

# 1

- A. The billing rates were changed in our computer system on January 4, 2021. Once it was realized these new rates had never been approved by the PSC, a new request was filed electronically on May 4, 2021, and approved by the PSC on June 7, 2021. The billing periods affected by the incorrect rate change in our computer system are:
- February 2021 Bills (12/26/2020 – 01/25/2021 Usage)
  - March 2021 Bills (01/26/2021 – 02/25/2021 Usage)
  - April 2021 Bills (02/26/2021 – 03/25/2021 Usage)
  - May 2021 Bills (03/26/2021 – 04/25/2021 Usage)

B. Calculated dollar amount of overbilling:

Date Bills Printed	Bill Period	Gallons Billed
1/28/2021	February Bills (due 2/20)	21,614,218.00
3/1/2021	March Bills (due 3/20)	23,650,070.00
3/30/2021	April Bills (due 4/20)	19,165,358.00
4/29/2021	May Bills (due 5/20)	21,617,320.00
	<u>TOTAL GALLONS SOLD</u>	<u>86,046,966.00</u>
	<u>Gallons sold by thousand</u>	<u>86,047</u>
	<b><u>Overbilled by \$0.04 per 1k gals</u></b>	<b><u>\$ 3,441.88</u></b>

We are calculating that during the four billing periods we billed the unapproved rates, the amount overbilled is \$3,441.88 based on actual usage billed during those months.

## # 2 Parts A & B

### PROCEDURE TO CALCULATE AND ENTER MANUAL ADJUSTMENT

(We did reach out to our software provider and the adjustments will have to be calculated and entered manually)

Started billing the unapproved rates on the February 2021 billing cycle.

To adjust months of:

February 2021 Bills (12/26/2020 – 01/25/2021 Usage Period) Billing Register = 210 pages

March 2021 Bills (01/26/2021 – 02/25/2021 Usage Period) Billing Register = 210 pages

April 2021 Bills (02/26/2021 – 03/25/2021 Usage Period) Billing Register = 210 pages

May 2021 Bills (03/26/2021 – 04/25/2021 Usage Period) Billing Register = 210 pages

We have created an excel spreadsheet to calculate the credits based off usage billed. By referring back to the "Billing Register" for above stated months, we can enter the usage billed in gallons, by customer, by month, and the credit will calculate based on the \$0.04 per 1,000 gallon increase that was billed.

For each customer, for each month, we will have to manually enter this information calculated on the spreadsheet in the Utility Billing System through the "Adjust Balances" tab. On that screen we will be able to enter the amount of the credit by category (water, utility tax, sales tax, etc.)

We are calculating this process to take 2-3 minutes per customer. There are 11 customers per page of each billing register. Each billing register is 210 pages (totaling 840 pages). If each page takes 30 minutes to calculate and enter the information from, it can be expected to take 420 hours to complete the calculations and post the adjustments (complete process) for the four months of billing.

We have attached a randomly chosen page from one of the billing registers as well as the spreadsheet pertaining to each customer on that page.

AFFIDAVIT

Submitted by the Union County Water District to the Kentucky PSC

# 2 part C

COMES the Affiant, Kim Mayes, Office Manager for the Union County Water District (UCWD) and after being duly sworn deposes and states that UCWD currently uses the Utility Billing System by Tyler Technologies for all billing. The Affiant states that she has been in contact with Christine Whitney who is the contact person for Tyler Technologies and is knowledgeable as to the abilities of the Utility Billing System. The Affiant states that Ms. Whitney has advised the Affiant that the UCWD computer system is not capable of recalculating bills at a different rate once they have been posted or calculated. The Affiant states that the only method of calculating any overpayments is to manually calculate each of the two thousand two hundred ninety four (2,294) current customers of UCWD. The recalculation would have to be done manually for each customer monthly by specific usage to calculate what the bill would have been at the previous rate versus the approved rate (a copy of an e-mail from Ms. Whitney is attached hereto and made a part hereof and marked Exhibit A to verify this process).

The Affiant states that she has recalculated one (1) customer in an effort to determine the amount of man hours that would be required to recalculate this overpayment. The Affiant states that it would involve approximately four hundred twenty (420) man hours to manually recalculate and credit each of the UCWD current customers.

Further the Affiant sayeth naught.

Kim Mayes  
KIM MAYES

The data cannot not be exported, but we have created a spreadsheet to simplify the calculations and save time. Once the calculations are made they will then have to manually enter them into Utility Billing.

VERIFICATION OF AFFIANT

The affiant states that she has read the foregoing and that the statements contained therein are true and correct to the best of her knowledge and belief.

