

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2022-00299
COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION

Witness: Heather Hoelting and Andy Lewis

5. Provide any instances since January 2018 when a single customer received an estimated bill for more than two consecutive months. In each instance, provide the name, address, and number of consecutive months of estimate billing. Refer to 807 KAR 5:001E, Section 13, for requests for confidential treatment.

Original Response Filed February 10, 2023:

Please see “KAW_R_PSCDR2_NUM005_021023_ATTACHMENT_1” for instances since January 2018 when a single customer received an estimated bill for more than two consecutive months, inclusive of the address and number of consecutive months of estimate billing

Supplemental Response Filed March 13, 2023:

The original attachment provided on February 10, 2023 was an estimate of instances and number of consecutive months of estimated billing based on *meter reading data* that was readily available. KAW has since been able to obtain estimated *billing data*. Please see “SUPPLEMENTAL RESPONSE 1 - KAW_R_PSCDR2_NUM005_Attachment 1” for the corrected instances since January 2018 when a single customer received an estimated bill for more than two consecutive months, inclusive of the address and number of consecutive months of estimate billing for each instance.

Supplemental Response Filed March 22, 2023:

The supplemental attachment provided on March 13, 2023, included counts for “TBD” instances and customers impacted. These counts required additional estimated billing data that was not readily available in order to make determination as to whether there were additional instances or customers impacted. KAW has since been able to obtain the additional estimated *billing data*. Please see “KAW_SR_PSCDR2_NUM005_032223_Attachment 1” for the updated instances since January 2018 when a single customer received an estimated bill for more than two consecutive months, inclusive of the address and number of consecutive months of estimate billing for each instance. As shown in the attached, there have been 4,902 customers who, since January 2018, received an estimated bill for more than two consecutive months.