

**KENTUCKY-AMERICAN WATER COMPANY  
CASE NO. 2020-00085  
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

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**Witness: Elaine Chambers**

1. Provide the utility's current number of customers and the date used for that determination.

**Response:**

Kentucky-American Water Company's current customer count was 135,750 as of 5/31/2020.

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**Witness: Elaine Chambers**

2. If applicable, provide the utility's current number of customers per class.

**Response:**

Please refer to KAW\_R\_PSCDR1\_NUM\_002\_072120\_Attachment for the number of customers by class.

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**CASE NO. 2020-00085**  
**COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

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**Witness: Elaine Chambers**

3. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers for:
- a. 2017 as a year, not each month;
  - b. 2018 as a year, not each month;
  - c. 2019 as a year, not each month; and
  - d. Each month in 2020.

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

**Response:**

Please refer to KAW\_R\_PSCDR1\_NUM\_003\_072120\_Attachment.

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**CASE NO. 2020-00085**  
**COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

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**Witness: Elaine Chambers**

4. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers in each class for:
- a. 2017 as a year, not each month;
  - b. 2018 as a year, not each month;
  - c. 2019 as a year, not each month; and
  - d. Each month in 2020.

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

**Response:**

Please see the attachment KAW\_R\_PSCDR1\_NUM\_003\_072120. This information is not currently available by class absent additional system programming.

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**Witness: Elaine Chambers**

5. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers for:
- a. 2017 as a year, not each month;
  - b. 2018 as a year, not each month;
  - c. 2019 as a year, not each month; and
  - d. Each month in 2020.

**Response:**

Please refer to KAW\_R\_PSCDR1\_NUM\_005\_072120\_Attachment.

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**CASE NO. 2020-00085**  
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**Witness: Elaine Chambers**

6. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers in each class for:
- a. 2017 as a year, not each month;
  - b. 2018 as a year, not each month;
  - c. 2019 as a year, not each month; and
  - d. Each month in 2020.

The difference between request 3 and request 5, and request 4 and request 6 should provide the average arrearage for all customers and for each class, respectively.

**Response:**

Please refer to the response to discovery request 1-5. This information is not currently available by class absent additional system programming.

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**Witness: Elaine Chambers**

7. Explain how the utility calculates bad debt.
- a. Explain the decision criteria governing when the utility writes off bad debt.
  - b. Provide the monthly bad debt write-offs for each month in 2018, 2019, and 2020.
  - c. If the utility has changed its calculation or determination of bad debt in the past two years, explain its previous calculation or determination of bad debt and the reason for the change.

**Response:**

The Company's treatment of bad debt is explained in parts a, b, and c below.

- a. Invoice payments are due 15 days after the invoice date for Kentucky-American Water Company. The aging of customer account balances begins 1 day after the invoice due date. Customer account balances are classified as "Current" prior to the invoice due date. Once a customer account becomes delinquent, a standardized 7-step dunning process commences as follows:
  - 1) Disconnect Notice to Customer – Day 21 (Due Date + 6 days)
  - 2) 1<sup>st</sup> Party Agency Placement – Day 25 (Due Date + 10 days)
  - 3) Disconnect Order is generated – Day 32
    - a. If a disconnect order is not completed within 14 days, the account will automatically restart the dunning process once the new bill becomes past due. Disconnect orders are typically not completed due to curb box repairs (i.e. inaccessible meters) and expired orders. Final bill is generated 7 days after the account has been disconnected.
  - 4) Final Bill Due – 15 Days after final bill issued.
  - 5) 3<sup>rd</sup> Party Agency Letter – Final bill due date + 10 days.
  - 6) 3<sup>rd</sup> Party Placement – Final bill due date + 17 days.
  - 7) Perform Write-off – Final bill due date + 90 days.

In the event that payment is not received for a customer account within 90 days of the final bill due date, the Customer Relationship & Billing system will automatically write off those accounts with balances under \$50,000. For customer accounts with balances over \$50,000, a Business Process Exception Management ("BP EM") case will be generated and sent to Credit & Collections. Credit & Collections will forward to the appropriate Finance Manager (determined by the respective state) to decide on

whether or not to write the account off. The Finance Manager will instruct Credit & Collections with the appropriate action, typically via email.

- b. Please refer to KAW\_R\_PSCDR1\_NUM\_007\_072120\_Attachment for the monthly bad debt write-offs for 2018, 2019 and YTD May 2020.
- c. Excluding suspending disconnections starting March 16<sup>th</sup> for the current state of emergency related to the novel coronavirus COVID-19, the Company has not changed the process described in part a. of this discovery request. Bad debt will be written off for most disconnections 90 days after the final bill due date.



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- 8.** Assuming the Commission's moratorium on disconnections was not in effect, provide the number of customers in each class that would be subject to disconnection and the date used for this determination.

**Response:**

Please refer to KAW\_PSCDR1\_NUM\_008\_072120\_Attachment.

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**Witness: Elaine Chambers**

- 9.** Provide the percent of customers, by class, that pay on time for:
- a. 2017 as a year, not each month;
  - b. 2018 as a year, not each month;
  - c. 2019 as a year, not each month, and
  - d. Each month in 2020.

**Response:**

Please refer to KAW\_R\_PSCDR1\_NUM\_009\_072120\_Attachment.

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**Witness: Elaine Chambers**

- 10.** Provide the following information for January 1, 2015, until December 31, 2019. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Further, provide the following information by class.
- a. Provide monthly totals of service termination notices issued to customers only for nonpayment of bills.
  - b. Provide monthly totals of service terminations for customers only for nonpayment of bills.
  - c. Provide the total number of customers for each month.

This information should be provided so as not to duplicate customer counts. The information requested in this request should be presented similarly to the residential-only information provided in Case No. 2019-00366.<sup>2</sup> For reference, refer to Louisville Gas and Electric Company and Kentucky Utilities Company's response to Post-Formal Conference Request for Information filed with the Commission on March 6, 2020.

**Response:**

- a. Please refer to attachment KAW\_R\_PSCDR1\_NUM\_010\_072120\_Attachment\_a\_b for monthly totals of service termination notices.
- b. Please refer to attachment KAW\_R\_PSCDR1\_NUM\_010\_072120\_Attachment\_a\_b for monthly totals of service termination.
- c. Please refer to attachment KAW\_R\_PSCDR1\_NUM\_010\_072120\_Attachment\_c for the total number of monthly water customers by class, sewer customers by class, and water and sewer customers by class for years 2015, 2016, 2017, 2018 and 2019.

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<sup>2</sup> Case No. 2019-00366, *Electronic Investigation Into Home Energy Assistance Programs Offered by Investor-Owned Utilities Pursuant to KRS 2778.285(4)* (Ky. PSC May 4, 2020).