Kim Mayes  
KIM MAYES

) STATE OF KENTUCKY  
) COUNTY OF UNION

Subscribed, sworn to, and acknowledged before me, a Notary Public in the state and county

aforsaid, by the Affiant on this the 16<sup>th</sup> day of June 2021.

Daisy Shelton  
NOTARY PUBLIC, STATE AT LARGE  
Commission Expires: 7/27/2022  
Notary ID #: 605636

(Affidavit from previous filing)

D

Cycle: CCI UNION COUNTY WATER DISTRICT  
ling Number: 1508 February 2021 Bills

Billing Date: 02/20/2021  
Due Date : 02/20/2021

Account Number	Service Address	Customer Name	Service Address	City/State/ZIP	Curr Date	Prev Date	Status	Seq #	Class/Sect	Prev Rd	Curr Rd	Mult	Curr Usq	T	Size	Code	Serial #	WATER SEWER CONNECT FE PENALTY METER READ	SANITATION TAX DO NOT USE	OTHER PENALTY PREV BAL TOTAL
20200-C	[REDACTED]	[REDACTED]	[REDACTED]	GANFIELD KY 42437	01/25/2021	12/26/2020	0	0000020210	RE 20	11341	13385		20440.0000	R	01	R5	1003295	127.13	0.00	0.00
																		0.00	3.81	0.00
																		0.00	0.00	0.00
																		0.00	0.00	0.00
																		0.00	0.00	130.94
20210-1	[REDACTED]	[REDACTED]	[REDACTED]	GANFIELD KY 42437	01/25/2021	12/26/2020	0	0000020215	RE 20	31683	31738		550.0000	R	01	R4	9828052	13.41	0.00	0.00
																		0.00	0.40	0.00
																		0.00	0.00	0.00
																		0.00	0.00	0.00
																		0.00	0.00	13.81
																		0.00	0.40	0.00
																		0.00	0.00	0.00
																		0.00	0.00	0.00
																		30.00	0.00	91.87
20315-0	[REDACTED]	[REDACTED]	[REDACTED]	GANFIELD KY 42437	01/25/2021	12/26/2020	0	0000020225	RE 20	14839	15601		7620.0000	R	01	R6	10683823	50.02	0.00	0.00
																		0.00	1.50	0.00
																		0.00	0.00	0.00
																		0.00	0.00	0.00
																		0.00	0.00	51.52
20280-0	[REDACTED]	[REDACTED]	[REDACTED]	GANFIELD KY 42437	01/25/2021	12/26/2020	0	0000020235	RE 20	8411	9007		5960.0000	R	01	R5	9828096	39.56	0.00	0.00
																		0.00	1.19	0.00
																		0.00	0.00	0.00
																		0.00	0.00	0.00
																		0.00	0.00	40.75
30020-0	[REDACTED]	[REDACTED]	[REDACTED]	GANFIELD KY 42437	01/25/2021	12/26/2020	0	0000020195	RE 30	13600	13838		2380.0000	R	01	R5	10892361	15.96	0.00	0.00
																		0.00	0.48	0.00
																		0.00	0.00	0.00
																		0.00	0.00	0.00
																		0.00	0.00	16.44
30055-0	[REDACTED]	[REDACTED]	[REDACTED]	GANFIELD KY 42437	01/25/2021	12/26/2020	0	0000020190	RE 30	11795	12025		2300.0000	R	01	R5	10892407	15.42	0.00	0.00
																		0.00	0.46	0.00
																		0.00	0.00	0.00
																		0.00	0.00	0.00
																		0.00	0.00	15.88
20385-0	[REDACTED]	[REDACTED]	[REDACTED]	GANFIELD KY 42437	01/25/2021	12/26/2020	0	0000050135	RE 20	106184	106481		2970.0000	R	01	R5	57237704	19.91	0.00	0.00
																		0.00	0.60	0.00
																		0.00	0.00	0.00
																		0.00	0.00	0.00
																		0.00	0.00	20.51
30078-0	[REDACTED]	[REDACTED]	[REDACTED]	GANFIELD KY 42437	01/25/2021	12/26/2020	0	0000030107	RE 10	55381	55581		2000.0000	R	01	R9	10275871	13.41	0.00	0.00
																		0.00	0.40	0.00
																		0.00	0.00	0.00
																		0.00	0.00	0.00
																		0.00	0.00	13.81
11460-0	[REDACTED]	[REDACTED]	[REDACTED]	GANFIELD KY 42437	01/25/2021	12/26/2020	0	0000000960	RE 10	38229	38237		80.0000	R	01	R5	73289506	13.41	0.00	0.00
																		0.00	0.40	0.00
																		0.00	0.00	0.00
																		0.00	0.00	0.00
																		0.00	0.00	13.81
30001-0	[REDACTED]	[REDACTED]	[REDACTED]	GANFIELD KY 42437	01/25/2021	12/26/2020	0	0000030010	RE 10	95832	96677		8450.0000	R	01	R6	47756941	55.25	0.00	0.00
																		0.00	1.66	0.00
																		0.00	0.00	0.00
																		0.00	0.00	0.00
																		0.00	0.00	0.00
																		0.00	0.00	56.91

