

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

Witness: William A. Lewis

1. Provide a copy of any Order by the Commission, or any other documents, that grant(s) Kentucky-American a deviation from 807 KAR 5:006, Section 7(5)(a) or 807 KAR 5:006, Section 7(5)(b).

Response:

The Company is not aware of any such Orders. However, 807 KAR 5:006, Section 7(5)(b) applies only to “customer-read meters” and the Company only has 1,227 customer-read meters in its system.

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2. Provide the exact number of accounts that received 12 months of consecutive estimated meter reads for the past five years, regardless of whether the readings were within a calendar year. In the response indicate whether the meters are inside or outside meters. Also include in the response, if the accounts are active or inactive.

Response:

The chart below shows the number of accounts that have been estimated a minimum of 12 consecutive months for the past five years. It is broken out into whether the meter is inside or outside as well as if the account is currently active or inactive.

Inside - Appointment Required	76
Active	62
Inactive	14
Outside - Appointment not Required	629
Active	464
Inactive	165
Grand Total	705

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3. Provide the number accounts that have inside meters.

Response:

As of 6/14/2023, 1,227 accounts have inside meters.

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4. Provide the number accounts that have outside meters.

Response:

As of 06/14/2023, 140,565 meters have outside meters.

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5. Provide the list of the accounts with meter interface units (MIUs) that are not operable. Include in the response, the date the list was created. If there have been prior lists of accounts with non-operable MIUs, provide those lists and the date the list was created. If there are multiple lists, provide every list and the date each list was created.

Response:

See the attached which shows active account error codes on June 22, 2023 for the following error codes:

Wiring error: Problems with MIU/meter wiring

Question error: Alphanumeric numerals within transmitted read

No response: Consists of dead battery or transmit issues

Not all the error codes in the attachment necessarily mean that MIU is “not operable” where a read is not manually obtained for billing. The MIUs on this list need personal interaction in the field to repair the issue and allow the MIU to transmit a reading and the meter reading software to accept the reading for billing.

No other lists specific to “non-operable MIUs” have been generated.

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6. Refer to 807 KAR 5:006, Section 7(5)(d). For every meter that had more than two estimated meter reads since 2018, provide the date and time Kentucky-American was unable to perform a meter read, the reason why the failure to read the meter was beyond Kentucky-American's control. Include in the response a narrative explanation, not merely a skip code. Also include in the response, any attempts made by Kentucky-American to then re-read the meter prior to the next billing cycle.

Response:

See the attachment provided in response to Question 7 for updated consecutive estimated reads, active and inactive accounts, of more than two months from 2018 through May 2023 which includes the date, time, and reasoning. See the attachment to this question for a list of read attempts between reading cycles and "skip code reasons" and the response to PSC 2-7 which provides further narrative explanations for skip code reasons.

Note that Kentucky-American does not routinely record whether a failure was beyond its control, other than entering "the reason it was unable to read the meter." See also Kentucky-American's response to Question 11 regarding the determination of "outside of control."

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Witness: William A. Lewis

7. Refer to Kentucky-American's response to the Attorney General's First Request for Information (Kentucky-American's Response to the Attorney General's First Request), Item 2, Attachment 1. Provide an update through May 2023.

Response:

Please see attached which outlines premises with periodic meter reading orders that failed for some reason for two or more consecutive months. The Company recognizes that multi-month periodic read order failures are a concern, and wants to note that as of May 2023, there were only 7 active accounts (out of approximately 140,000) which had been estimating for an extended period of time (11 months or more). All of these are accounts with either fire service detector meters, or mobile hydrant meters that are taken to construction sites on a temporary basis. More details are shown below about these 7 meters.

Premise 5000137701 – 34 months estimated

This hydrant meter was giving off a tamper alarm and has been brought into the office for repair. Also, while the periodic read orders were failing, the meter was read for billing in February 2023.

Premise 9120028990 – 23 months estimated

Fire Service Meter – KAW is currently looking at repair options.

Premise 5000159129 – 21 months estimated

Hydrant Meter – This meter is currently in the shop for repair.

Premise 5000099822 - 19 months estimated

Hydrant Meter – This meter is currently in the shop for repair.

Premise 5000022105 – 18 months estimated

Hydrant Meter – Latest call to customer was on 6-22-23. The meter will be brought to the Company soon for repair.

Premise 9120029346 – 15 months estimated

Fire Service Meter – KW is currently looking at repair options.

Premise 9120029541 – 13 months estimated

Fire Service Meter – This meter has been changed and has been updated in the Company's system.

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Witness: Roderick Sherman

8. Refer to Kentucky-American's response to Commission Staff's First Request for Information (Kentucky-American's Response to Staff's First Request), Item 1, Attachment 1. Provide specific information about the customer education Kentucky-American engaged in, including dates and times of any public forums or comment sessions. Provide copies of the any documents that were created by Kentucky-American for this community outreach, including copies of the Facebook posts.

Response:

In 2018, KAW focused on providing customer education on the importance of protecting radio read devices attached to meter lids from damage. To effectively spread this message, KAW employed a comprehensive approach that included radio ads, an interview, a social media campaign, and leveraging key connections with community outreach partners, including LFUCG council members. By utilizing these various channels, KAW aimed to raise awareness and educate customers on best practices to safeguard these devices and ensure their continued functionality. Below are examples of the various methods used.

Interview - May 24, 2018 – KAW employee Susan Lancho did a live interview on May 24, 2018 with Dave Krusenklous of WVLK-AM and the topic of protecting meter lids was covered.

Email – Language used in email campaign to key contacts such as LFUCG council members requesting that they share the information with their contacts. KAW does not have actual copies of these documents, but the language utilized for communicating via email and social media posts is included below:

EMAIL TO KEY CONTACTS

When it comes to Kentucky American Water's water meter lids, there is more than meets the eye, and we need everyone's help to keep them in proper working order.

While the round metal lid of the meter box that you can see above ground on your property may appear to be just a lid, there's actually a great deal of technology attached to it. Whether your water meter lid has a white circular disc on it or not, as some do, it definitely has wiring and antennae components attached to it that allow us to read your meter remotely using radio technology. Some meter lids have these components on the underside. Today, our meter readers don't need to lift the meter box lids or exit their vehicles to read meters. They now drive down a street and the radio receiver in their trucks picks up signals that allow us to measure customers' water usage – a much more efficient process!

Because there is so much invested in these radio-read meters, only Kentucky American Water representatives should open water meter lids. Customers should avoid burying the lids with mulch or dirt, too, and use caution when using lawnmowers and other equipment around the lids so they don't damage them. A damaged meter lid may mean that the technology attached to it has been damaged, too, which leads to incorrect water meter readings.

If you think your water meter lid has been damaged or is loose, please call us at 1-800-678-6301 and we will schedule a technician to inspect and fix it.

If you or someone else believes they need to open the water meter lid for any reason, please contact us at the same toll-free number so that a Kentucky American Water representative can assist with this instead.

Thanks for your cooperation!

Social Media – Language used in social media posts.

(With photo) Doing some yardwork as summer approaches? Be sure to use caution when working around water meter lids. These lids have wiring and antennae components attached to them that can be damaged by mowers, and should never be buried under dirt or mulch. Thanks for helping us keep them in good working order!

(With photo) There's more than meets the eye with our water meter lids. We now have radio technology attached to the lids that you may not see above ground. This enables our meter readers to do their jobs more efficiently since they no longer need to lift lids to read the meter. Instead, equipment in their vehicles can pick up meter readings as they drive by. Please use caution when doing yardwork around these lids, and call us at 1-800-678-6301 to report a meter lid that is damaged or not secure.

(With photo) See this water meter lid? There's a lot going on underneath it. Today's lids have radio technology attached to them that allow us to pick up water meter readings remotely via radio signals. That's why only Kentucky American Water representatives are permitted to open them. Call our customer service team at 1-800-678-6301 to report a damaged or loose meter lid. Thanks!

Examples of posts:

Home | Facebook | Contact Us | Facebook

facebook.com/KentuckyAmericanWater

Managed bookmarks | American Water Int... | Kentucky Maps | MyTime | Strategic Growth Pa... | IntCMS Content M... | Qualtrics - CX Portal | CCEA - Customer C... | VISA Spend | Customer One View | Variable Content M... | Customer Commun... | KY BC 2022 - Home

Search Facebook

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Kentucky American Water

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Kentucky American Water

Edit bio

Page - Public Utility Company
 2300 Richmond Rd. Lexington, KY, United States, Kentucky
 +1 859-269-2386
 info@kamwater.com
 kentuckyamwater.com
 Promote Website

Open now
 Price Range - \$
 Rating - 2.5 (147 Reviews)

Edit details | Add hobbies | Add featured

Photos | See all photos

2023 JUNETEENTH | Fall's | BOIL WATER ADVISORY LIFTED

Advertisement

Kentucky American Water
 Published by Ellen Williams · December 7, 2019 ·

Friendly Friday Reminder: If you are out and about and notice a water meter lid that looks loose or open, give us a call! We can be there quickly to check it out. Stay safe out there and leave the dirty work to us!
 To report a damaged, missing or loose lid (or anything that looks unsafe) please call 1-800-678-6301.



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2023 JUNETEENTH | Fall's | BOIL WATER ADVISORY LIFTED | SNOW | FLAG DAY | U.S. ARMY BUSINESS | OUR SUCCESS BEGINS WITH SERVICE | NEW

Write a comment...

Kentucky American Water
 Published by Ellen Williams · June 13, 2019 ·

This is Jackie. Jackie works here. Jackie opens meter lids. Don't be like Jackie. But seriously, there's a lot going on underneath these lids! Today's lids have radio technology attached to them that allow us to pick up water meter readings remotely via radio signals. That's why only Kentucky American Water representatives are permitted to open them. If you notice a lid that looks loose or damaged, please call our customer service team at 1-800-678-6301. Thank!



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Kentucky American Water

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 Price Range - \$
 Rating - 2.5 (147 Reviews)

Edit details | Add hobbies | Add featured

Photos | See all photos

2023 JUNETEENTH | Fall's | BOIL WATER ADVISORY LIFTED | SNOW | FLAG DAY | U.S. ARMY BUSINESS | OUR SUCCESS BEGINS WITH SERVICE | NEW

Kentucky American Water
 Published by Ellen Williams · June 11, 2019 ·

See this water meter lid? There's a lot going on underneath it. Today's lids have radio technology attached to them that allow us to pick up water meter readings remotely via radio signals. That's why only Kentucky American Water representatives are permitted to open them. Call our customer service team at 1-800-678-6301 to report a damaged or loose meter lid. Thank!



Home x Facebook x Contact Us x Facebook x +

facebook.com/KentuckyAmericanWater

Managed bookmarks American Water Ins... Kentucky Maps MyTime Strategic Growth Re... RollCMS Content M... Qualtrics - CX Portal CCEA - Customer C... VISA Spend Customer One View Variable Content M... Customer Commun... KY RC 2022 - Home

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Open now

Price Range - \$

Rating - 2.5 (147 Reviews)

Edit details

Add hobbies

Add featured

Photos See all photos

- 2023 JUNETEENTH
- Fallfest
- BON WATER COMPANY LIFTED
- NATIONAL BON
- FLAG DAY
- U.S. ARMY BRIDGES
- OUR BRIDGES BUILT TO MEET STANDARDS
- NEW

Kentucky American Water
Published by Ellen Williams · May 30, 2018 ·

Doing some yard work as summer approaches? Be sure to use caution when working around water meter lids. These lids have wiring and antennae components attached to them that can be damaged by mowers, and should never be buried under dirt or mulch. Thanks for helping us keep them in good working order!



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COMMISSION STAFF’S POST-HEARING REQUEST FOR INFORMATION

Witness: Roderick Sherman

9. Refer to Kentucky-American’s response to Commission Staff’s Fourth Request for Information (Kentucky-American’s Response to Staff’s Fourth Request), Item 1. Provide all documentation relating to Ms. Owen’s account and the estimated reads. Include in the response all work orders, all service orders, or all internal electronic communication regarding the account regardless of whether the communication involved the customer service personnel.

