckiamwater.com. You will also find us on Facebook and Twitter.



CUSTOMER ADVOCATE OFFICE

If you ever experience an issue that needs to be escalated from our regular customer service team, please contact our Customer Advocate Office in Lexington at 1-859-269-2386 and select option "6." This office is available Monday through Friday from 8 a.m. to 4:30 p.m.

CUSTOMER RESPONSIBILITY

As a Kentucky American Water customer, you are responsible for any water lines between your home or business and the water meter. Kentucky American Water is only responsible for the water lines that it owns. Kentucky American Water does not locate leaks on or make repairs to water lines that are the responsibility of the customer.

WATER BILL PAYMENT ASSISTANCE PROGRAM

We offer our H2O - Help to Others Program for income-eligible residential customers who find themselves unable to pay their water bills. Assistance is available if funds permit and if a customer meets the program guidelines. The maximum grant is \$125. Qualifying customers may receive one grant per calendar year. Agencies may make exceptions in extreme situations if funds permit.



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.



WELCOME TO KENTUCKY AMERICAN WATER

KENTUCKY AMERICAN WATER IS PLEASED TO BE YOUR NEW WATER SERVICE PROVIDER.

Kentucky American Water is now the service provider for all water and wastewater customers previously served by the City of North Middletown. As a subsidiary of American Water, the largest U.S. publicly traded water utility, we provide water service to approximately half a million people in portions of 13 Kentucky counties and wastewater service to customers in portions of four counties.

We strive to provide excellent quality service to our customers, and look forward to serving you.

PAYING YOUR BILL

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Pay by Phone: If you do not have questions about your bill, you can call **1-855-748-6066** to pay by phone using your Visa or MasterCard.* Be sure to have your account number handy.

HOW TO REACH US

We can be reached at our
Customer Service Center:
1-800-678-6301.

Hours: 7 a.m.–7 p.m.

For emergencies,
we're available 24/7.

***NOTE:** Our payment partner, Paymentus, charges \$1.95 per transaction for e-check, credit card and debit card payments. Want to avoid the transaction fee? There is no charge to pay by e-check through My Account. Visit amwater.com/myaccount to register.

STAY IN TOUCH

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CUSTOMER ADVOCATE OFFICE

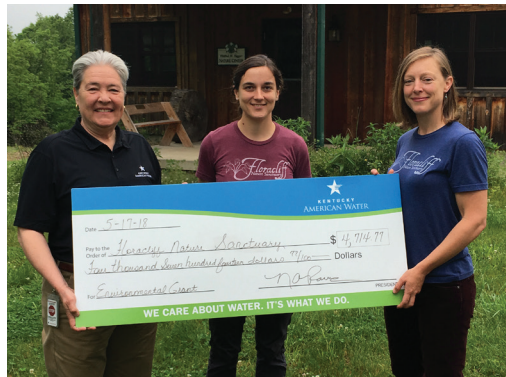
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SERS_Workflow Tasks - All Tasks x Kentucky > Customer Service & Billing x

amwater.com/kyaw/customer-service-billing/low-income-program

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LOW INCOME PROGRAM

We offer the H2O Help to Others Program for income-eligible customers who find themselves unable to pay their water bills.

Residential customers qualify for assistance if funds permit and if they meet the following guidelines:

- Customer's total gross household income must be at or below 200% of the 2019 Federal Poverty Income Guidelines.
- The customer must have paid at least \$25 toward their water bill in the 180 days prior to applying for assistance.
- Customer must have a balance of at least \$50 outstanding on account.
- Customers who are experiencing financial crisis and meet the guidelines above may apply for assistance. This includes customers who are on payment plans and having difficulty making their payments, as well as customers who have been billed for a leak and have incurred a large balance.

The maximum grant is \$125 and qualifying customers may receive one grant per calendar year. Agencies may make exceptions in extreme situations.

For a list of agencies who participate in the program, click [here](#) and enter your zip code. If you do not see an agency in your area please call our customer service team at 1-800-678-6301.

Want to donate to the H2O Help to Others Program?
Customers can check the box on the back of their bill to add funds to their water bill payment.

Anyone can make a donation online by visiting www.dollarenergy.org and selecting a donation to Kentucky's H2O Help to Others Program. Dollar Energy Fund manages the program's donations and grants for Kentucky American Water.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2019-00366
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: Susan L. Lancho

- 9.** State whether the Utility or the agency that administers the HEA program measures how applicants learned of the HEA program and, if so, provide the data for the last full program year.

Response:

Neither Kentucky American Water nor Dollar Energy Fund measures how applicants learned of the HEA program.