Min. ✓  
Min ✓

Min.  
Min.

Customer Name: [REDACTED]  
Account #: [REDACTED]  
Billing Month: Feb-21  
Gallons Billed 20,440  
By thousand  
gallons 20.44

**TO CREDIT:**

Amount overbilled  
per 1k gallons \$ 0.82 WATER  
\$ 0.02 UTILITY TAX  
\$ - SALES TAX (if applicable)

Customer Name:



Account #:

Billing Month: Feb-21

Gallons Billed 2,000 MINIMUM BILL

By thousand

gallons 2.00

TO CREDIT:

Amount overbilled

per 1k gallons

\$	0.08	WATER
\$	0.00	UTILITY TAX
\$	-	SALES TAX (if applicable)

Customer Name: [REDACTED]  
Account #: [REDACTED]  
Billing Month: Feb-21  
Gallons Billed 2,000 MINIMUM BILL  
By thousand  
gallons 2.00

TO CREDIT:

Amount overbilled			
per 1k gallons	\$	0.08	WATER
	\$	0.00	UTILITY TAX
	\$	-	SALES TAX (if applicable)

Customer Name: [REDACTED]  
Account #: [REDACTED]  
Billing Month: Feb-21  
Gallons Billed 7,620  
By thousand gallons 7.62

**TO CREDIT:**

Amount overbilled			
per 1k gallons	\$	0.30	WATER
	\$	0.01	UTILITY TAX
	\$	-	SALES TAX (if applicable)



Customer Name: [REDACTED]  
Account #: [REDACTED]  
Billing Month: Feb-21  
Gallons Billed 5,960  
By thousand  
gallons 5.96

TO CREDIT:

Amount overbilled per 1k gallons	\$	0.24	WATER
	\$	0.01	UTILITY TAX
	\$	-	SALES TAX (if applicable)

Customer Name: \_\_\_\_\_  
Account #: \_\_\_\_\_  
Billing Month: Feb-21  
Gallons Billed 2,380  
By thousand  
gallons 2.38

**TO CREDIT:**



Amount overbilled per 1k gallons	\$	0.10	WATER
	\$	0.00	UTILITY TAX
	\$	-	SALES TAX (if applicable)

Customer Name [REDACTED]  
Account #: [REDACTED]  
Billing Month: Feb-21  
Gallons Billed 2,300  
By thousand gallons 2.30

**TO CREDIT:**



Amount overbilled per 1k gallons

\$	0.09	WATER
\$	0.00	UTILITY TAX
\$	-	SALES TAX (if applicable)

Customer Name:   
Account #:   
Billing Month: Feb-21  
Gallons Billed 2,970  
By thousand  
gallons 2.97

**TO CREDIT:**

Amount overbilled  
per 1k gallons \$ 0.12 WATER  
\$ 0.00 UTILITY TAX  
\$ - SALES TAX (if applicable)

Customer Name:   
Account #:   
Billing Month: Feb-21  
Gallons Billed 2,000  
By thousand  
gallons 2.00

**TO CREDIT:**

Amount overbilled  
per 1k gallons \$ 0.08 WATER  
\$ 0.00 UTILITY TAX  
\$ - SALES TAX (if applicable)

Customer Name: ██████████

Account #: ██████████

Billing Month: Feb-21

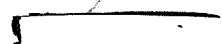

Gallons Billed 2,000

By thousand gallons 2.00

**TO CREDIT:**

Amount overbilled  
per 1k gallons

\$	0.08	WATER
\$	0.00	UTILITY TAX
\$	-	SALES TAX (if applicable)

Customer Name:   
Account #:   
Billing Month: Feb-21  
Gallons Billed 8,450  
By thousand  
gallons 8.45

**TO CREDIT:**

Amount overbilled  
per 1k gallons \$ 0.34 WATER  
\$ 0.01 UTILITY TAX  
\$ - SALES TAX (if applicable)