Response:

Please see the attached.

Service orders:

Order Number	Order Type	Creation Details	Completion Details
502179679	MON (New cust, read, leave on)	Created 6/11/2014 by LUNDYJ with notes: “Installation not disconnected. Liability cannot be offered. Take read to start billing. advised 25.00 fee.”	Completed 7/3/2014 by BROWNKB with notes: “Meter Number: H012684746, Read1: 0077”
524758341	RBL (Priority read for billing)	Created 9/21/2022 by the system.	Completed 9/22/2022 by SUTTONJT with notes: “verified read on meter for billing”
525420732	ILK (Inspect for leak, hi/lo usage)	Created 12/23/2022 by HULLINJ with notes: “Have you found a leak, including a leaking toilet or faucet? : No, Understanding More about your consumption, Customer Selected: none of these apply.”	Completed 1/6/2023 by CAMPBEZ with notes: “meter reads 0554 bill needs adjusted”
525658285	CMR (change meter)	Created 1/25/2023 by RILEYJD with notes: “change meter to stop estimates, thank you”	Completed 1/26/2023 by CAMPBEZ with notes: “had to figure out how to pump ditchout cause it keep filling up meter box , meter been giving fause read ,meter reads 0569 bill needs adjusted”
525886306	REO (Stop consec est- outside)	Created 2/24/2023 by MILSTEK1 with notes: “Dog contained / read to stop estimates / repair or replace reading device / leave a door tag UpdateOrder_02/27/2023_0847_ROSEMA *** Confirmed with FSR sup Erin- please CHANGE this meter ***”	Completed 3/8/2023 by CAMPBEZ with notes: “i completed this meter change back on 1/26/23did not update in the system , re entered all the info”
525967591	CMR (change meter)	Created 3/8/2023 by the system after work done for SO 525886306	Completed 3/8/2023 by CAMPBEZ after work done for SO 525886306
526043195	ILK (Inspect for leak, hi/lo usage)	Created 3/17/2023 by JOHNSO13 with notes: “Meter might be installed backwards, please check”	Completed 3/20/2023 by CAMPBEZ with notes: “meter was set backwards flipped meter aroundturned setter back on no leaks”

Internal Electronic Communication:

Document Title	Details	Date(s)	Participants
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Email from Lancho with current news clips	An email from External affairs with 4 current news clips attached, one of which is the Herald Leader Article.	2/23/2023	Lancho and listserv: Kentucky American Water/AWWSC
Email from Riley with possible coaching opportunities identified	An email chain between Riley and customer experience business partners asking for CCA and customer interaction to be reviewed.	2/1/2023	Riley, Warden, Lindley, Osbourne
Email from Osbourne to field supervisors	An email chain originally sent by Osbourne to Nash and Hall with service order notes on the customer account and discovery of issue in the field	2/23/2023-3/7/2023	Osbourne, Nash, Hall, Sherman, Lancho, Riley, Campbell
Email from Sherman with report out on customer complaint	An email sent by Sherman to Lewis with a report out on recent customer complaints	2/23/2023	Sherman, Lewis, Osbourne
Email from Sherman asking for more information	An email reply from Sherman to Osbourne asking for more information to prepare report out for Lewis	2/23/2023	Sherman, Osbourne
Email from Warden with mentoring request	An email sent by Warden to supervisors to advise of mentoring opportunities identified in the 2/1/2023 email sent by Riley	2/1/2023	Warden, Fordon, Clark, Lindley, Shatarra, Anderson
Email from Lindley to billing	An email sent by Lindley to a billing supervisor to clarify billing issues on customer account	5/25/2023-5/30/2023	Lindley, Osbourne, Fountain, Glaeser, Diepenbrock, Harmon, listserv: CSC- Billing SUP

From: Susan L Lancho <Susan.Lancho@amwater.com>
Sent on: Thursday, June 15, 2023 3:39:53 PM
To: Kentucky American Water/AWWSC <kentuckyamericanwater@amwater.com>
Subject: KY News Clips: PFAs, Bourbon Co projects, Ripple Effect Scholarships
Attachments: Lex Herald Leader_KY residents could face higher water bills over EPA push_06.14.23.pdf (3.71 MB), Bourbon Co Citizen_Bourbon Co economic development authority meeting_06.08.23pdf.pdf (116.79 KB), Bourbon Co Citizen_Briar Hill Tank Rehab_06.01.23.pdf (64.96 KB), Georgetown News Graphic_Ripple Effect Scholarship Recipient_06.06.23.pdf (87.59 KB)

Susan Lancho

Senior Manager, External and Government Affairs
Kentucky American Water
2300 Richmond Road . Lexington, Kentucky 40502
O: 859-268-6332 M: 859-537-0736
susan.lancho@amwater.com

From: Tricia A Lindley <Tricia.Lindley@amwater.com>
Sent on: Thursday, June 1, 2023 1:26:38 PM
To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: RE: KY [REDACTED] - DR Request

Hi Meriah!

This is now corrected and the customer has a \$0 balance.

Tricia A. Lindley
Sr. CX Business Partner – KY,NJ,MD,TN,VA
CSO – Business Services
P: 618-433-4132
C: 618-616-3226
tricia.lindley@amwater.com

From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Sent: Thursday, June 1, 2023 6:31 AM

To: Tricia A Lindley <Tricia.Lindley@amwater.com>
Subject: RE: KY [REDACTED] - DR Request

Thanks Tricia! I sent this to RJ for his review/prep for testimony! Thank you!

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Visit our website: www.amwater.com/kyaw/

Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com

From: Tricia A Lindley <Tricia.Lindley@amwater.com>
Sent: Tuesday, May 30, 2023 5:58 PM
To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: FW: KY [REDACTED] - DR Request

Definitely looks like a misread that generated the \$545.89 bill in December, and a backwards meter in January.

Tricia A. Lindley
Sr. CX Business Partner – KY,NJ,MD,TN,VA
CSO – Business Services
P: 618-433-4132
C: 618-616-3226
tricia.lindley@amwater.com

From: Princess Q Fountain <Princess.Fountain@amwater.com>
Sent: Friday, May 26, 2023 1:48 PM
To: Tricia A Lindley <Tricia.Lindley@amwater.com>; CSC - Billing SUP <CSCBillingSUP@amwater.com>
Cc: Julie A Glaeser <Julie.Glaeser@amwater.com>; Karen E Diepenbrock <Karen.Diepenbrock@amwater.com>
Subject: RE: KY [REDACTED] - DR Request

These are notes I have found regarding this account.

01/19/2023	Called customer at 9:25am. Spoke with Susan Owens. And that she is \$545.89 and she got the check 01/19/2022. And that she is going to cancel the EFT after this month bill. And explained that it was in the system. FM	BPEM Case 1058661260	CS - Supervisor Call Back	Fonda Malicote
01/18/2023	Customer has called back on 01/17/2023 concern about her refund going back into her account.	BPEM Case 1058108048	CS - Account Resolution ** FROM NATHAN 1/20 refun send 1/11	Fonda Malicote
01/17/2023	Susan Owens 1940 Laclede Ct Lexington, KY 40505 [REDACTED] BP IS CALLING BECAUSE SHE STATED SHE WAS TOLD BY ANOTHER REPRESENTATIVE THAT HER CREDIT REFUND WOULD BE POSTED BACK INTO HER BANK ON THE 11TH AND THAT SHE WOULDN'T HAVE TO WAIT ON HHER MONEY TO BE GIVING BACK. TOOK A LOOK AT ACCOUNT CREDIT REFUND WAS POSTED ON THE 11TH BUT IM NOT SURE ABOUT THE INFORMATION SHE RECEIVED ABOUT IT GOING INTO HER ORIGINAL PAYMENT	BPEM Case 1058661260	CS - Supervisor Call Back	Chantanel Taylor
01/10/2023	I initiated the refund, approved it and removed the locks, the refund check for \$545.89 will go out with Thursdays check run.	BPEM Case 1058219852	CS - Collections Follow-up	Dana Mitchell
01/09/2023	Added 1/6/23 read 564/15 then cancel rebilled Nov to Dec bill period for less. ARI case open for follow up. Closing this case. No leak, Susan spoke to FSR on 1/9/23 and aware of misread. (rebill for \$43.95 pending but EFT for \$525.89 withdrew today 1/9/2023 -- send escalation email to Collections Sups to get EFT reversed asap. Invoice locked to 1/11 to rebill 1/12 for lesser amount once EFT reversed).	BPEM Case 1058105280	SO-Inspect for Leak service order completed	Nathan M. (billing)
01/09/2023	Reversed Inv 625004690027 for \$545.89. Added control read 564 from 1/6/2023. Updated 12/20/22 read 660/08 to 560/03 to bill 6 units 11/16 to 12/20. Will be \$43.95 when rebilled. Put invoice lock till 1/11/23 so rebill will generate on 1/12/23 giving time for EFT payment \$45.89 to post then be reversed, so rebill will show "correct amt due" on new due date in early Feb. Unsure what follow needed with Customer but Susan said moved money to cover EFT withdrawal but would like return ASAP and corrected bill too.	BPEM Case 1058108048	CS - Account Resolution ** FROM NATHAN 1/20 refun send 1/11	Nathan M. (billing)
01/09/2023	PLEASE REVERSE EFT payment \$545.89 that was debit on 1/9/23. Rebilled for less and high bill was misread. Advised if reversed 1/10/23 may take till 1/11 or 1/12 to show but in process. new bill amount will draft on new due date .	BPEM Case 1058219852	CS - Collections Follow-up	Nathan M. (billing)

From: Tricia A Lindley <Tricia.Lindley@amwater.com>
Sent: Thursday, May 25, 2023 4:30 PM
To: CSC - Billing SUP <CSCBillingSUP@amwater.com>; Princess Q Fountain <Princess.Fountain@amwater.com>
Cc: Julie A Glaeser <Julie.Glaeser@amwater.com>; Karen E Diepenbrock <Karen.Diepenbrock@amwater.com>
Subject: RE: KY [REDACTED] - DR Request

Do we have an update on this?

Tricia A. Lindley
Sr. CX Business Partner – KY,NJ,MD,TN,VA
CSO – Business Services
P: 618-433-4132
C: 618-616-3226
tricia.lindley@amwater.com

From: Rusty R Harmon <Charles.Harmon@amwater.com> On Behalf Of CSC - Billing SUP
Sent: Thursday, May 25, 2023 12:35 PM
To: Princess Q Fountain <Princess.Fountain@amwater.com>
Cc: Julie A Glaeser <Julie.Glaeser@amwater.com>; CSC - Billing SUP <CSCBillingSUP@amwater.com>; Karen E Diepenbrock <Karen.Diepenbrock@amwater.com>; Tricia A Lindley <Tricia.Lindley@amwater.com>
Subject: RE: KY [REDACTED] - DR Request

Hello Princess - Can you please care for this request?

Thank You!

Please let me know if I can be of any further assistance.

Cordially,

Rusty Harmon
CSO – Billing Team Lead
American Water Customer Experience Organization
866-957-2886 ext. 2813844 – Please enter all 7 digits
Pronouns: He-His-Him

WeCARE about reaching our full potential, excelling in the core competencies that support our business, doing so will ultimately enhance the experience for customers and drive customer growth.

From: Tricia A Lindley <Tricia.Lindley@amwater.com>
Sent: Thursday, May 25, 2023 10:57 AM
To: Karen E Diepenbrock <Karen.Diepenbrock@amwater.com>
Cc: Julie A Glaeser <Julie.Glaeser@amwater.com>; CSC - Billing SUP <CSCBillingSUP@amwater.com>
Subject: KY [REDACTED] - DR Request
Importance: High

Good morning!

Looking for assistance with KY [REDACTED]

This account is part of a PSC complaint and KY DR investigation.

Im trying to answer the question around the \$500 invoice in December 2022. I see that it was an estimate to actual, but then it was reversed, billed again, and then reversed again.

Was this all based on an incorrect reading?