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**Witness: Elaine Chambers**

- 11.** Provide the total income received from late payment fees for:
- a. Each month in 2017;
  - b. Each month in 2018;
  - c. Each month in 2019; and
  - d. Each month in 2020.

**Response:**

Please see KAW\_R\_PSCDR1\_NUM\_011\_072120\_Attachment for the monthly late payment fees for years 2017, 2018, 2019 and through May of 2020.

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**Witness: Elaine Chambers**

- 12.** Quantify the amount of late payment fees the utility would have assessed since March 16, 2020, absent the Commission's directive.

**Response:** Please refer to KAW\_R\_PSCDR1\_NUM\_012\_072120\_Attachment.

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**Witness: Elaine Chambers**

- 13.** Provide copies of all general communication provided to customers regarding arrearages, late payments, payment plans, etc. since March 16, 2020. Customer-specific communication is excluded from this request.

**Response:**

Kentucky American Water has provided communication to its customers through billing statements, emails, social media, its website, news releases and radio advertisements. Please refer to KAW\_R\_PSCDR1\_NUM\_013\_072120\_Attachment 1 for communications except social media. Please refer to KAW\_R\_PSCDR1\_NUM\_013\_072120\_Attachment 2 for social media.

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## KENTUCKY AMERICAN WATER RESPONSE TO COVID-19

Dear Kentucky American Water Customer:

We hope this email finds you and your family well.

At Kentucky American Water we work hard every day to deliver clean, safe, reliable, and affordable water services because our customers deserve nothing less. We wanted to inform you of measures we are taking to assist our customers and employees during the COVID-19 crisis.

### WE HAVE A PLAN

Kentucky American Water has activated our business continuity plan to strengthen our ability to provide reliable, high-quality service to our customers, continue to deliver water and wastewater services that meets all federal and state drinking water standards, and protect our employees and customers during this public health crisis.

### WE WON'T SHUT OFF YOUR WATER

Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs. We will continue to evaluate this suspension period and remain in compliance with state orders. Please note that your water service may be temporarily interrupted for planned and unplanned work that may be performed in your area. However, you will receive advance notice of any planned service interruptions, and we will strive to keep interruptions to a minimum.

For your safety and the safety of our employees, we ask that you do not approach our employees while they are performing this work. We request that you follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#).

### WE'LL WORK WITH YOU

Kentucky American Water has also suspended late fees until further notice. If you're experiencing a financial hardship, please call **800-678-6301** to discuss your eligibility to enter into a payment arrangement.

### WE'VE IMPLEMENTED SOCIAL DISTANCING

For employee and customer safety, Kentucky American Water has also closed all customer payment locations. Customers can pay online or by phone or through their bank's bill payment process. Customers can also pay at the payment drop box, located at our main office on Richmond Road in Lexington. Customers in Rockcastle County can also use the drop box payment option at the Livingston office.

Customers may also pay by [visiting our site](#).

As a friendly reminder: Please make sure to update your emergency contact information on your [MyWater account](#).

For your safety and the safety of our employees, we ask that you do not approach our employees when you see them working in the field. We request that you follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#). We have suspended all non-emergency in-home appointments. Contact with customers during emergency in-home appointments will be limited.

### WE HAVE DRINKING WATER SAFETY INFORMATION

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

### WE CARE

American Water and the American Water Charitable Foundation announced a \$100,000 contribution to Feeding America to support food banks across the country. The Foundation will also match employee donations to Feeding America, or other eligible organizations, up to \$1,000 per employee, in accordance with its matching gift guidelines.

### ADDITIONAL CORONAVIRUS INFORMATION

For additional information about the coronavirus, please visit:

- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)

As always, thank you for your trust in Kentucky American Water as we continue to provide you with safe, clean, reliable water and wastewater services.



SERVICE.  
ONE MORE WAY  
WE KEEP LIFE FLOWING.



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## AN UPDATE TO OUR RESPONSE ABOUT COVID-19

At Kentucky American Water, we remain committed to keeping you informed as we continue our work to deliver clean, safe and reliable water service to you during the COVID-19 public health emergency.

### WE HAVE A PLAN

Kentucky American Water has activated our business continuity plan to strengthen our ability to continue to provide reliable, high-quality service to our customers. We continue delivering drinking water service that meets water quality standards, providing wastewater services and protecting our employees and customers during this public health emergency. We are confident that our preparedness efforts and the extraordinary efforts of our employees will enable us to successfully continue operations.

The current health emergency is a rapidly developing and changing situation. We are working to provide our customers and communities with water and wastewater services during this time, all while protecting the health and safety of our employees. Many of our employees are working double duty, not only taking care of you, our customers, but their own families as well. They are dedicated and know the essential service that they provide plays a critical role, given the importance of personal hygiene in preventing the spread of the coronavirus.

### WE KEEP SERVICE FLOWING

Over time, you may see Kentucky American Water field service representatives and crews performing needed tasks to keep our operations running. However, for the safety of our employees and our customers, we have suspended and/or scaled back other non-emergency work for the time being. Kentucky American Water continues to conduct its work in coordination and compliance with all federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will do so in a way so that we are able to continue to provide water and wastewater services.

Below are the actions we have taken to continue to help our customers and communities through this crisis:

- **KEEPING THE WATER ON** – Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs. We will continue to evaluate this suspension period and remain in compliance with state orders. Please note that your water service may be temporarily interrupted for planned and unplanned work that may be performed in your area.
- **TURNED WATER SERVICE BACK ON** – For customers who were previously shutoff for non-payment, we've reinstated water service. This includes customers whose water service was turned off for non-payment of sewer service, even if Kentucky American Water is not the sewer service provider.
- **SUSPENDED LATE FEES** – We have suspended late fees until further notice. If you're experiencing a financial hardship, please call 1-800-678-6301 to discuss your eligibility to enter into a payment arrangement.
- **IMPLEMENTED SOCIAL DISTANCING** – As mentioned above, you may see our employees and crews performing work. **For your safety and the safety of our employees, we ask that you do not approach our employees.** We request that you follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#).
- **PROTECTING YOU** – We have suspended shutoffs during this public health emergency. If you are contacted by a person claiming to represent Kentucky American Water and they are threatening to shut off your service, then please hang up. You can call us back directly at 1-800-678-6301.
- **HELPING OUR COMMUNITIES** – American Water and the American Water Charitable Foundation announced a \$100,000 contribution to Feeding America to support food banks across the country. The Foundation will also match employee donations to Feeding America, or other eligible organizations, up to \$1,000 per employee, in accordance with its matching gift guidelines.
- **UPDATING YOUR CONTACT INFORMATION** – **Many customers have visited our [MyWater customer portal](#) to update their emergency contact information. If you have not done so, please take a moment to ensure your information is accurate.**

### DON'T FLUSH WIPES!

With hand hygiene at the top of everyone's minds and toilet paper in high demand, many households are increasing their use of sanitizing wipes and "flushable" wipes. Please do not flush wipes down the toilet. Flushing wipes, paper towels, or other paper products not intended for use in wastewater systems down the toilet can lead to sewer backups and in-home plumbing issues which may be expensive to repair. Even wipes labeled as "flushable" or "biodegradable" can cause backups for sewer utilities and headaches for homeowners. Watch this ["12 Things That Should Never Go Down Your Drain" video](#).



