

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2020-00091
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Elaine Chambers

1. Please provide unredacted copies of all responses made by the Commission and other parties to this action.

Response:

At this point in this case, there are no filings with redacted information. If it becomes necessary for KAW to submit filings with information redacted for confidentiality reasons, KAW will provide unredacted copies to the Attorney General after the execution of a mutually acceptable confidentiality agreement with the Attorney General.

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Witness: Brian Queen/Elaine Chambers

2. Please describe any and all plans the Company has to pursue refinancing of debt which have not been previously disclosed and which relate to interest rate changes that have occurred since January 1, 2020.

Response:

As Kentucky American noted in its most recent financing application in Case No. 2019-00083, the Company may refinance its 5.375% tax-exempt bond in the amount of \$26,000,000. Assuming market interest rates remain favorable, this refinancing is expected to occur between mid-July and mid-August of 2020. The Company does not currently plan to refinance any of its other long-term debt issues.

Regardless of when, whether, or on what terms the 5.375% tax exempt bond is refinanced, it was not related to the rate case (Case No. 2018-00358) in any way whatsoever, will not occur during the forecasted test period for the rate case, and should not be the subject of any inquiry regarding a return of interest expense savings to customers.

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3. The Company's proposal asserts that \$1,331,165.00 represents approximately 16% of the total billed charges from all customer's bills in all customer classes for one monthly billing cycle. Please provide data for at least six monthly billing cycles (directly preceding the application) which documents the total amount of billed charges billed by the Company in each billing cycle and documents the breakdown of those charges between customer classes.

Response:

Please see KAW_R_AGDR1_NUM003_042720_Attachment.

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- 4.** Please provide a template of the customer bill including the proposed line item credit as it will be presented to customers.

Response:

See attached.



WE KEEP LIFE FLOWING™

Service Address:

JOHN DOE
123 MAIN ST
LEXINGTON, KY 40509-9719



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.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com

Monthly Statement

Account No. **1012-220021234567**

Total Amount Due:	\$37.08
Payment Due By:	March 25, 2020

Billing Date: March 09, 2020
Service Period: Feb 12 to Mar 06 (24 Days)
Total Gallons: 3,300

Account Summary – See page 3 for Account Detail

Prior Billing:		\$44.13
Payments - Thank You!	-	\$44.13
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$34.98
Taxes:	+	\$2.10
Total Amount Due:	=	\$37.08



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. **1012-220021234567**

Total Amount Due:	\$37.08
Payment Due By:	March 25, 2020

If paying after 3/25/20, pay this amount: \$38.93



WE KEEP LIFE FLOWING™

PO Box 6029
Carol Stream, IL 60197-6029

Service to: 123 MAIN ST
LEXINGTON, KY 40509-9719

Amount Enclosed \$

JOHN DOE
2123 MAIN ST
LEXINGTON, KY 40509-4500

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

Messages from Kentucky American Water

- Congratulations to all those that participated and won awards at the recent 36th annual Kentucky American Water Science Fair, coordinated by Fayette County Public Schools. For a complete list of winners, visit the News & Community section of www.kentuckyamwater.com.







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

(____) _____
 Phone Number

Mobile 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
64363447	100 gal	5/8"	02/12/2020	03/06/2020	151 (A)	184 (A)	33	33.00	3,300

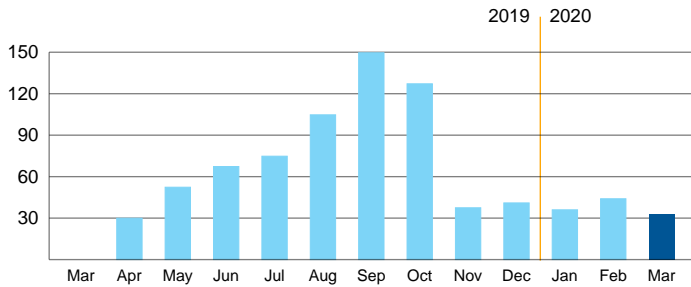
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 3,300

Billed Usage History (graph shown in 100 gallons)

- 3,300 gallons = usage for this period
- 0 gallons = usage for same period last year



Next Scheduled Read Date: on or about April 07, 2020
Account Type: Residential

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

138
gallons

Year to Date Billed Usage: 11,300 gallons

Account Detail

Account No. 1012-220021234567

Service To: 123 MAIN ST, LEXINGTON, KY 40509-9719

Prior Billing	44.13
Payments	-44.13
Total payments as of Feb 24. Thank you!	-44.13
Balance Forward	0.00
Service Related Charges - 02/12/20 to 03/06/20	
Water Service	34.00
Water Service Charge	15.00
Water Usage Charge (33 x \$0.5757)	19.00
Other Charges	0.98
KRA Withdrawal Fee (33 x \$0.0296)	0.98
One-Time Credit Refi Savings	0.00
Total Service Related Charges	34.98
Taxes	2.10
Franchise Taxes (\$34.98 x 3.000%)	1.05
School District Tax (\$34.98 x 3.000%)	1.05
Total Current Period Charges	37.08

Total Amount Due



\$37.08

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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Witness: Brian Queen

5. Does the Company expect any impacts to its finances from the COVID-19 pandemic? If so, please explain what those impacts might be and how they might affect the Company's short and long-term financing.

Response:

Yes. However, due to the unprecedented nature of the virus we cannot definitively estimate the financial impacts of the virus at this time. Any financial impacts created by the virus will be funded by short-term debt financing.