Tricia A. Lindley
Sr. CX Business Partner – KY,NJ,MD,TN,VA
CSO – Business Services
P: 618-433-4132
C: 618-616-3226
tricia.lindley@amwater.com

From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Sent on: Tuesday, March 7, 2023 7:05:13 PM

To: Erin G Hall <Erin.Hall@amwater.com>; zach J Campbell <zach.Campbell@amwater.com>

Subject: RE: *response requested* 1940 Laclede Ct RE: News clips: Lexington residents, did your water bill spike last month?

That would make sense as to why it is still estimating then. Once that service order is completed and your notes show the meter change information, we can have ops update the system and correct the customer billing with accurate information!

Thanks!

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Visit our website: www.amwater.com/kvaw/

Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com

From: Erin G Hall <Erin.Hall@amwater.com>

Sent: Monday, March 6, 2023 3:36 PM

To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>; zach J Campbell <zach.Campbell@amwater.com>

Subject: RE: *response requested* 1940 Laclede Ct RE: News clips: Lexington residents, did your water bill spike last month?

The meter was changed on 1/26/2023. Here is the paperwork for the meter change  

From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>

Sent: Monday, March 6, 2023 10:28 AM

To: zach J Campbell <zach.Campbell@amwater.com>

Cc: Erin G Hall <Erin.Hall@amwater.com>

Subject: FW: *response requested* 1940 Laclede Ct RE: News clips: Lexington residents, did your water bill spike last month?

Good morning-

Just wanted to give you a heads up since you are assigned SO  for 1940 Lacede Ct. There are notes added that a meter change should be completed to help stop estimated readings.

Susan Owens
1940 Laclede Ct., Lexington, KY

Outage / Bill order / Current Events

Hold | Retrieve | Hang Up | Transfer | Warm Transfer | Consult | Conference | Toggle | DTMF Pad | End

Ready | Not Read | Back

List of Service Orders

Identification

BP Overview

Account Overview

Service Order

Meter Reading

Interaction Record

Contract Management

Billing

Account Balance

Collections

Payments

Owner Allocation

BPEM Case

IDA/External Links

Correspondence

Zero Usage Coding

Script

Archived Documents

Monetary Survey

LexisNexis

Order Details: Notification Details

Service Order	Mat Code	Description	User Status 1	FSR Name	Start Date	End Date	Completion Date	Notification N...	SO Fee
525886306	REO	Stop Consec Est - Outside	Assigned	Zacharias Campbell	03/08/2023	03/08/2023		326949114	0.00
52568285	CNR	Change Meter	Field Complete	Zacharias Campbell	01/26/2023	01/26/2023	01/26/2023	326712578	0.00
525410732	ILK	inspect for Leak, Hi/Lo Usage	Field Complete	Zacharias Campbell	01/06/2023	01/06/2023	01/06/2023	326466993	0.00
524785941	REL	Priority Read for Billing	Field Complete	Jason Sutton	09/22/2022	09/26/2022	09/22/2022	325780954	0.00
502179679	MON	New Cst. Read. Leave On	Field Complete		07/03/2014	07/03/2014	07/03/2014	302341371	28.00

Cancel Service Order | Change Appointment | Add Comment

Service Order Details

Mat Code: REO | Description: Stop Consec Est - Outside

Order Status: REL | Priority: 3: Customer Appt.

Appt Start Time: 07:00 | Appt End Time: 15:30 | Order Start date: 03/08/2023

Order Comments:
Stop Consec Est - Outside
Dog contained / lead to stop estimates / repair or replace reading device / leave a door tag
UpdateOrder_02272023_0847_JROSEJA *** Confirmed with FSR sup Em. please CHANGE this meter ***

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Visit our website: www.amwater.com/kyaw/

Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com

From: Meriah A Osbourne

Sent: Monday, February 27, 2023 8:49 AM

To: Erin G Hall <Erin.Hall@amwater.com>; Steven Nash <Steven.Nash@amwater.com>

Cc: Roderick Sherman <Roderick.Sherman@amwater.com>; Susan L Lancho

<Susan.Lancho@amwater.com>; Josh D Riley <Joshua.Riley@amwater.com>

Subject: RE: *response requested* 1940 Laclede Ct RE: News clips: Lexington residents, did your water bill spike last month?

Thanks. I added notes to the SO that we confirmed with you to change the meter.

Thanks,

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Visit our website: www.amwater.com/kyaw/

Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com

From: Erin G Hall <Erin.Hall@amwater.com>

Sent: Monday, February 27, 2023 8:37 AM

To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>; Steven Nash <Steven.Nash@amwater.com>

Cc: Roderick Sherman <Roderick.Sherman@amwater.com>; Susan L Lancho <Susan.Lancho@amwater.com>; Josh D Riley <Joshua.Riley@amwater.com>

Subject: RE: *response requested* 1940 Laclede Ct RE: News clips: Lexington residents, did your water bill spike last month?

Yes, lets change the meter to stop the estimates.

From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>

Sent: Monday, February 27, 2023 7:48 AM

To: Steven Nash <Steven.Nash@amwater.com>; Erin G Hall <Erin.Hall@amwater.com>

Cc: Roderick Sherman <Roderick.Sherman@amwater.com>; Susan L Lancho <Susan.Lancho@amwater.com>; Josh D Riley <Joshua.Riley@amwater.com>

Subject: RE: *response requested* 1940 Laclede Ct RE: News clips: Lexington residents, did your water bill spike last month?

Good morning all,

Looks like this customer called in again on Friday and asked for us to do something to stop the estimated readings. Call handler created REO SO [REDACTED] scheduled for 3/8.

Erin- did you just want to go ahead and have them change the meter while there? Have worked 2 orders there already this year and it is still estimating.

Thanks,

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Visit our website: www.amwater.com/kyaw/

Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com

From: Steven Nash <Steven.Nash@amwater.com>

Sent: Thursday, February 23, 2023 10:50 AM

To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>; Erin G Hall <Erin.Hall@amwater.com>

Cc: Roderick Sherman <Roderick.Sherman@amwater.com>; Susan L Lancho <Susan.Lancho@amwater.com>; Josh D Riley <Joshua.Riley@amwater.com>

Subject: RE: *response requested* 1940 Laclede Ct RE: News clips: Lexington residents, did your water bill spike last month?

Good morning,

After look at the read report in fathom, I wonder if this meter has skipped an entire digit. If you see the last 4 readings, it appears it went from a 5 to a 6 and then back to a 5. We can have this meter changed.

Route	Account	City	Address	Name	Read	Slip/Str>Co	Trouble Co	Read Time	Reading Dev	Technician	Device
LEX310	0654	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0569		2/15/2023 12:18	SM-1	Lay,David	3791779
LEX310	6100	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0667		1/20/2023 13:13	SM-1	Rathff,Joshua	3791779
LEX310	0466	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0660		12/20/2022 10:41	SM-1	Rathff,Joshua	3791779
LEX310	6819	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0542		11/15/2022 7:54	SM-1	Blair,Billy	3791779
LEX310	3972	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0548		10/18/2022 15:54	SM-1	Blair,Billy	3791779
LEX310	2127	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0533		9/15/2022 14:28	SM-1	Blair,Billy	3791779
LEX310	7380	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0539		8/15/2022 13:23	SM-1	Blair,Billy	3791779
LEX310	6648	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0536		7/18/2022 9:43	SM-1	Blair,Billy	3791779
LEX310	4453	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0531		6/14/2022 11:36	SM-1	Blair,Billy	3791779
LEX310	4946	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0527		5/15/2022 14:05	SM-1	Blair,Billy	3791779
LEX310	8084	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0523		4/18/2022 11:31	SM-1	Moynard,Glen	3791779
LEX310	0290	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0519		3/14/2022 13:20	SM-1	Blair,Billy	3791779
LEX310	3651	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0516		2/15/2022 15:48	SM-1	Blair,Billy	3791779
LEX310	3948	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0511		1/18/2022 10:36	SM-1	Blair,Billy	3791779
LEX310	8786	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0506		12/14/2021 13:18	SM-1	Blair,Billy	3791779
LEX310	8252	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0500		11/15/2021 11:57	SM-1	Blair,Billy	3791779
LEX310	8459	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0493		10/15/2021 10:40	SM-1	Ratchford,Patrick	3791779
LEX310	0964	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0487		9/15/2021 10:55	SM-1	Lay,David	3791779
LEX310	5178	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0481		8/13/2021 10:46	SM-1	Sacra,Lloyd	3791779
LEX310	3043	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0474		7/16/2021 11:38	SM-1	Phelps,James	3791779
LEX310	7910	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0469		6/14/2021 11:48	SM-1	Phelps,James	3791779
LEX310	5989	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0465		5/14/2021 9:03	SM-1	Phelps,James	3791779
LEX310	5243	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0461		4/15/2021 11:38	SM-1	Phelps,James	3791779
LEX310	4446	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0458		3/17/2021 9:57	SM-1	Sacra,Lloyd	3791779

From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>

Sent: Thursday, February 23, 2023 8:37 AM

To: Steven Nash <Steven.Nash@amwater.com>; Erin G Hall <Erin.Hall@amwater.com>

Cc: Roderick Sherman <Roderick.Sherman@amwater.com>; Susan L Lancho <Susan.Lancho@amwater.com>; Josh D Riley <Joshua.Riley@amwater.com>

Subject: *response requested* 1940 Laclede Ct RE: News clips: Lexington residents, did your water bill spike last month?

Good morning Steven and Erin,

Here is a bit more information about the Susan Owens account mentioned in the article Susan Lancho sent this morning. Account [REDACTED] premise [REDACTED] Customer's bill has been corrected after working with Josh in the local office. He did have to send mentoring to the call center and after their review, several mentoring opportunities were identified for the call handler that spoke with Owens.

SO history:

- 9/22/2022: RBL (read for billing) order with read noted as 544. Notes: verified read for billing.
- 1/6/2023: ILK (inspect for leak) order with read noted as 554. Notes: meter reads 554 bill needs adjusted.
- 1/26/2023: CMR (change meter) order with read notes as 569. Notes: had to figure out how to pump ditch out cause it keep filling up meter box , meter been giving false read ,meter reads 569 bill needs adjusted.
 - This CMR order was created by the local team to stop the consecutive estimates. This service order was marked as "complete" however, a meter change did not occur. The most recent bill is still showing an estimated reading.

Steven- can you see any reason why the reading would be the same on 9/22 and 1/6?

Erin- when do we mark orders as incomplete? I would have expected the CMR to be marked incomplete if a meter change did not actually occur. Should we get a new CMR since estimates are still occurring?

High bill letters were sent on 9/22/2022, 11/17/2022, 12/22/2022, and 1/24/2023.