### ADDITIONAL WATER & WASTEWATER SAFETY INFORMATION

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

### ADDITIONAL CORONAVIRUS INFORMATION

For additional information about the coronavirus, please visit:

- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)

We will keep you updated on our actions as this national public health emergency evolves. For more information on our pandemic preparedness and response, as well as customer service options, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com).

Stay healthy and safe. Thank you.



[www.kentuckyamwater.com](http://www.kentuckyamwater.com)

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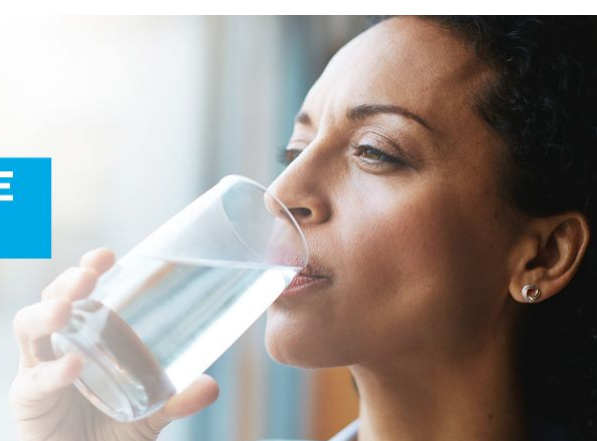
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## AMERICAN WATER RESPONSE TO COVID-19 UPDATE



WE KEEP LIFE FLOWING™



### AN UPDATE ABOUT COVID-19

At Kentucky American Water, we remain steadfast in our commitment to keeping you informed as we work to deliver clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency.

### NEW UPDATES

**CUSTOMER ASSISTANCE PLANS** – We continue to offer our H2O Help to Others Program for income-eligible customers who find themselves unable to pay their water bills. Click [here](#) for more information.

**HELPING OUR COMMUNITIES** – American Water and the American Water Charitable Foundation (AWCF) have made donations to help our customers and communities in need:

- \$300,000 to support a new community-focused COVID-19 Response Fund for local 501(c)(3) organizations in response to the coronavirus health emergency.
- \$100,000 to Feeding America to support food banks across the country. The AWCF will also match American Water employee donations, up to \$1,000 per employee.

### UPDATE YOUR CONTACT INFORMATION

– Please visit our MyWater customer portal to update your emergency contact information. If you have not done so, please take a moment to make sure your information is accurate. Customers can login or register at [MyWater](#).

#### Manage your account online with MyWater

MyWater is a secure way to manage your account during the current health environment and after the health emergency has passed. With MyWater, sign up for:

- PAPERLESS BILLING**
- AUTOMATIC PAYMENTS**
- EMERGENCY ALERTS**

[CLICK HERE TO REGISTER](#)

### WE HAVE A PLAN

Kentucky American Water is executing on its business continuity plans and providing reliable, high-quality service to our customers. We continue delivering drinking water that meets or exceeds water quality standards, providing wastewater services, and protecting our employees and customers during this public health emergency. We remain confident that our preparedness efforts and the extraordinary efforts of our employees enables us to successfully continue full operations.

### OUR PLAN TO HELP YOU

- **KEEPING THE WATER ON** – Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs and restored previously interrupted residential customer service. We will continue to evaluate this suspension period and remain in compliance with state orders. Please note that your water service may be temporarily interrupted for planned and unplanned work that may be performed in your area.
- **SUSPENDING LATE FEES** – We have suspended late fees until further notice. If you're experiencing a financial hardship, please call 1-800-678-6301 to discuss your eligibility to enter into a payment arrangement.
- **CONTINUING TO KEEP YOU INFORMED** – We hope you find this email useful and informative. You can also receive important information on our [website](#) or on [Facebook](#), [Twitter](#) and [Instagram](#).

### HOW YOU CAN HELP US

- **IMPLEMENT SOCIAL DISTANCING** – You may see our employees and crews hard at work. For your safety and the safety of our employees, we ask that you follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#) by keeping at least six feet (two meters) between our employees and you.
- **REPORT SCAMS** – We have suspended shutoffs during this public health emergency. If you are contacted by a person claiming to represent Kentucky American Water and they are threatening to shut off your service, **HANG UP**. You can call us directly at 1-800-678-6301 to report the incident.

### WE KEEP SERVICE & LIFE FLOWING

Kentucky American Water continues to conduct its work in coordination and compliance with all federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will do so in a way so that we may continue to provide water and wastewater services.

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

We will keep you updated on our actions as this national public health emergency evolves. For more information on our pandemic preparedness and response, as well as customer service options, visit [kentuckyamwater.com](#).

Stay healthy and safe. Thank you.



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## COVID-19 UPDATE



### AN UPDATE ABOUT COVID-19

At Kentucky American Water, we remain steadfast in our commitment to keeping you informed as we work to deliver clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency.

## SERVICE



### We Keep Service and Life Flowing

Kentucky American Water continues to conduct its work in coordination and compliance with all federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will do so in a way so that we may continue to provide water and wastewater services.

You may see our employees and crews hard at work. For your safety and the safety of our employees, we ask that you follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#) by keeping at least six feet (two meters) between our employees and you.



**As a reminder, our annual system flushing activity is going on now and will wrap up by the end of May, so you may see our employees opening hydrants to flush the water mains as they work through each area of our system.**

### Payment Options Available

For employee and customer safety, Kentucky American Water has closed its internal customer payment locations, but [other options for payment](#), including in-person payment options at some banks and grocery stores, remain available if you need them.

### Updating Your Contact Information

Many customers have visited our [MyWater customer portal](#) to update their emergency contact information. If you have not done so, please take a moment to ensure your information is accurate.

## COMMUNITY



### We're Here to Help - Customer Assistance Programs

Sometimes customers face circumstances that stretch their financial resources. Kentucky American Water is here to assist. Our customer service representatives will work with you on a plan to pay the balance of your bill over time. You may also be qualified to receive assistance through our [H2O Help to Others program](#). Call our customer service team at 1-800-678-6301 to learn more.