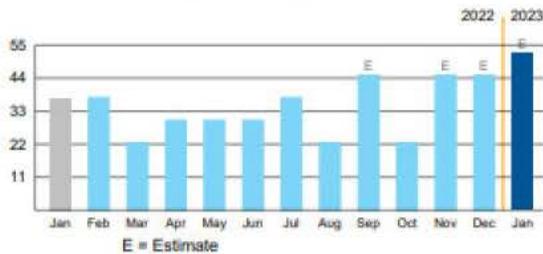
JANUARY- Corrected bill below. Looks like she was overbilled \$550.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[REDACTED]	100 CF	5/8"	12/21/2022	01/20/2023	560 (E)	567 (E)	7	52.36	5,236
A = Actual E = Estimate			1 CF = 7.48 gallons		1 Billing Unit = 100 gallons		Total Gallons:		5,236

Billed Usage History (graph shown in 100 gallons)

- 5,236 gallons = usage for this period
- 3,740 gallons = usage for same period last year



Next Scheduled Read Date: on or about February 15, 2023
Account Type: Residential

Average daily use for this period is: (31 days)



Year to Date Billed Usage: 5,236 gallons

Account Detail

Account No. [REDACTED]

Service To: 1940 LACLEDE CT LEXINGTON, KY 40505-2013

Prior Billing	46.59
Payments	-46.59
Total payments as of Jan 25. Thank you!	
Balance Forward	0.00
Cancellation of Prior Billing	-550.89
Cancelled Bill Period 12/21/2022 - 01/20/2023	
Reason: Invalid Meter Read	

Service Related Charges - 12/21/22 to 01/20/23

Rebill - 12/21/22 to 01/20/23

Water Service	45.14
Water Service Charge	15.00
Water Usage Charge (52.36 x \$0.5757)	30.14
Other Charges	3.52
QIP Surcharge Water (\$45.14 x 4.61%)	2.08
KRA Withdrawal Fee (52.36 x \$0.0275)	1.44
Total Service Related Charges	48.66
Taxes	2.92
Franchise Taxes (\$48.66 x 3.000%)	1.46
School District Tax (\$48.66 x 3.000%)	1.46
Total Current Period Charges	51.58

Total Amount Due **\$51.58**

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 (or wastewater) service. 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.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- 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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

FEBRUARY- Most recent invoice is still showing estimated readings:

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[REDACTED]	100 CF	5/8"	01/21/2023	02/15/2023	567 (E)	573 (E)	6	44.88	4,488

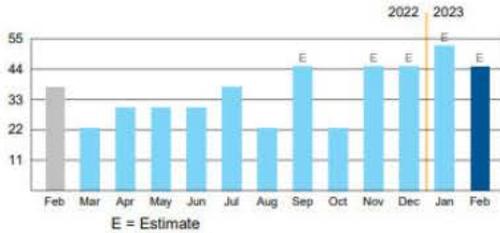
A = Actual E = Estimate

1 CF = 7.48 gallons 1 Billing Unit = 100 gallons

Total Gallons: 4,488

Billed Usage History (graph shown in 100 gallons)

- 4,488 gallons = usage for this period
- 3,740 gallons = usage for same period last year



Next Scheduled Read Date: on or about March 15, 2023
Account Type: Residential

Average daily use for this period is: (26 days)



Year to Date Billed Usage: 9,724 gallons

Account Detail

Account No. [REDACTED]

Service To: 1940 LACLEDE CT LEXINGTON, KY 40505-2013

Prior Billing	51.58
Payments	-51.58
Total payments as of Feb 17. Thank you!	-51.58
Balance Forward	0.00
Service Related Charges - 01/21/23 to 02/15/23	
Water Service	40.84
Water Service Charge	15.00
Water Usage Charge (44.88 x \$0.5757)	25.84
Other Charges	3.11
OIP Surcharge Water (\$40.84 x 4.61%)	1.88
KRA Withdrawal Fee (44.88 x \$0.0275)	1.23
Total Service Related Charges	43.95
Taxes	2.64
Franchise Taxes (\$43.95 x 3.000%)	1.32
School District Tax (\$43.95 x 3.000%)	1.32
Total Current Period Charges	46.59

Total Amount Due **\$46.59**

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 (or wastewater) service. 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.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- 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.

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Visit our website: www.amwater.com/kyaw/

Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com

From: Susan L Lancha <Susan.Lancha@amwater.com>

Sent: Thursday, February 23, 2023 7:38 AM

To: KAWC - News Clips <KAWC - News_Clips@amwater.com>

Subject: News clips: Lexington residents, did your water bill spike last month?

<https://www.kentucky.com/news/know-your-kentucky/article272085972.html>

Susan Lancho

Senior Manager, External and Government Affairs

Kentucky American Water

2300 Richmond Road . Lexington, Kentucky 40502

(O) 859-268-6332 (M) 859-537-0736 susan.lancho@amwater.com

From: Josh D Riley <Joshua.Riley@amwater.com>
Sent on: Thursday, February 23, 2023 12:49:49 PM
To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: FW: 1940 Laclede Ct Susan Owens

Here it is

Joshua Riley

Customer Advocacy

Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502

Advocate Office 859.269.2386 option 6 | kawc - customeradvocacy@amwater.com



KENTUCKY
AMERICAN WATER

WE KEEP LIFE FLOWING®

From: Mitch M Warden <Steven.Warden@amwater.com>
Sent: Wednesday, February 1, 2023 10:42 AM
To: Josh D Riley <Joshua.Riley@amwater.com>; Tricia A Lindley <Tricia.Lindley@amwater.com>
Subject: RE: 1940 Laclede Ct Susan Owens

Josh,
Good day!

I have identified several mentoring opportunities on this interaction. I have sent an email mentoring request to the applicable supervisor.

If I may assist further, kindly advise.

Respectfully,

Mitch Warden *he, him, his*
Customer Experience Business Partner – KY, MD, NJ, TN, VA
AW Proud EBRG Communications Lead
850-471-4736 - Office
steven.warden@amwater.com



I self-identified, did you? [CLICK HERE](#) to learn how!



From: Josh D Riley <Joshua.Riley@amwater.com>
Sent: Wednesday, February 1, 2023 8:43 AM
To: Tricia A Lindley <Tricia.Lindley@amwater.com>; Mitch M Warden <Steven.Warden@amwater.com>
Subject: 1940 Laclede Ct Susan Owens

Good Morning Tricia and Mitch,

I just spoke with Susan about [REDACTED]. Susan told me that our technician told her she needed an adjustment but when she called the call center this morning the call handler told her there were no notes on the service order indicating this. Not only do I see notes but also see the meter reading recorded on the service order is different from the last billed read. In addition to that there was already a billing bpem created yesterday referencing the notes on the service order asking billing to make an adjustment. I apologized to the customer and explained the call handler missed the information and that she would be getting an adjustment. The customer was very upset stating this was

second time we sent her a wrong bill and had to correct it, being given the wrong information did not help her frustration. Can you please review this case for possible coaching, thank you.

Joshua Riley
859-269-2386 Option 6
Kentucky American Water
2300 Richmond Rd
Lexington KY 40502

From: Roderick Sherman <Roderick.Sherman@amwater.com>
Sent on: Thursday, February 23, 2023 4:39:46 PM
To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: RE: *response requested* 1940 Laclede Ct RE: News clips: Lexington residents, did your water bill spike last month?

Thank you.

RJ Sherman (He/Him/His), MBA

Manager, Operational Excellence
Kentucky American Water | [2300 Richmond Road](#) | [Lexington, KY 40502](#)
Office (859) 268-6314 | Cell (859) 310-2526 | roderick.sherman@amwater.com



From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Sent: Thursday, February 23, 2023 11:38 AM
To: Roderick Sherman <Roderick.Sherman@amwater.com>
Subject: RE: *response requested* 1940 Laclede Ct RE: News clips: Lexington residents, did your water bill spike last month?

Hi RJ,

1/6- customer called in and ART case was created.
1/20- ART case closed.
1/24- customer called back in and LODS bpem created. (Bpem here asking for meter change due to estimations, customer issue had been "resolved" by ART)
1/25- LODS bpem closed. (change meter order created)
2/1- customer called back in and new LODS bpem created. (fsr told customer bill needed to be adjusted and csr said no but still sent to local)
2/1- local called customer and LODS bpem closed. (csr was wrong and local asked billing to correct bill)

So looks like customer initially complained January 6th and it was resolved February 1st. (with the exception of the ongoing issues I pointed out in my original email.)

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

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Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com

From: Roderick Sherman <Roderick.Sherman@amwater.com>

Sent: Thursday, February 23, 2023 11:30 AM

To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>

Subject: RE: *response requested* 1940 Laclede Ct RE: News clips: Lexington residents, did your water bill spike last month?

Meriah,

Do you know what date this complaint originally came in?

Best regards,

RJ Sherman (He/Him/His), MBA

Manager, Operational Excellence

Kentucky American Water | [2300 Richmond Road](#) | [Lexington, KY 40502](#)

Office (859) 268-6314 | Cell (859) 310-2526 | roderick.sherman@amwater.com



From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>

Sent: Thursday, February 23, 2023 8:51 AM

To: Roderick Sherman <Roderick.Sherman@amwater.com>

Subject: RE: *response requested* 1940 Laclede Ct RE: News clips: Lexington residents, did your water bill spike last month?

Hi RJ,

I just got curious after reading this article in the Herald Leader and looked into it for more details. After noticing several areas of concern, I went ahead and escalated to Steven/Erin.

It came to the local office a few weeks ago after the call center created a LODS bpem for local to create a meter change. Note- this is not the standard process for a meter change. The call center rep could have done this themselves. As mentioned below, several mentoring opportunities were identified and addressed with this call handler.

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Visit our website: www.amwater.com/kyaw/

Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com

From: Roderick Sherman <Roderick.Sherman@amwater.com>

Sent: Thursday, February 23, 2023 8:44 AM

To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>

Subject: Re: *response requested* 1940 Laclede Ct RE: News clips: Lexington residents, did your water bill spike last month?

Meriah,

I typically have to provide Andy a report out on escalated complaints such as AG and PSC? I feel this should also be reported given it was in the news. Since I am traveling, can you give me any details on how the complaint came in?

Best regards,

RJ Sherman, MBA

Manager, Operational Excellence

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Office (859) 268-6314 | Cell (859) 310-2526 | roderick.sherman@amwater.com

From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>

Sent: Thursday, February 23, 2023 8:37:03 AM

To: Steven Nash <Steven.Nash@amwater.com>; Erin G Hall <Erin.Hall@amwater.com>

Cc: Roderick Sherman <Roderick.Sherman@amwater.com>; Susan L Lancho

<Susan.Lancho@amwater.com>; Josh D Riley <Joshua.Riley@amwater.com>

Subject: *response requested* 1940 Laclede Ct RE: News clips: Lexington residents, did your water bill spike last month?

Good morning Steven and Erin,

Here is a bit more information about the Susan Owens account mentioned in the article Susan Lancho sent this morning. Account [REDACTED] premise [REDACTED] Customer's bill has been corrected after working with Josh in the local office. He did have to send mentoring to the call center and after their review, several mentoring opportunities were identified for the call handler that spoke with Owens.

SO history:

- **9/22/2022:** RBL (read for billing) order with read noted as **544**. Notes: verified read for billing.

- **1/6/2023**: ILK (inspect for leak) order with read noted as **554**. Notes: meter reads 554 bill needs adjusted.
- 1/26/2023: CMR (change meter) order with read notes as 569. Notes: had to figure out how to pump ditch out cause it keep filling up meter box , meter been giving false read ,meter reads 569 bill needs adjusted.
 - This CMR order was created by the local team to stop the consecutive estimates. This service order was marked as **"complete"** however, a meter change **did not occur**. The most recent bill is still showing an estimated reading.

Steven- can you see any reason why the reading would be the same on 9/22 and 1/6?

Erin- when do we mark orders as incomplete? I would have expected the CMR to be marked incomplete if a meter change did not actually occur. Should we get a new CMR since estimates are still occurring?

High bill letters were sent on 9/22/2022, 11/17/2022, 12/22/2022, and 1/24/2023.

JANUARY- Corrected bill below. Looks like she was overbilled \$550.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[REDACTED]	100 CF	5/8"	01/21/2023	02/15/2023	567 (E)	573 (E)	6	44.88	4,488

A = Actual E = Estimate

1 CF = 7.48 gallons 1 Billing Unit = 100 gallons

Total Gallons: 4,488

Billed Usage History (graph shown in 100 gallons)

- 4,488 gallons = usage for this period
- 3,740 gallons = usage for same period last year



Next Scheduled Read Date: on or about March 15, 2023
Account Type: Residential

Average daily use for this period is: (26 days)



Year to Date Billed Usage: 9,724 gallons

Account Detail

Account No [REDACTED]

Service To: 1940 LACLEDE CT LEXINGTON, KY 40505-2013

Prior Billing	51.58
Payments	-51.58
Total payments as of Feb 17. Thank you!	-51.58
Balance Forward	0.00
Service Related Charges - 01/21/23 to 02/15/23	
Water Service	40.84
Water Service Charge	15.00
Water Usage Charge (44.88 x \$0.5757)	25.84
Other Charges	3.11
QIP Surcharge Water (\$40.84 x 4.61%)	1.88
KRA Withdrawal Fee (44.88 x \$0.0275)	1.23
Total Service Related Charges	43.95
Taxes	2.64
Franchise Taxes (\$43.95 x 3.000%)	1.32
School District Tax (\$43.95 x 3.000%)	1.32
Total Current Period Charges	46.59
Total Amount Due	\$46.59

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 (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
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- 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.

FEBRUARY- Most recent invoice is still showing estimated readings:

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
	100 CF	5/8"	01/21/2023	02/15/2023	567 (E)	573 (E)	6	44.88	4,488

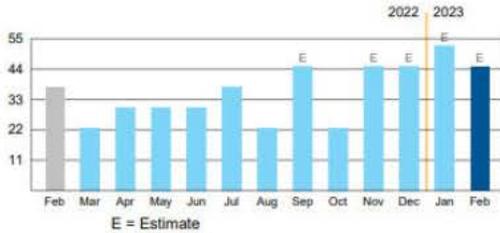
A = Actual E = Estimate

1 CF = 7.48 gallons 1 Billing Unit = 100 gallons

Total Gallons: 4,488

Billed Usage History (graph shown in 100 gallons)

- 4,488 gallons = usage for this period
- 3,740 gallons = usage for same period last year



Next Scheduled Read Date: on or about March 15, 2023
Account Type: Residential

Average daily use for this period is: (26 days)



Year to Date Billed Usage: 9,724 gallons

Account Detail

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Service To: 1940 LACLEDE CT LEXINGTON, KY 40505-2013

Prior Billing	51.58
Payments	-51.58
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Other Charges	3.11
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KRA Withdrawal Fee (44.88 x \$0.0275)	1.23
Total Service Related Charges	43.95
Taxes	2.64
Franchise Taxes (\$43.95 x 3.000%)	1.32
School District Tax (\$43.95 x 3.000%)	1.32
Total Current Period Charges	46.59

Total Amount Due **\$46.59**

Understanding Your Bill

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- 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.

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Visit our website: www.amwater.com/kyaw/

Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com

From: Susan L Lancho <Susan.Lancho@amwater.com>

Sent: Thursday, February 23, 2023 7:38 AM

To: KAWC - News Clips <KAWC - News_Clips@amwater.com>

Subject: News clips: Lexington residents, did your water bill spike last month?

<https://www.kentucky.com/news/know-your-kentucky/article272085972.html>

Susan Lancho

Senior Manager, External and Government Affairs

Kentucky American Water

2300 Richmond Road . Lexington, Kentucky 40502

(O) 859-268-6332 (M) 859-537-0736 susan.lancho@amwater.com

From: Roderick Sherman <Roderick.Sherman@amwater.com>

Sent on: Monday, April 24, 2023 4:15:48 PM

To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>

Subject: FW: 2/23/2023 report out

RJ Sherman (He/Him/His), MBA

Manager, Operational Excellence

Kentucky American Water | [2300 Richmond Road](#) | [Lexington, KY 40502](#)

Office (859) 268-6314 | Cell (859) 310-2526 | roderick.sherman@amwater.com



From: Roderick Sherman

Sent: Thursday, February 23, 2023 11:40 AM

To: Andy A Lewis <William.Lewis@amwater.com>

Subject: 2/23/2023 report out

Andy,

Please see items below. We don't have and PSC, AG, BBB, or any ELT complaints to report. However I do want to bring up the details of the complaint from the news article.

Customer: Susan Owens

Account [REDACTED]

Date complaint received: 1/6/23 and 2/1/23

Customer complaint surrounds a high bill.

Details of the complaint:

- Details

- Customer called in regarding a large bill, and that her account auto drafted the large usage amount.
- 2 orders that were worked both on 9/22/2022 and 1/6/2023 show same reading of 554 on service orders.
- Meter continued to estimate for multiple meter reading cycles.
- High bill letters were sent on 9/22/2022, 11/17/2022, 12/22/2022, and 1/24/2023.
- Order created on 1/26/2023 to change meter. Order was completed by FSR but meter was not changed.
- Meter estimated another month due to meter not being changed on previous order.
- Resulted in another high bill in February.
- Meter supervisor asked to investigate readings and found irregular meter readings from Fathom. Image below will show the meter jumps up in December and then comes back down in February.
- Seems reads from radio transmission did not match reads from the field.
- Meter is Mueller/Hersey .
- Resolution
 - Customer's usage will be adjusted back to normal consumption.
 - Meter will be changed.
 - Coaching was sent to the CSC and to KAW meter team to coach FSR.

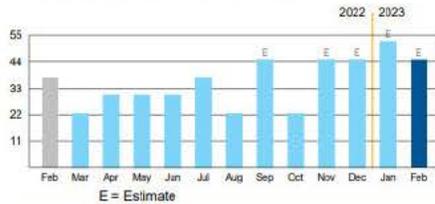
Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
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			1 CF = 7.48 gallons		1 Billing Unit = 100 gallons		Total Gallons:		4,488

A = Actual E = Estimate

Billed Usage History (graph shown in 100 gallons)

- 4,488 gallons = usage for this period
- 3,740 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about March 15, 2023
Account Type: Residential

Average daily use for this period is: (26 days)

173 gallons

Year to Date Billed Usage: 9,724 gallons

Account Detail

Service To: 1940 LACLEDE CT LEXINGTON, KY 40505-2013

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Payments	-51.58
Total payments as of Feb 17. Thank you!	
Balance Forward	0.00
Service Related Charges - 01/21/23 to 02/15/23	
Water Service	40.84
Water Service Charge	15.00
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Total Amount Due



\$46.59

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Route	Seq#	Cy	Address	Name	Read	Slip/Str/Co	Trouble/chr/Cc	Read Time	Reading/chr/Dev	Technician	Device
LEX310	0654	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0569		2/15/2023 12:18	SM-1	Lay,David	3791779
LEX310	6100	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0667		1/20/2023 13:13	SM-1	Rathff,Joshua	3791779
LEX310	0466	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0660		12/20/2022 10:41	SM-1	Rathff,Joshua	3791779
LEX310	6819	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0542		11/15/2022 7:54	SM-1	Blair,Billy	3791779
LEX310	3972	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0548		10/18/2022 15:54	SM-1	Blair,Billy	3791779
LEX310	2127	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0533		9/15/2022 14:28	SM-1	Blair,Billy	3791779
LEX310	7380	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0539		8/15/2022 13:23	SM-1	Blair,Billy	3791779
LEX310	6648	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0536		7/18/2022 9:43	SM-1	Blair,Billy	3791779
LEX310	4453	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0531		6/14/2022 11:36	SM-1	Blair,Billy	3791779
LEX310	4946	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0527		5/15/2022 14:05	SM-1	Blair,Billy	3791779
LEX310	8084	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0523		4/18/2022 11:31	SM-1	Moynard,Glen	3791779
LEX310	0290	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0519		3/14/2022 13:20	SM-1	Blair,Billy	3791779
LEX310	3651	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0516		2/15/2022 15:48	SM-1	Blair,Billy	3791779
LEX310	3948	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0511		1/18/2022 10:36	SM-1	Blair,Billy	3791779
LEX310	8786	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0506		12/14/2021 13:18	SM-1	Blair,Billy	3791779
LEX310	8252	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0500		11/15/2021 11:57	SM-1	Blair,Billy	3791779
LEX310	8439	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0493		10/15/2021 10:40	SM-1	Rathford,Patrick	3791779
LEX310	0964	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0487		9/15/2021 10:55	SM-1	Lay,David	3791779
LEX310	5178	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0481		8/13/2021 10:46	SM-1	Sacra,Lloyd	3791779
LEX310	3043	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0474		7/16/2021 11:38	SM-1	Phelps,James	3791779
LEX310	7910	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0469		6/14/2021 11:48	SM-1	Phelps,James	3791779
LEX310	5989	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0465		5/14/2021 9:03	SM-1	Phelps,James	3791779
LEX310	5243	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0461		4/15/2021 11:38	SM-1	Phelps,James	3791779
LEX310	4446	13	1940 Laclede Ct	Owens	[13] - Mueller RF	0458		3/17/2021 9:57	SM-1	Sacra,Lloyd	3791779

- PSC Complaints
None
- ELT Complaints
None

Best regards,

RJ Sherman (He/Him/His), MBA

Manager, Operational Excellence

Kentucky American Water | [2300 Richmond Road](#) | [Lexington, KY 40502](#)

Office (859) 268-6314 | Cell (859) 310-2526 | roderick.sherman@amwater.com



From: Mitch M Warden <Steven.Warden@amwater.com>

Sent on: Wednesday, June 21, 2023 3:10:18 PM

To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>

CC: Tricia A Lindley <Tricia.Lindley@amwater.com>

Subject: FW: REPLY REQUIRED: Mentoring Needed: KY, Lexington , 1940 Laclede Ct, [REDACTED] - VELAZQD

From: Vee N Clark <Marevic.Clark@amwater.com>

Sent: Wednesday, February 1, 2023 9:45 AM

To: Reeves, Shatarra <Shatarra.Reeves@eos-usa.com>

Cc: Tricia A Lindley <Tricia.Lindley@amwater.com>; Mitch M Warden <Steven.Warden@amwater.com>;

Scott G Gordon <Scott.Gordon@amwater.com>; Anderson, Teisha <Teisha.Anderson@EOS-USA.com>
Subject: RE: REPLY REQUIRED: Mentoring Needed: KY, Lexington , 1940 Laclede Ct, 220004454762 -
VELAZQD

Hello Shatarra,

Please provide coaching/mentoring session to agent – VELAZQD. . Once actions are completed please follow up with email that includes actions taken in your response.

Please review below email.

From: Mitch M Warden <Steven.Warden@amwater.com>
Sent: Wednesday, February 1, 2023 9:41 AM
To: Scott G Gordon <Scott.Gordon@amwater.com>; Vee N Clark <Marevic.Clark@amwater.com>
Cc: Tricia A Lindley <Tricia.Lindley@amwater.com>
Subject: REPLY REQUIRED: Mentoring Needed: KY, Lexington , 1940 Laclede Ct, [REDACTED] -
VELAZQD

All,
Good day!

Please see below for mentoring needed for User ID – VELAZQD

CCA assisted customer who was calling to follow-up on a bill adjustment. CCA created an LODS BPEM and documented the following:

02/01/2023 09:06:24 VELAZQD

[REDACTED] of type CS - Local District Support Follow up has been created. customer is stating that when the tech came out on the 26th to change out her meter that she stated that to her that her usage needed to be adjusted **however tech notes do not reflect that** so do i just need to send case to local district and place lock on the account until this matter has been resolved

The FSR notes that appear on CMR #[525658285](#) are:

- Miscellaneous/Review Comments - had to figure out how to pump ditchout cause it keep filling up meter box , meter been giving fause read ,**meter reads 0569 bill needs adjusted**

Please mentor on the following:

- If CCA is not clear as to what FSR notes, or documentation of any kind in a S/O, BPEM or IR, is saying they must reach out for clarification. Failure to do so can lead to inaccurate information being provided to the customer, which is what occurred here.
- Ensure the CCA know where to locate all notes in the S/O.

- There is also a BPEM case to Billing Review which clearly states that the customer is due an adjustment. Ensure the CCA knows to check for BPEM's as well.
- Ensure that the CCA knows the correct use for LODS BPEM's.

This resulted in a complaint to Customer Advocacy. Please "reply to all" when mentoring is complete.

Thank you.

Respectfully,

Mitch Warden *he, him, his*
Customer Experience Business Partner – KY, MD, NJ, TN, VA
AW Proud EBRG Communications Lead
850-471-4736 - Office
steven.warden@amwater.com



I self-identified, did you? [CLICK HERE](#) to learn how!



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

Witness: Roderick Sherman

10. Refer to the May 17, 2023 Order, page 20² and also refer to Case No. 2023-00042.³ Provide all internal documentation related to Ms. Ehram's informal complaint referenced in the May 17, 2023 Order. Also provide all internal documentation, including electronic communication, related to Ms. Ehram's formal complaint. Provide a detailed explanation as to why, in the informal process, Ms. Ehram was not granted relief but was granted relief when a formal complaint was filed.