We hope you find this email useful and informative. You can also receive important information on our [website](#) or on [Facebook](#), [Twitter](#), and [YouTube](#).

We will keep you updated on our actions as this national public health emergency evolves. For more information on our pandemic preparedness and response, as well as customer service options, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com).

Stay healthy and safe. Thank you.



**KENTUCKY  
AMERICAN WATER**

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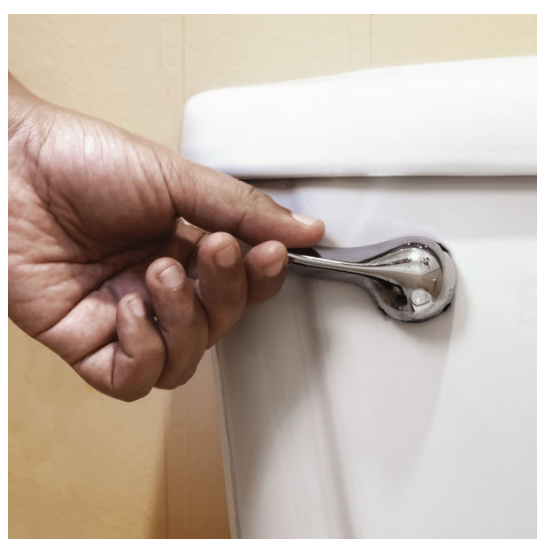
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As buildings reopen, businesses, school districts and property management teams will begin the process of restarting building systems that have been dormant for a significant amount of time. Building owners and operators are encouraged to adopt a proactive approach that includes proper flushing procedures, adjustment of hot water temperature, and proper maintenance of building plumbing and heating/cooling systems.

#### WHO SHOULD FLUSH

Facilities, schools or any buildings that have been dormant or closed for extended periods.



#### WHY TO FLUSH

Proper flushing of plumbing before reoccupying these buildings is essential to maintain water quality in the internal plumbing system and will help make sure water systems and equipment are in working order. Extended periods of inactivity can cause lead leaching or legionella growth. Taking proper steps can help minimize potential exposure to both these contaminants.

#### HOW TO FLUSH

The general purpose of flushing is to bring fresh water into all sections of the building. This requires running water through all fixtures long enough to replace stagnant water. The time needed to complete this will be location-specific and may range from a few minutes for smaller buildings to more than 30 minutes for larger or more complex plumbing systems. Consider the size and layout of your building when thinking about how long is appropriate to flush. Water quality indicators such as temperature change may be used, where possible, to indicate that fresh water has reached all fixtures within the plumbing system. When performing a flush, remember to continually monitor the facilities to avoid damage from leaks or flooding. Open fixtures should be monitored; obtain professional help where needed.

After bringing fresh water into the building, it is important to flush individual fixtures. The following is provided as a general guidance of flush times for water through different types of fixtures:

- **Toilets:** Flush at least twice.
- **Faucets:** Run both hot and cold water at full flow for at least 2 minutes. Longer times may be needed depending on location.
- **Showers:** Run both hot and cold water at full flow for at least 2 minutes. Longer times may be needed depending on location.
- **Other Appliances/Apparatus:** We recommend flushing other appliances and apparatus thoroughly, at full flow, bringing fresh water into the system. If you have an appliance such as a refrigerator or ice maker that has a filter, follow manufacturer's instructions to replace water filters after completion of flushing.

#### WHEN TO FLUSH

Flushing should be performed biweekly while the building is closed and the days immediately prior to opening.

#### FOR MORE INFORMATION

For more information, download our [Flushing Fact Sheet](#). You may also contact the U.S. Environmental Protection Agency's Safe Drinking Water Hotline at **1-800-426-4791** or visit:

- [Centers for Disease Control – Guidance for Building Water System](#)
- [U.S. Environmental Protection Agency – Flushing Best Practices](#)
- [American Water Works Association – Shutoffs and Return to Service](#)



**KENTUCKY  
AMERICAN WATER**

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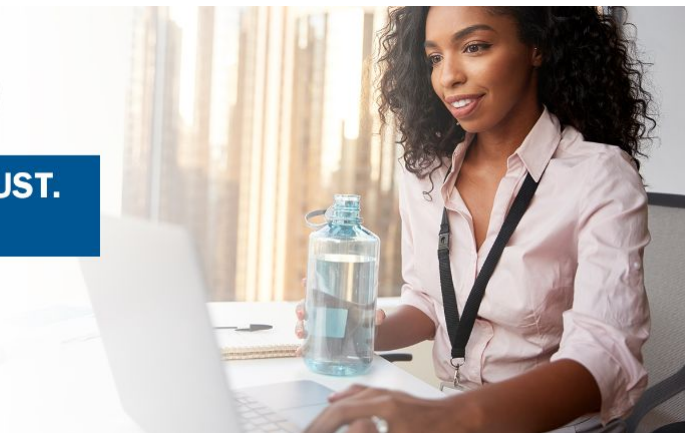
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**WATER QUALITY YOU CAN TRUST.  
THE RESULTS TO PROVE IT.**



Having access to safe, clean water is something that can be easily taken for granted. At Kentucky American Water, our top priority is providing safe, reliable drinking water to approximately half a million people.

### WATER QUALITY UNAFFECTED BY COVID-19

According to the U.S. Environmental Protection Agency, Centers for Disease Control and Prevention and the World Health Organization, the COVID-19 virus has not been detected in drinking water supplies. Our current treatment processes are effective in removing and/or inactivating viruses. Please know that you can use and drink water from the tap as usual.

### ABOUT YOUR WATER QUALITY

While coronavirus may be top of mind right now, at Kentucky American Water we continue our typical operations to provide quality water to our customers by doing the following:

- Adhering to rigorous requirements to safeguard customers.
- Conducting over 57,000 tests for about 100 potential analytes annually. An analyte is a substance whose chemical constituents are being identified and measured.
- Meeting or surpassing all state and federal standards.



### REVIEW YOUR LOCAL REPORT

Every year, in compliance with federal and state regulations, Kentucky American Water issues a water quality report, also known as a consumer confidence report. It provides details about the source and quality of your drinking water, using data from water-quality testing conducted between January and December 2019. [Click here](#) to find your local system's report. Please contact our Customer Service Center at 1-800-678-6301 if you would like to receive a printed version.

We hope you find this email useful and informative. You can also receive important information on our [website](#) or on [Facebook](#), [Twitter](#), and [YouTube](#).

For information on our pandemic preparedness and response, as well as customer service options, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com).

Stay healthy and safe. Thank you.