Response:

During the informal complaint review process, it was determined that the customer's billed usage was based on actual readings. Additionally, the meter passed the bench test at all three flows (test completed 11/30/2022). The local office reviewed with the customer different types of leaks that could cause high usage, all of which the customer refuted. The customer was offered an installment plan and she accepted.

Later when the customer filed her formal complaint, KAW leadership authorized a non-standard adjustment to help resolve the matter. After conducting a comprehensive review in response to the formal complaint filed by the customer, it was discovered that an unusual deviation letter was not sent to Ms. Ersham. As a result, it was concluded that a non-standard adjustment was appropriate to address Ms. Ersham's concerns regarding her higher-than-usual bill.

Please see the attached for all non-privileged internal documentation related to Mr. Ehram's formal complaint.

² Order (Ky. PSC May 17, 2023).

³ Case No. 2023-00042, *Kathryn A. Ehram v. Kentucky-American Water Company*.

02/09/2023

Kathryn Ehrsam
2396 Abbeywood Rd
Lexington, KY 40515-1272

For Service To:
Account Number: [REDACTED]
Service Address: 2396 Abbeywood Rd
Lexington, KY 40515-1272

Dear Kathryn Ehrsam,

Thank you for your recent inquiry regarding an adjustment to your water bill. It is important to us, as we know it is to you, that your concerns with a higher-than-expected water bill be reviewed as quickly as possible.

After reviewing your account, we have determined that you are eligible for an adjustment to your water bill. An adjustment in the amount of \$711.27 which represents 112,948 gallons of excess consumption was applied to the above referenced account on February 09, 2023. Your average water usage is established based on your actual usage from the same time last year.

The average use calculated for your property is then subtracted from the water usage that was recorded during the eligible time period of October 09, 2022 to November 04, 2022. The water usage in excess of your average is then multiplied by the rate in effect during the time when the usage occurred, and the full amount is credited to your account as an adjustment.

If you have any questions please contact us at the number listed below. We are available to assist you Monday through Friday, from 7 a.m. to 7 p.m. We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

Esto es un aviso importante sobre su servicio de agua / alcantarilla. Para la ayuda de la traducción, por favor llamas a Kentucky American Water al numero 1-800-678-6301.

Sincerely,

Kentucky American Water Customer Service

LEGAL STANDARD

Commission regulation 807 KAR 5:001E, Section 20, governs the filing of a formal complaint. In accordance with 807 KAR 5:001E, Section 20(1)(c), a complaint must state “[f]ully, clearly, and with reasonable certainty, the act or omission” that the complaint alleges the utility failed to comply with and facts, with details, of the alleged failure. In accordance with 807 KAR 5:001E, Section 20(4)(a), the Commission examines a complaint to determine whether the complaint establishes a prima facie case and conforms to the administrative regulation. A complaint establishes a prima facie case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief.

DISCUSSION AND FINDINGS

In her complaint, Ms. Ehram alleged that Kentucky-American improperly billed her for water that she did not use and that her typical water bills average approximately \$75.² Ms. Ehram provided a copy of the November 2022 bill for service rendered between October 9, 2022, and November 4, 2022, that reflected water usage totaling \$780.56. The November 2022 reflects that her previous month’s bill was for \$76.53.³ Ms. Ehram stated that she hired a plumber and the plumber could find no leak on her premises.⁴ Ms. Ehram further stated that Kentucky-American replaced the meter at her premises after she raised the issue of high water usage. Ms. Ehram stated that Kentucky-American tested that meter and that it tested as accurate.

² Kathryn A. Ehram Complaint, at unnumbered 10 of 15.

³ Kathryn A. Ehram Complaint, at unnumbered 13 of 15.

⁴ Kathryn A. Ehram Complaint, at unnumbered 12 of 15.

Based on a review of the complaint, the Commission is unable to determine, at this time, whether the complaint establishes a prima facie case. However, there are allegations that support further investigation into the merits of the complaint. The Commission concludes that the information that will assist in making that determination is in the possession of Kentucky-American, as opposed to in the possession of Ms. Ehram. Therefore, the Commission finds that Kentucky-American should file, within 15 days of service of this Order, the following information:

- Copies of Ms. Ehram's bills from December 2021 to the present;
- A copy of the meter test conducted on the meter that registered usage at Ms. Ehram's residence between October 9, 2022, and November 4, 2022;
- An hourly breakdown in water usage for the month in question, October 2022; and
- A copy of Kentucky-American's notice to Ms. Ehram regarding any deviation from historical water usage, as required by Kentucky-American's Tariff Sheet No. 9, First Sheet No. 13; Section (j).

A copy of Ms. Ehram's complaint is attached to this Order so that Kentucky-American can identify the correct account and subject of her complaint.

IT IS THEREFORE ORDERED THAT:

1. Kentucky-American shall file the following within 15 days of service of this Order:

- a. Copies of Ms. Ehram's bills from December 2021 to the present;
- b. A copy of the meter test conducted on the meter that registered usage at Ms. Ehram's residence between October 9, 2022, and November 4, 2022;
- c. An hourly breakdown in water usage for the month in question, October 2022; and

d. A copy of Kentucky-American's notice to Ms. Ehram regarding any deviation from historical water usage, as required by Kentucky-American's Tariff Sheet No. 9, First Sheet No. 13; Section (j).

e. A copy of any service ticket for maintenance or repair work done at Ms. Ehram's property, adjacent properties, or on the water mains or appurtenances within 500 yards of Ms. Ehram's property between October 1, 2022, and December 31, 2022.

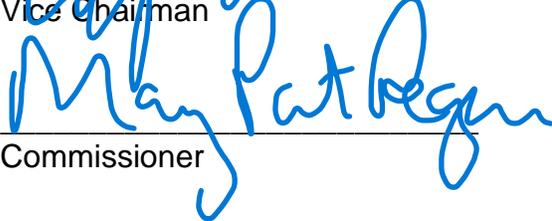
2. Kentucky-American shall file the documents pursuant to ordering paragraph 1 by electronic mail to PSCED@ky.gov or by US Mail to P.O. Box 615, Frankfort KY 40602-0615.

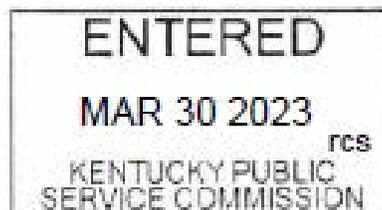
3. A copy of this Order shall be mailed by US Mail to Ms. Ehram at 2396 Abbeywood Road, Lexington, Kentucky, 40515.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner



ATTEST:


Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2023-00042 DATED MAR 30 2023

FIFTEEN PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Kathryn A. Ehrsam)
(Your Full Name))
COMPLAINANT)

VS.

KY American Water Co.)
(Name of Utility))
DEFENDANT)

RECEIVED

FEB 01 2023

PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Kathryn A Ehrsam respectfully shows:
(Your Full Name)

(a) Kathryn A Ehrsam
(Your Full Name)

2396 Abbeywood Rd Lexington KY 40515
(Your Address)

(b) KY American Water Co.
(Name of Utility)

P.O. Box 6029 Carol Stream, IL 60197-6029
(Address of Utility)

(c) That: Falsely charged an extremely large
(Describe here, attaching additional sheets if necessary,

water bill that is in no way possible for one
the specific act, fully and clearly, or facts that are the reason
woman to use. A plumber came out to checked the
and basis for the complaint.)

home, everything was fine. No leaks, everything was
dry. If I used as much water as they
are claiming that I used, I could fill my neighbors
swimming pool up 4 times. I do laundry once a

Continued on Next Page

Formal Complaint

Kathryn Ehrsam vs. KY American Water

Page 2 of 2

week. Run the dishwasher once a week. No guests, just me
my basement is dry, my front + backyards are dry. All of
this + the plumbing has been checked by the plumber
This bill is wrong. I am being falsely charged
+ KY American Water is unwilling to listen + help.
They have promised return calls but they never come.

The bill was sent to Account Resolution on Jan. 10th but again no response. Case # 1058261533

Wherefore, complainant asks the water bill needs
(Specifically state the relief desired.)

to be reduced to a reasonable amount based on prior + current bills. (about \$76.⁰⁰)

Dated at Lexington, Kentucky, this 26th day
(Your City)
of January, 2023
(Month)

Kate A. Ems
(Your Signature*)

(Name and address of attorney, if any) 1-26-23
Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.



WE KEEP LIFE FLOWING™

Service Address:

KATHRYN EHRSAM
2396 ABBEYWOOD RD
LEXINGTON, KY 40515-1272

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.
• 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

Statement

601255128

Account No [REDACTED]

\$780.51

Payment Due By:

November 28, 2022

Billing Date:

November 10, 2022

Service Period:

Oct 09 to Nov 04 (27 Days)

Total Gallons:

114.44

Account Summary - See page 3 for Account Details

Table with 2 columns: Description and Amount. Rows include Prior Billing (\$76.3), Payments - Thank You! (\$76.3), Balance Forward (\$0.0), Service Related Charges (\$736.3), Taxes (\$44.1), and Total Amount Due (\$780.5).

Handwritten note: "Assessment: missed" with a signature.



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.

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

007819002637 VC1TH0 ETM1C06001

VC1TH0030012



P.O. BOX 91623
RANTOUL IL 61866-8623

Account No. 1012-210007432849

\$780.51

Payment Due By:

November 28, 2022

If paying after 11/28/22, pay this amount:

\$819.5

Amount Enclosed \$

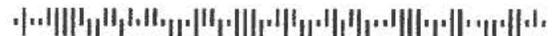
55.00

Service to: 2396 ABBEYWOOD RD
LEXINGTON, KY 40515-1272

Handwritten notes: "DO COVA # 11-25-22", "CBTCTV 80", "CASH 11-14-22", "DON'T PAY FULL AMT", "PAY 55"



001319 1 AV 0.452 01319/001319/002637 6 02 VC1TH0 001
KATHRYN EHRSAM
2396 ABBEYWOOD RD
LEXINGTON KY 40515-1272



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

Handwritten note: "Got my bill 11-14-22"

Handwritten note: "PAY"

Handwritten calculation: 725.56 - 101.95 = 623.31

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
090541050N	100 CF	5/8"	10/09/2022	11/04/2022	670 (A)	823 (A)	153	1,144.44	114,444

A = Actual E = Estimate

1 CF = 7.48 gallons

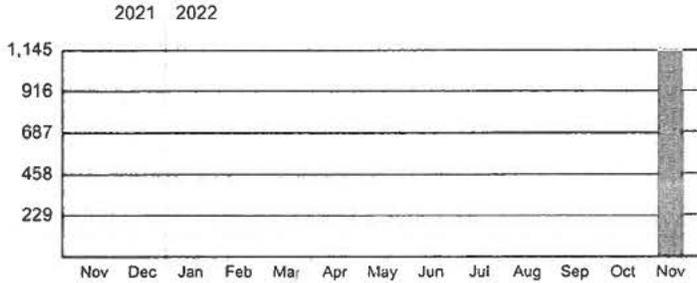
1 Billing Unit = 100 gallons

Total Gallons:

114,444

Billed Usage History (graph shown in 100 gallons)

- 114,444 gallons = usage for this period
- 1,496 gallons = usage for same period last year



Next Scheduled Read Date: on or about December 06, 2022
Account Type: Residential

Average daily use for this period is: (27 days)

4,239

Year to Date Billed Usage: 169,796 gallons

Account Detail

Account No. [REDACTED]

Service To: 2396 ABBEYWOOD RD LEXINGTON, KY 40515-1272

Prior Billing	76.53
Payments	-76.53
Total payments as of Oct 25. Thank you!	
Balance Forward	0.00
Service Related Charges - 10/09/22 to 11/04/22	
Water Service	
Water Service Charge	673.85
Water Usage Charge (1,144.44 x \$0.5757)	658.85
Other Charges	
QIP Surcharge Water (\$673.85 x 4.61%)	31.06
KRA Withdrawal Fee (1,144.44 x \$0.0275)	31.47
Total Service Related Charges	736.38
Taxes	
Franchise Taxes (\$736.38 x 3.000%)	22.09
School District Tax (\$736.38 x 3.000%)	22.09
Total Current Period Charges	780.56

Total Amount Due



\$780.56

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 (or wastewater) service. 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.
- **Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- **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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

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



JOSH

AUG BILL \$116.47

499 GALS 30 DAYS

PREV READ 635
CURRENT READ 658 } 23

SEPT BILL \$31.63

70 GALS IN 32 DAYS

PREV READ 655
CURRENT READ 658 } 3

OCT BILL 76.53

281 GALS 32 DAYS

PREV READ 658
CURRENT - READ 670 } 12

NOV BILL \$780.56

4239 GALS 27 DAYS

PREV READ 670
CURRENT READ 823 } 153

DEC BILL 156.56

273 GAL USED 34 DAYS

PREV ~~CURRENT~~ READ 823
CURRENT READ 835 } 12

Vitronic

SEWER BILL 968.21 } \$187.05
H2O BILL - 780.56 / 114,444 GAL
27 DAYS 4239 GALS H2O/DAY

PLUMBER ✓ SAID NO LEAK
ANYWHERE THINKS BILL
SHOULD HAVE BEEN 78.56
AND NOT \$780.56

11-29 METER CHANGED
JOSH CALLED SAID METER
WAS RIGHT.