**KENTUCKY  
AMERICAN WATER**

[www.kentuckyamwater.com](http://www.kentuckyamwater.com)

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KAW Radio Script\_APPROVED 033020

Kentucky American Water

April 2020

**Script for Radio Commercial and Social Media Video  
COVID Response**

These are uncertain times for families and businesses, as our nation works together to get through the coronavirus health emergency. We know that you have many concerns right now. Kentucky American Water wants you to know that your water service doesn't have to be one of them.

Our employees are still working hard to keep life flowing through quality water service that continue to meet or exceed state and federal standards, by performing essential work such as staffing our water treatment facilities.

To support the community further, we've suspended shut-offs, we're waiving late fees on bill payments, and we've implemented social distancing to keep our employees, our customers and the communities we serve safe.

For updates on Kentucky American Water's response to these unprecedented times, visit us at [kentuckyamwater.com](http://kentuckyamwater.com) or follow us on Facebook, Twitter and Instagram.

And please... Stay Home. Stay Safe.





## AMERICAN WATER RESPONSE TO COVID-19 UPDATE



# AN UPDATE TO OUR RESPONSE ABOUT COVID-19

At Kentucky American Water, we remain committed to keeping you informed as we continue our work to deliver clean, safe and reliable water service to you during the COVID-19 public health emergency.

## WE HAVE A PLAN

Kentucky American Water has activated our business continuity plan to strengthen our ability to continue to provide reliable, high-quality service to our customers. We continue delivering drinking water service that meets water quality standards, providing wastewater services and protecting our employees and customers during this public health emergency. We are confident that our preparedness efforts and the extraordinary efforts of our employees will enable us to successfully continue operations.

The current health emergency is a rapidly developing and changing situation. We are working to provide our customers and communities with water and wastewater services during this time, all while protecting the health and safety of our employees. Many of our employees are working double duty, not only taking care of you, our customers, but their own families as well. They are dedicated and know the essential service that they provide plays a critical role, given the importance of personal hygiene in preventing the spread of the coronavirus.

## WE KEEP SERVICE FLOWING

Over time, you may see Kentucky American Water field service representatives and crews performing needed tasks to keep our operations running. However, for the safety of our employees and our customers, we have suspended and/or scaled back other non-emergency work for the time being. Kentucky American Water continues to conduct its work in coordination and compliance with all federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will do so in a way so that we are able to continue to provide water

and wastewater services.

Below are the actions we have taken to continue to help our customers and communities through this crisis:

**KEEPING THE WATER ON** – Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs. We will continue to evaluate this suspension period and remain in compliance with state orders. Please note that your water service may be temporarily interrupted for planned and unplanned work that may be performed in your area.

**TURNED WATER SERVICE BACK ON** – For customers who were previously shutoff for non-payment, we've reinstated water service. This includes customers whose water service was turned off for non-payment of sewer service, even if Kentucky American Water is not the sewer service provider.

**SUSPENDED LATE FEES** – We have suspended late fees until further notice. If you're experiencing a financial hardship, please call 1-800-678-6301 to discuss your eligibility to enter into a payment arrangement.

**IMPLEMENTED SOCIAL DISTANCING** – As mentioned above, you may see our employees and crews performing work. For your safety and the safety of our employees, we ask that you do not approach our employees. We request that you follow social distancing recommendations issued by the **Centers for Disease Control and Prevention**.

**PROTECTING YOU** – We have suspended shutoffs during this public health emergency. If you are contacted by a person claiming to represent Kentucky American Water and they are threatening to shut off your service, then please hang up. You can call us back directly at 1-800-678-6301.

**HELPING OUR COMMUNITIES** – American Water and the American Water Charitable Foundation announced a \$100,000 contribution to Feeding America to support food banks across the country. The Foundation will also match employee donations to Feeding America, or other eligible organizations, up to \$1,000 per employee, in accordance with its matching gift guidelines.

**UPDATING YOUR CONTACT INFORMATION** – Many customers have visited our **MyWater customer portal** to update their emergency contact information. If you have not done so, please take a moment to ensure your information is accurate.

**DON'T FLUSH WIPES!** – With hand hygiene at the top of everyone's minds and toilet paper in high demand, many households are increasing their use of sanitizing wipes and "flushable" wipes. Please do not flush wipes down the toilet. Flushing wipes, paper towels, or other paper products not intended for use in wastewater systems down the toilet can lead to sewer backups and in-home plumbing issues which may be expensive to repair. Even wipes labeled as "flushable" or "biodegradable" can cause backups for sewer utilities and headaches for homeowners.

**"12 Things That Should Never Go Down Your Drain"**

**ADDITIONAL WATER & WASTEWATER SAFETY INFORMATION**

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

## ADDITIONAL CORONAVIRUS INFORMATION

For additional information about the coronavirus, please visit:

- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)

We will keep you updated on our actions as this national public health emergency evolves. For more information on our pandemic preparedness and response, as well as customer service options, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com).

Stay healthy and safe. Thank you.





WE KEEP LIFE FLOWING™

Service Address:



THANK YOU FOR BEING OUR CUSTOMER.

### Important Account Messages

- 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.
- Your charges contain a change in pricing that was effective on 03/31/20. Please review the Account Detail section of your bill for more information.

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)

## Monthly Statement

Account No. [REDACTED]

<b>Total Amount Due:</b>	<b>\$101.84</b>
<b>Payment Due By:</b>	<b>May 6, 2020</b>

**Billing Date:** April 20, 2020  
**Service Period:** Mar 14 to Apr 15 (33 Days)  
**Total Gallons:** 9,724

### Account Summary – See page 3 for Account Detail

Prior Billing:		\$92.63
Payments - Thank You!	-	\$92.63
<b>Balance Forward:</b>	=	<b>\$0.00</b>
Service Related Charges:	+	\$90.79
Taxes:	+	\$11.05
<b>Total Amount Due:</b>	=	<b>\$101.84</b>



**View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://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.

Account No. [REDACTED]

<b>Total Amount Due:</b>	<b>\$101.84</b>
<b>Payment Due By:</b>	<b>May 6, 2020</b>



WE KEEP LIFE FLOWING™

PO Box 6029  
 Carol Stream, IL 60197-6029

Service to: [REDACTED]

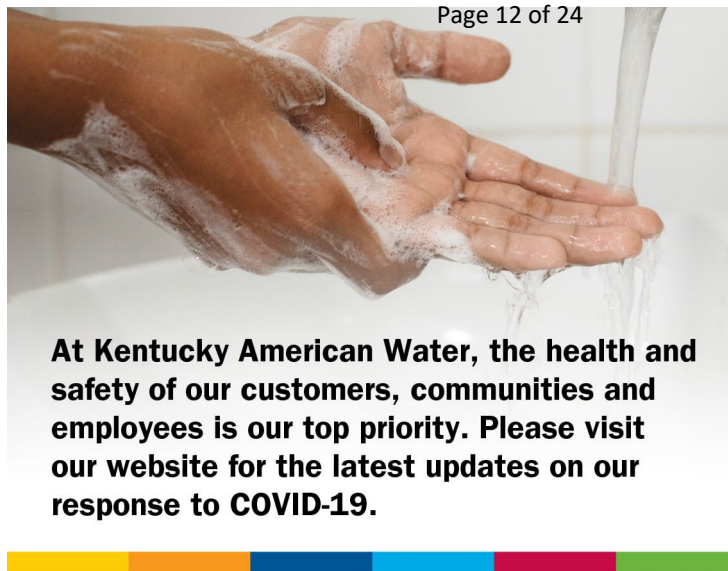
**Amount Enclosed \$** [REDACTED]

KENTUCKY AMERICAN WATER  
 PO BOX 6029  
 CAROL STREAM, IL 60197-6029



## Messages from Kentucky American Water

- Do we have your current phone number? If not, please visit <https://myaccount.amwater.com> to make sure your contact information is up-to-date should our field service representatives ever need to contact you regarding your water service.



**At Kentucky American Water, the health and safety of our customers, communities and employees is our top priority. Please visit our website for the latest updates on our response to COVID-19.**





### 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](https://myaccount.amwater.com). 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](https://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](https://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](https://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**

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!



**Online**

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



**In Person**

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
051997963N	100 CF	1"	03/14/2020	04/15/2020	3,358 (A)	3,371 (A)	13	97.24	9,724

A = Actual E = Estimate

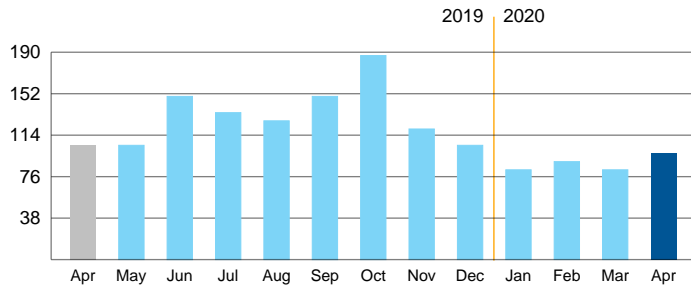
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 9,724

### Billed Usage History (graph shown in 100 gallons)

- 9,724 gallons = usage for this period
- 10,472 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about May 14, 2020  
**Account Type:** Commercial

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

**295**  
gallons

Year to Date Billed Usage: 35,156 gallons

## Account Detail

Service To: [REDACTED]

**Prior Billing** 92.63

**Payments** -92.63

Total payments as of Apr 1. Thank you! -92.63

**Balance Forward** 0.00

### Service Related Charges - 03/14/20 to 04/15/20

**Water Service** 87.93

Water Service Charge 37.30

Water Usage Charge (97.24 x \$0.52066) 50.63

**Other Charges** 2.86

KRA Withdrawal Fee

03/14/20 to 03/30/20 (50.1 x \$0.0296) 1.48

03/31/20 to 04/15/20 (47.14 x \$0.0292) 1.38

**Total Service Related Charges** 90.79

**Taxes** 11.05

State Sales Tax (\$93.31 x 6.000%) 5.60

Franchise Taxes (\$89.55 x 3.000%) 2.73

School District Tax (\$89.55 x 3.000%) 2.72

**Total Current Period Charges** 101.84

**Total Amount Due**



**\$101.84**

## 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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WE KEEP LIFE FLOWING™

Service Address:



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
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]

Table with 2 columns: Description, Amount. Total Amount Due: \$87.99, Payment Due By: June 3, 2020

Billing Date: May 18, 2020
Service Period: Apr 16 to May 14 (29 Days)
Total Gallons: 7,480

Account Summary - See page 3 for Account Detail

Table with 3 columns: Description, Sign, Amount. Rows include Prior Billing (\$101.84), Payments - Thank You! (- \$101.84), Balance Forward (= \$0.00), Service Related Charges (+ \$78.43), Taxes (+ \$9.56), Total Amount Due (= \$87.99)



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.

Account No. [Redacted]

Table with 2 columns: Description, Amount. Total Amount Due: \$87.99, Payment Due By: June 3, 2020



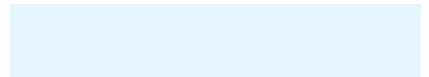
WE KEEP LIFE FLOWING™

PO Box 6029
Carol Stream, IL 60197-6029

Service to: [Redacted]



Amount Enclosed \$



KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029



## Messages from Kentucky American Water


- At Kentucky American Water, the health and safety of our customers, communities and employees is our top priority. If you see our crews working out in the community, please follow the social distancing recommendations issued by the CDC.
- **\*\*\*IMPORTANT WATER QUALITY MESSAGE:** 2019 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](http://www.amwater.com/ccr/lexington.pdf), [www.amwater.com/ccr/owenton.pdf](http://www.amwater.com/ccr/owenton.pdf) or [www.amwater.com/ccr/fordhampton.pdf](http://www.amwater.com/ccr/fordhampton.pdf) to view your 2019 annual water quality report or to request a paper copy call 800-678-6301.

### WATER QUALITY REPORTS AVAILABLE BY ZIP CODE



To view your community's water quality report, visit us online. Under **Water Quality, select Water Quality Reports.**








### 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](http://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](http://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](http://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!
- 
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- 
**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**

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!



**Online**

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



**In Person**

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
051997963N	100 CF	1"	04/16/2020	05/14/2020	3,371 (A)	3,381 (A)	10	74.80	7,480

A = Actual E = Estimate

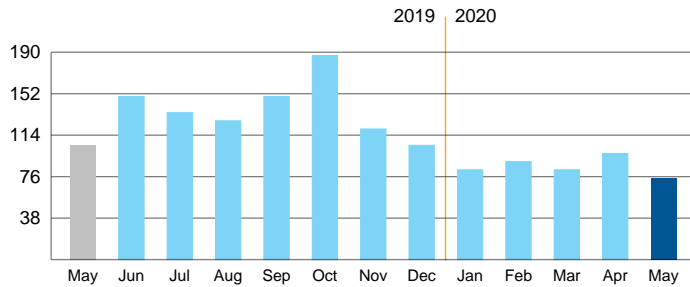
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 7,480

### Billed Usage History (graph shown in 100 gallons)

- 7,480 gallons = usage for this period
- 10,472 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about June 12, 2020  
**Account Type:** Commercial

Average daily use for this period is: (29 days)

**258**  
gallons

Year to Date Billed Usage: 42,636 gallons

### Account Detail

Service To:	[REDACTED]
<b>Prior Billing</b>	<b>101.84</b>
<b>Payments</b>	<b>-101.84</b>
Total payments as of May 11. Thank you!	-101.84
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 04/16/20 to 05/14/20</b>	
<b>Water Service</b>	<b>76.25</b>
Water Service Charge	37.30
Water Usage Charge (74.8 x \$0.52066)	38.95
<b>Other Charges</b>	<b>2.18</b>
KRA Withdrawal Fee (74.8 x \$0.0292)	2.18
<b>Total Service Related Charges</b>	<b>78.43</b>
<b>Taxes</b>	<b>9.56</b>
State Sales Tax (\$80.75 x 6.000%)	4.86
Franchise Taxes (\$76.31 x 3.000%)	2.36
School District Tax (\$76.31 x 3.000%)	2.34
<b>Total Current Period Charges</b>	<b>87.99</b>

**Total Amount Due**



**\$87.99**

### 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>

<This page is intentionally left blank and reserved for future messages>





WE KEEP LIFE FLOWING™

Service Address:



THANK YOU FOR BEING OUR CUSTOMER.