11-14 TALKED TO LOUIE
ON PAYMENT PLAN \$78/mo.
LAST BILL 34 DAYS 273 GALS.
THIS BILL WILL BE HIGHER C
COMPACT + SHOWERS DISHWASHER
ETC.

SEWER BILL 1257.64

- 968.21

289.43 THIS MO.

WHY IS SEWER BILL HIGHER?

Got 1st Bill Nov 14th for
\$780.56 for 10-9-11-4
27 days said I used
114,444 GALS OF H₂O -
4239 GALS A DAY.
MY PLUMBER CAME OUT
CHECKED FOR LEAK NO LEAK.
THINKS BILL SHOULD HAVE
BEEN \$78.56 AND NOT \$780.56.
I HAVE BEEN FIGHTING THIS
SINCE I RECEIVED BY BILL
ON NOV 14th -

TALKED TO JUSTIN BILLY WHO
NEW METER PUT IN - SAID
OLD METER WAS ACCURATE HOW
DO WE KNOW THAT.

HAVE TRIED 2 TALK TO A
SUPERVISOR SINCE 1-10-23.
THEY ARE NO USE ANYMORE -
ALWAYS IN MEETINGS OR AT
LUNCH.

I SENT A LETTER TO ICA

PUBLIC SERVICE COMMISSION
ON DEC 30, 2022.

ON JAN 3, 2023 THEY
RESPONDED SAID I WAS
RESPONSIBLE FOR BILL.

THERE IS NO WAY I COULD
EVER USE THAT MUCH H₂O.

ON JAN 10M IT WAS SENT
TO ALL RESOLUTIONS

CASE # 1058261533 THEY
WERE SUPPOSED TO CALL ME
BACK IN 3-5 DAYS HEARD
NOTHING.

CALLED KAWC AGAIN ON 1-28-23
SOMEONE WAS SUPPOSED TO GET
BACK TO ME THAT DAY - NO
CALL.

CALLED KAWC AGAIN 1-20-23
FINALLY GOT TO TALK TO
ROSEMARY FROM KY PUBLIC
SERVICE COMMISSION. SHE WILL
SENT ME PAPERS TO FILE A

COMPLAINT. I DON'T
UNDERSTAND WHY I HAVE TO
FIX THESE OUT SINCE I
EMAILED A LETTER ON 12/30/22
NOTHING WAS DONE & IT
IT WAS JUST KEPT ON
FILE.

I LIVE IN MY HOUSE
ALONE - RUN MY DISH
WASHER 1X A WEEK
LAUNDRY 1X WEEK
NO ONE COULD USE THAT
MUCH H₂O EVEN IF THERE
WAS A LEAK WHICH THERE
ISNT.

NO ONE SEEMS TO BE
ABLE TO HELP.

From: PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: RE: KY PSC Utility Inquiry
Date: Jan 3, 2023 at 8:38:20 AM
To: [REDACTED]

Thank you for contacting the KY Public Service Commission.

Kentucky-American Water has followed the proper procedure. The first thing we would advise would be for you to check with a plumber, which you have. The second thing we would advise would be to check your meter, which they have. If the meter tested accurate, then you are responsible for the bill.

Joshua Riley is a supervisor so you were speaking to the correct person. Putting you on a payment plan was the best solution in this case.

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Friday, December 30, 2022 9:31 AM
To: PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by ([REDACTED]) on Friday, December 30, 2022 at 9:31 AM

Name: Kathryn Ehram
Address: 2396 Abbevwood Rd.
City: Lexington
State: KY
Zip Code: 40515
Phone number where you can be reached: [REDACTED]
Home phone: [REDACTED]

Utility Name: Kentucky American Water Company

State the nature of your concern: November bill (For October use) was \$780.56; for 27 days, used 4,239 gallons of water. Typical bill is usually around \$75 (for October bill--Sept use was \$76, with about 281 gallons used for 32 days). A plumber came out to check and said there were no leaks anywhere. I live alone and nothing out of the ordinary water use happened at this time. The plumber said even if I had a swimming pool, this much water would not have been used. Then I called KAW and talked to Joshua Riley--they came out and took the old meter out and did a meter testing. They replaced it with a new meter and then said the bill was accurate after testing it. I called back and talked again to Joshua Riley and asked to speak to a supervisor. He said he was "as high as it went" and put me on monthly payments.

Have you contacted the utility about the problem: Yes

From: kate ehram [REDACTED]
Subject: KAW address
Date: Dec 30, 2022 at 9:36:19 AM
To: Kate [REDACTED]

Kentucky Public Service Commission

Address: P.O. Box 615, 211 Sower Boulevard, Frankfort, Kentucky 40602-0615

Phone: (502) 564-3940, **Fax:** (502) 564-3460, **Hotline:** 1-800-772-4636

Office Hours: Monday - Friday 8am - 5pm

From: KY Public Service Commission pscfilings@ky.gov
Subject: KY PSC Utility Inquiry
Date: Dec 30, 2022 at 9:31:15 AM
To: [REDACTED]

Below is the result of your feedback form. It was submitted by
[REDACTED] on Friday, December 30, 2022 at 9:31 AM

Name: Kathravn Ehram

Address: 2396 Abbeywood Rd.

City: Lexington

State: KY

Zip Code: 40515

Phone number where you can be reached: [REDACTED]

Home phone [REDACTED]

Utility Name: Kentucky American Water Company

State the nature of your concern: November bill (For October use) was \$780.56; for 27 days, used 4,239 gallons of water. Typical bill is usually around \$75 (for October bill--Sept use was \$76. with about 281 gallons used for 32 days). A plumber came out to check and said there were no leaks anywhere. I live alone and nothing out of the ordinary water use happened at this time. The plumber said even if I had a swimming pool, this much water would not have been used. Then I called KAW and talked to Joshua Riley--they came out and took the old meter out and did a meter testing. They replaced it with a new meter and then said the bill was accurate after testing it. I called back and talked again to Joshua Riley and asked to speak to a supervisor. He said he was "as high as it went" and put me on monthly payments.

Have you contacted the utility about the problem: Yes

----- This is a Copy of the
email sent to KY Public Service Commission Consumer Services Division. This
email is automatically generated please do not reply to this email address.



WE KEEP LIFE FLOWING™

Service Address:
KATHRYN EHRSAM
2396 ABBEYWOOD RD
LEXINGTON, KY 40515-1272

Statement

Account No	[REDACTED]
Total Amount Due:	\$780.56
Payment Due By:	November 28, 2022

Billing Date: November 10, 2022
Service Period: Oct 09 to Nov 04 (27 Days)
Total Gallons: 114,444

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.
- 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

Account Summary – See page 3 for Account Detail

Prior Billing:	\$76.53
Payments - Thank You!	\$76.53
Balance Forward:	\$0.00
Service Related Charges:	\$736.38
Taxes:	\$44.18
Total Amount Due:	\$780.56

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

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

Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 001319002637 VC1TH0 ETM IC00001 (VC1TH0001001319010200)



WE KEEP LIFE FLOWING™



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 2396 ABBEYWOOD RD
LEXINGTON, KY 40515-1272

PO 11-25-22
COVA # CBCTV80



001319 1 AV 0.452 01319/001319/002637 6 02 VC1TH0 001
KATHRYN EHRSAM
2396 ABBEYWOOD RD
LEXINGTON KY 40515-1272

Got my bill
11-14-22



PAY

Account No [REDACTED]

Total Amount Due:	\$780.56
Payment Due By:	November 28, 2022
If paying after 11/28/22, pay this amount:	\$849.59

CAMERON
11-14-22
DON'T PAY
FOR AMT

Amount Enclosed \$

\$5.00

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

\$725.56
- 101.95
= 623.61

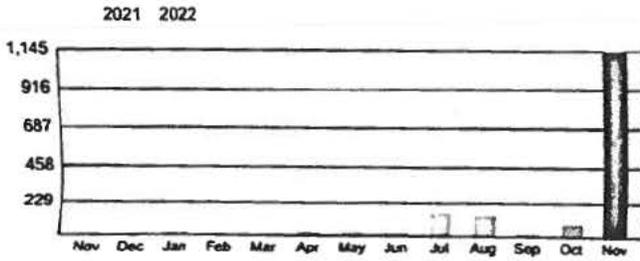
Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
090541050N	100 CF	5/8"	10/09/2022	11/04/2022	670 (A)	823 (A)	153	1,144.44	114,444
A = Actual E = Estimate			1 CF = 7.48 gallons		1 Billing Unit = 100 gallons		Total Gallons:		114,444

Billed Usage History (graph shown in 100 gallons)

Next Scheduled Read Date: on or about December 06, 2022
Account Type: Residential

- 114,444 gallons = usage for this period
- 1,496 gallons = usage for same period last year



Average daily use for this period is: (27 days) **4,239 gallons**

Year to Date Billed Usage: 169,786 gallons

Account Detail

Account No. [REDACTED]

Service To: 2396 ABBEYWOOD RD LEXINGTON, KY 40515-1272

Prior Billing	76.53
Payments	-76.53
Total payments as of Oct 25. Thank you!	-76.53
Balance Forward	0.00

Service Related Charges - 10/09/22 to 11/04/22

Water Service	673.85
Water Service Charge	15.00
Water Usage Charge (1,144.44 x \$0.5757)	658.85
Other Charges	62.53
QIP Surcharge Water (\$673.85 x 4.61%)	31.06
KRA Withdrawal Fee (1,144.44 x \$0.0275)	31.47
Total Service Related Charges	736.38
Taxes	44.18
Franchise Taxes (\$736.38 x 3.000%)	22.09
School District Tax (\$736.38 x 3.000%)	22.09
Total Current Period Charges	780.56

Total Amount Due ➡ **\$780.56**

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 (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
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- **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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

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

From: **doNotReply@amwater.com**
Subject: **Payment Confirmation**
Date: **Dec 6, 2022 at 1:59:52 PM**
To: [REDACTED]

Dear Kathryn Ehram,

Thank you for your payment to American Water. Below you will find a summary of the transaction, including the confirmation number for your payment. Your payment has been received and may already be reflected on your account. All payments will post to accounts within the next business day. Thank you for being a valued customer of American Water.

Confirmation Number: **839308591**
Payment Date: **Dec 06, 2022 1:59:47 PM**
Payment Amount: **\$100.00**
Processing Fee: **\$1.95**
Total Amount Charged: **\$101.95**

Contact Information

Contact's First Name **Kathryn**
Contact's Last Name **Ehram**
ZIP code: **40515**
Daytime Phone Number: [REDACTED]
Email Address: [REDACTED]

Account Information

Company: **Kentucky American Water**
Account Number: [REDACTED]
Payment Method: **Credit Card**

Payment Method Information

Card Type: **American Express**
Card Number: [REDACTED]
Card Holder Name: **Kathryn Ehram**

Please do not reply to this e-mail, as we are not able to respond to messages sent to this address. To ensure delivery, please add MyH2OOnline@amwater.com to your address book.