### Important Account Messages

- Want to get to know us better? Visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com) to learn more about the services we provide.
- 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](http://www.kentuckyamwater.com)

## Monthly Statement

Account No. [REDACTED]

<b>Total Amount Due:</b>	<b>\$129.47</b>
<b>Payment Due By:</b>	<b>July 6, 2020</b>

**Billing Date:** June 17, 2020  
**Service Period:** May 15 to Jun 12 (29 Days)  
**Total Gallons:** 14,212

### Account Summary – See page 3 for Account Detail

Prior Billing:		\$87.99
Payments - Thank You!	-	\$87.99
<b>Balance Forward:</b>	=	<b>\$0.00</b>
Service Related Charges:	+	\$115.45
Taxes:	+	\$14.02
<b>Total Amount Due:</b>	=	<b>\$129.47</b>



**View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://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.

Account No. [REDACTED]

<b>Total Amount Due:</b>	<b>\$129.47</b>
<b>Payment Due By:</b>	<b>July 6, 2020</b>



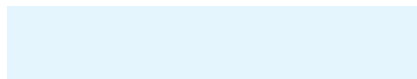
WE KEEP LIFE FLOWING™

PO Box 6029  
Carol Stream, IL 60197-6029

Service to:



Amount Enclosed \$



KENTUCKY AMERICAN WATER  
PO BOX 6029  
CAROL STREAM, IL 60197-6029



## Messages from Kentucky American Water

- At Kentucky American Water, the health and safety of our customers, communities and employees is our top priority. If you see our crews working out in the community, please follow the social distancing recommendations issued by the CDC.
- \*\*\*IMPORTANT WATER QUALITY MESSAGE: 2019 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](http://www.amwater.com/ccr/lexington.pdf), [www.amwater.com/ccr/owenton.pdf](http://www.amwater.com/ccr/owenton.pdf) or [www.amwater.com/ccr/fordhampton.pdf](http://www.amwater.com/ccr/fordhampton.pdf) to view your 2019 annual water quality report or to request a paper copy call 800-678-6301.








### 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](http://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](http://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](http://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](http://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](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://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
051997963N	100 CF	1"	05/15/2020	06/12/2020	3,381 (A)	3,400 (E)	19	142.12	14,212

A = Actual E = Estimate

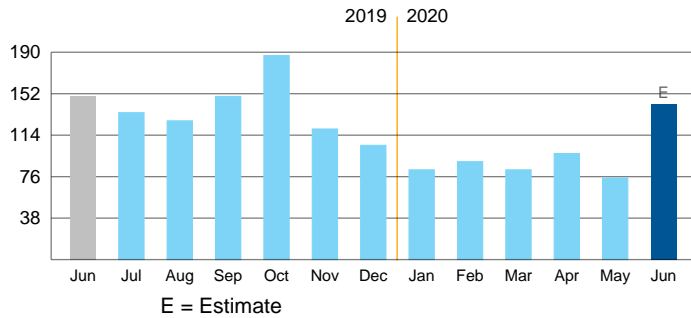
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 14,212

### Billed Usage History (graph shown in 100 gallons)

- 14,212 gallons = usage for this period
- 14,960 gallons = usage for same period last year



E = Estimate

**Next Scheduled Read Date:** on or about July 15, 2020  
**Account Type:** Commercial

Average daily use for this period is: (29 days)

**490**  
gallons

Year to Date Billed Usage: 56,848 gallons

### Account Detail

Account No. [REDACTED]

Service To: [REDACTED]

<b>Prior Billing</b>	<b>87.99</b>
<b>Payments</b>	<b>-87.99</b>
Total payments as of Jun 12. Thank you!	-87.99
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 05/15/20 to 06/12/20</b>	
<b>Water Service</b>	<b>111.30</b>
Water Service Charge	37.30
Water Usage Charge (142.12 x \$0.52066)	74.00
<b>Other Charges</b>	<b>4.15</b>
KRA Withdrawal Fee (142.12 x \$0.0292)	4.15
<b>Total Service Related Charges</b>	<b>115.45</b>
<b>Taxes</b>	<b>14.02</b>
State Sales Tax (\$118.16 x 6.000%)	7.09
Franchise Taxes (\$114.42 x 3.000%)	3.47
School District Tax (\$114.42 x 3.000%)	3.46
<b>Total Current Period Charges</b>	<b>129.47</b>

**Total Amount Due**



**\$129.47**

### 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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# Press Release



## About the Coronavirus and Your Drinking Water *Kentucky American Water Places Moratorium on Shutoffs*

**LEXINGTON, Ky., (March 13, 2020)** – At Kentucky American Water, the health and safety of our customers, communities and employees is our top priority. We provide an essential service that is critically important and much like many other companies in the U.S. and around the globe, Kentucky American Water has established coronavirus preparedness plans.

To minimize the risk of exposure to the coronavirus (COVID-19), we have initiated our business continuity plans to help provide additional stability to our operations that include water and wastewater services to our customers' homes and businesses.

Kentucky American Water continues to monitor situational updates provided by the Center for Disease Control, World Health Organization and Johns Hopkins University as well as other state and federal organizations. We are continuously evaluating the situation and latest developments to determine how we can adopt and amend measures, as necessary, to support our customers and communities we serve and our employees.

It is important for you to know that Kentucky American Water's drinking water treatment barriers provide protection that includes filtration and disinfection of our surface water supplies (lakes, reservoirs, or rivers). These treatments are effective in removing and/or inactivating viruses. **Our water meets all current federal and state drinking water requirements.**

For additional information about the coronavirus and drinking water and wastewater please visit:

- **[Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)**
- **[World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)**

**In an effort to keep our customers safe during the coronavirus pandemic, Kentucky American Water will be placing a moratorium and discontinuing service shut offs at this**

-more-

# Press Release



**time.** We will continue to evaluate this moratorium as more information becomes available. Additionally, Kentucky American Water will begin the restoration of service to previously shut-off customers. The restoration may take some time, but we will work as quickly and safely as possible. If your service has been turned off prior to March 12, 2020, we will restart your service.

Kentucky American Water has been focused on two high priorities as the spread of the coronavirus has evolved -- the health and safety of our employees and the health and safety of our customers. As such, Kentucky American Water will also be suspending all non-essential field appointments and will limit the amount and nature of contact with customers during all emergency field appointments.

For additional information about the coronavirus, please visit:

- **[Center for Disease Control and Prevention](#)**
- **[World Health Organization](#)**

As always, thank you for your trust in Kentucky American Water as we continue to provide you with safe, clean, reliable water and wastewater services.

## **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](http://www.kentuckyamwater.com) and follow Kentucky American Water on Twitter, Facebook, and Instagram.

## **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 more than 14 million people in 46 states. 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](http://amwater.com) and follow American Water on Twitter, Facebook and LinkedIn.

## **Media Contact:**

Susan Lancho  
External Affairs Manager  
859-268-6332  
[susan.lancho@amwater.com](mailto:susan.lancho@amwater.com)

###

**KENTUCKY-AMERICAN WATER COMPANY**  
**CASE NO. 2020-00085**  
**COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

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**Witness: Elaine Chambers**

- 14.** Provide a detailed explanation and breakout of any cost increases and decreased income (by customer class if applicable) the utility has experienced as a result of the COVID-19 State of Emergency.

**Response:**

The Company has experienced and quantified increased costs from March through June 2020, related to reconnect fees, late fees, base revenues, incremental interest costs, and other costs related to legal fees, facility preparedness, PPE, sanitizers, remote-enable work, signage, return to work accommodations, employee benefits, uncollectibles, and savings related to travel and conferences.

The lost revenue associated with reconnect fees during the moratorium period was calculated by taking the number of reconnects performed during the moratorium period times the associated reconnect fee to determine the reconnect fees waived as a result of the moratorium. During the moratorium period, Kentucky American reconnected 11 customers, waiving the \$56-dollar reconnection fee for a total of \$616.

The lost revenue associated with the foregone late charge calculations were based on the Company's late fee policy as it would have been applied to past due invoices during the moratorium period. During the moratorium period of March through June of 2020, Kentucky American has foregone the collection of \$321,719 dollars of late fees.

While the Company has been able to compile foregone late fees and reconnection fees, the Company continues to compile and analyze the trailing data necessary to determine reduced lost revenues due to lower volumetric sales to customers in the various customer classes as well lost revenues from customers that will close their doors or go bankrupt.

American Water secured a term loan to provide liquidity to address COVID-19. KAW was allocated 19.6 million dollars of the term loan in June 2020. The incremental interest expense was derived by allocating the term loan interest based on customer count.

	<b>Customer Counts</b>	<b>Allocation%</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Total</b>
KY	135,321	3.93%	28,667	\$29,623	28,667	86,957

The Company created a specific WBS element in order to capture certain increased cost related to COVID-19, such as facility preparedness, PPE, sanitizers, signage, rental equipment, etc.

<b>State</b>	<b>Other Actual Expense</b>
KY (Service Co Allocation)	\$12,356
<b>State</b>	<b>Other Actual Expense</b>
KY	\$102,567

The uncollectible expense was calculated by first allocating the authorized levels of uncollectible expense by month from the most recent rate case. The last authorized uncollectible expense was allocated based on a 3-year total of actual uncollectible expense, 2017-2019, for that respective month to the total uncollected expense for the 2017-2019 period. A comparison was then done of actual uncollectible expense for the moratorium period less the allocated authorized expense for the same period.

<b>State</b>	<b>Last Authorized Uncollectible</b>	<b>Actual Uncollectible</b>	<b>Total above/below Authorized</b>
KY	\$511,759	\$240,526	(\$271,233)

The Company has identified cost savings related to travel and conferences for both Kentucky American and the Service Company. This calculation was done using a comparison of actual costs for expenses related to travel and conferences for the periods of the moratorium period compared to the same period of the prior year to determine the cost savings related to travel and conferences for Service Company expenses. The savings below are representative of the period of March through June 2020.

<b>State</b>	<b>Historical Actual Travel Expense 2019 (March - June)</b>	<b>Actual Travel Expense Moratorium (March -June 2020)</b>	<b>Total Savings over Historical</b>
KY(Service Co Allocation)	\$46,975	\$1,012	(\$45,963)
KY	\$35,037	\$3,218	(\$31,819)



**KENTUCKY-AMERICAN WATER COMPANY  
CASE NO. 2020-00085  
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

---

**Witness: Elaine Chambers**

- 15.** Provide a detailed explanation and breakout of any cost decreases and increased income the utility has experienced as a result of the COVID-19 State of Emergency.

**Response:**

Please refer to KAW\_R\_PSCDR1\_NUM\_014\_072120.

**KENTUCKY-AMERICAN WATER COMPANY**  
**CASE NO. 2020-00085**  
**COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

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**Witness: Elaine Chambers**

- 16.** Provide any additional information or data the utility believes the Commission should consider in amending or vacating its previous Orders in this matter.

**Response:**

Yes. While recognizing the hardships faced by many Kentuckians as a result of the COVID-19 emergency, an indefinite moratorium on all service disconnections due to unpaid bills is not sustainable on an unlimited basis and risks encouraging further non-payment and unfairly shifting unpaid bills to other customers. Although the Commission has the discretion to continue the mandatory moratorium indefinitely, KAWC believes that the proper course of action is one that allows discretion for utilities to allow utilities to implement their own individual programs designed to assist customers in need and to encourage payment by customers, helping mitigate cost shifting to other customers. Kentucky-American is aware that access to essential utility services was necessary to slow the spread of the disease, and the importance of maintaining essential services that permit frequent hand washing and sanitation in residences and elsewhere is strongly recommended to protect public health. Consequently, Kentucky-American intends to take a measured approach to resuming normal collection activities and submits that it would be in the public interest to delay resuming normal collection activities until at least August 2020. As the Company continues to evaluate these activities, it will continue to follow the Commission's requirements and guidance and consider the actions and guidance from federal, state and local officials and organizations, including but not limited to the Centers for Disease Control and Prevention and Kentucky Department of Health.

Further, in light of the fact that the Commission has issued orders taking judicial notice of the ongoing public health emergency related to the spread of COVID-19, and the declarations of emergency issued at both the state and federal levels, it is appropriate that the unique and unanticipated financial impacts of this emergency be tracked and recovered. Consequently, KAWC intends to file an application with the Commission seeking authorization of deferred accounting treatment for COVID-19 incremental costs.