Are you a paperless billing customer? If so, thanks for helping us protect our environment and a precious natural resource – water! If not, please consider signing up the next time you log into your My H2O Online account.

Kathryn A. Ehsam
2396 Abbeywood Road
Lexington, KENTUCKY 40515

*Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502

*Jeffrey Newcomb
Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502

2023-00036 (Continued)

Enclosed is a copy of the Commission's administrative regulations outlining the procedures for filing a formal complaint.

Please complete the forms and return them to the above address. You can call our hotline at 1-800-772-4636 with any questions.

Sincerely,

Rosemary Tutt
Kentucky Public Service Commission
Consumer Service Branch Manager
502-782-2576

Enc.

Utility Response:

Date: 1/6/2023 4:42:37 PM

This customer did receive a high bill and called us at the local office. I spoke with her and created a meter test order. We changed the meter and tested it and it was found to be accurate. I spoke at length with the customer about the types of leak we see that could impact a bill such as toilet leaks or how water heaters or even a service line leak. Of course all of these we would expect a plumber to locate. I did also ask about an irrigation system and the customer told me she did have one but that it was winterized prior to the plumber coming to check for leaks. She also told that the company who winterized it would have let her know if it was not in working order. Since we were not able to make an adjustment I did offer to set her up on an installment and she accepted.

I just called her again to let her know our office received this inquiry and to see if she had any further questions. She simply stated she still disagreed with the billing. I tried explaining things again but the customer was not interested in listening, she told me she felt like she had not other options and that is why she filed with your office. I asked her if she still had my contact information and she said she did and we ended the call. I have attached the bill she is disputing along with the meter test results. She does have a new bill and that usage looks more like her normal usage. Please let me know if there is anything further I can do to help close this case.

Joshua Riley
859-269-2386 Option 6
Kentucky American Water
2300 Richmond Rd
Lexington KY 40502

Date: 2/9/2023 9:43:08 AM

This looks like it may go formal, I need to get some documentation, copies of her bills since June 2022 through December 2022 and a meter history for the past 24 months to the PSC. Thank you.

Meter reading date	Meter reading recorded	Gallons				
2/6/2023	38	1200				
1/11/2023	26	2300				
12/8/2022	3	300				
11/30/2022	0		Bill for December 2022 totaling 9276 gallons. Reported from two meters due to meter change			
11/29/2022	835	0				
11/29/2022	835	8976				
11/4/2022	823	114444				
10/8/2022	670	8976				
9/6/2022	658	2244				
8/5/2022	655	14960				
7/6/2022	635	17204				
6/3/2022	612	2244				
5/5/2022	609	2244				
4/5/2022	606	2992				
3/4/2022	602	748				
2/7/2022	601	1496				
1/7/2022	599	2244				
12/6/2021	596	1496				
11/5/2021	594	1496				
10/5/2021	592	6732				
9/7/2021	583	10472				
8/5/2021	569	10472				
7/6/2021	555	6732				
6/3/2021	546	2244				
5/6/2021	543	1496				
4/7/2021	541	1496				
3/4/2021	539	1496				
2/5/2021	537	1496				
1/8/2021	535	3740				

12/14/2022

Kathryn Ehrsam
2396 Abbeywood Rd
Lexington, KY 40515-1272

For Service To:

Account Number: [REDACTED]

Service Address: 2396 Abbeywood Rd
Lexington, KY 40515-1272

Dear Kathryn Ehrsam,

On November 30, 2022, your water meter was tested at an intermediate and a full flow of water.

The testing indicated that your meter was registering 100% at the full flow and 100.5% at the intermediate flow. According to regulations set by the Kentucky Public Service Commission, a meter is considered operating in a satisfactory manner if it records water use between 98.5% and 101.5% of actual usage.

Since your meter tested within guidelines, your billing is correct.

Please know that we are here to help and will be happy to discuss a payment agreement for the remaining balance if needed. Please contact Customer Care at the number listed below. Customer Care Agents are available to assist you Monday through Friday from 7:00 a.m. to 7:00 p.m. It is important that you contact us within 15 days of the date of this letter should you wish to discuss a payment agreement.

Esto es un aviso importante sobre su servicio de agua / alcantarilla. Para la ayuda de la traduccion, por favor llamas a Kentucky American Water al numero 1-800-678-6301.

Sincerely,

Kentucky American Water Customer Service

Kentucky American Water - Customer Meter Test Form

BENCH 2 (5/8") Only

CUSTOMER NAME: Kathryn Ehrsam ACCT # [REDACTED]

SERVICE ADDRESS: 2396 Abbeywood Rd PREMISE # [REDACTED]

METER SIZE: 5/8" NUMBER: [REDACTED] DATE: _____

FIRST TEST READINGS

Volume / Test	GPM	Adj. Read	Final Read	Test %	Required Accuracy
1 CF / LOW	1/4	835.1215	835.13145	99.5	95%-101%
1 CF / MED	2	835.13145	835.1415	100.5	98.5%-101.5%
10 CF / HIGH	15	835.1415	835.2415	100	98.5%-101.5%

IF ANY OF THE TESTS ABOVE ARE NOT WITHIN THE REQUIRED ACCURACY LIMITS THEN FURTHER TESTING IS REQUIRED BELOW

SECOND TEST READINGS

Flow % of Capacity / Volume / Test	GPM	Adj. Read	Final Read	Test %	% Accuracy
25% / 1 CF / LOW	_____	_____	_____	_____	95%-101%
50% / 1 CF / MED	_____	_____	_____	_____	98.5%-101.5%
75% / 10 CF / HIGH	_____	_____	_____	_____	98.5%-101.5%

First Test Series % Average: 100 Second Test Series % Average: _____

Less Standard: 100% Equal % of Error: _____ Fast: _____ Slow: _____

Before Test Reading: 0835.12 After Test Reading: 0835.24

Customer Witness? Yes: _____ No: X

IF % OF ERROR IS GREATER THAN 2%, COMPLETE APPROPRIATE SECTION BELOW.

Length of time error is known to have existed: _____

FAST METER basis for refund: _____ Amount of refund: _____

SLOW METER basis for additional Bill: _____ Amount of additional Bill: _____

Comments: No data log because the meter had an old model MIU. Meter passed bench test.

Copy To: Josh Riley Disputes: _____ Meter Tech: E. Mosby

From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Sent: Thursday, February 9, 2023 10:35 AM
To: Molly M Van Over <Molly.VanOver@amwater.com>
Cc: Roderick Sherman <Roderick.Sherman@amwater.com>
Subject: FW: 2023_36.pdf Ehram
Importance: High

Hi Molly,

Rosemary at the PSC sent this to Josh today. We will get the requested documentation over to her later today if that is okay with you.

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Visit our website: www.amwater.com/kyaw/

Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com



KENTUCKY
AMERICAN WATER

WE KEEP LIFE FLOWING®

Date: 2/9/2023 9:43:08 AM

This looks like it may go formal, I need to get some documentation, copies of her bills since June 2022 through December 2022 and a meter history for the past 24 months to the PSC. Thank you.

From: Josh D Riley <Joshua.Riley@amwater.com>
Sent: Thursday, February 9, 2023 10:32 AM
To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: FW: 2023_36.pdf Ehram

Hey I just got this from Rosemary today, it looks like she spoke with the customer on 1/20/2023 and is just now sharing it. If she sent it over before I did not see it.

Joshua Riley

Customer Advocacy

Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502

Advocate Office 859.269.2386 option 6 | kawc - customeradvocacy@amwater.com



KENTUCKY
AMERICAN WATER

WE KEEP LIFE FLOWING®

From: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>

Sent: Thursday, February 9, 2023 9:44 AM

To: Josh D Riley <Joshua.Riley@amwater.com>

Subject: 2023_36.pdf Ehrsam

EXTERNAL EMAIL: The Actual Sender of this email is rosemary.tutt@ky.gov "Think before you click!".

You're the best- appreciate you as always, Charlie!

Thanks,

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Visit our website: www.amwater.com/kyaw/

Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com



KENTUCKY
AMERICAN WATER

WE KEEP LIFE FLOWING®

From: Charles W Dempsey <Charles.Dempsey@amwater.com>

Sent: Thursday, February 9, 2023 1:41 PM

To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>

Cc: CSC - Billing SUP <CSCBillingSUP@amwater.com>

Subject: RE: PSC case adjustment // urgent // [REDACTED]

Hi.

Completed, adjusted 10/08/2022-11/04/2022 bill period usage of 153 units to 2 units based on same time last year .

I sent a letter in case she needed it for sewer adjustment. Sewer authority should see the adjustment.

Charlie Dempsey
Pensacola Billing Dept.

From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>

Sent: Thursday, February 9, 2023 11:53 AM

To: Charles W Dempsey <Charles.Dempsey@amwater.com>

Cc: CSC - Billing SUP <CSCBillingSUP@amwater.com>

Subject: RE: PSC case adjustment // urgent // [REDACTED]

Hi Charlie,

Thank you for looking into this- Let's just adjust that one bill that was \$780 please.

From: Charles W Dempsey <Charles.Dempsey@amwater.com>

Sent: Thursday, February 9, 2023 12:51 PM

To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>

Cc: CSC - Billing SUP <CSCBillingSUP@amwater.com>

Subject: RE: PSC case adjustment // urgent // [REDACTED]

Hi,

Looking at the usage history, they use extra water in the summer which is in line.

But, 11/05/2022-11/29/2022 is for 8,976 gallons for 25 days and when meter was changed, the usage dropped to 300 gallons for 11/30/2022-12/08/2022 for 9 days. Same time last year was for 1,496 gallons.

Would you like 11/05/2022-12/08/2022 adjusted from 9,276 gallons to also 1,496 gallons ? Extra \$47.00 range in water

Date	Reason (RR)	MA	Type (M	RS	Reading (Usage
2/6/2023	1		8	7	38	12
1/11/2023	1		8	7	26	23
12/8/2022	1		8	7	3	3
11/30/2022	21	X	1	7	0	0
11/29/2022	22	X	1	7	835	12
11/4/2022	1		8	7	823	153
10/8/2022	1		8	7	670	12
9/6/2022	1		8	7	658	3
8/5/2022	1		8	7	655	20
7/6/2022	1		8	7	635	23
6/3/2022	1		8	7	612	3
5/5/2022	1		8	7	609	3
4/5/2022	1		8	7	606	4
3/4/2022	1		8	7	602	1
2/7/2022	1		8	7	601	2
1/7/2022	1		8	7	599	3
12/6/2021	1		8	7	596	2
11/5/2021	1		8	7	594	2
10/5/2021	1		8	7	592	9
9/7/2021	1		8	7	583	14
8/5/2021	1		8	7	569	14
7/6/2021	1		8	7	555	9
6/3/2021	1		8	7	546	3
5/6/2021	1		8	7	543	2
4/7/2021	1		8	7	541	2
3/4/2021	1		8	7	539	2

CGL

 CCF

—

Charlie Dempsey
 Pensacola Billing Dept.

From: Rusty R Harmon <Charles.Harmon@amwater.com> **On Behalf Of** CSC - Billing SUP
Sent: Thursday, February 9, 2023 11:13 AM
To: Charles W Dempsey <Charles.Dempsey@amwater.com>
Cc: CSC - Billing SUP <CSCBillingSUP@amwater.com>; Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: RE: PSC case adjustment // urgent // [REDACTED]

Hi Charlie – Can you please care for this?

Thank You!

Please let me know if I can be of any further assistance.

Cordially,

Rusty Harmon
CSO – Billing Team Lead
American Water Customer Experience Organization
866-957-2886 ext. 2813844
Pronouns: He-His-Him

WeCARE about reaching our full potential, excelling in the core competencies that support our business, doing so will ultimately enhance the experience for customers and drive customer growth.

From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Sent: Thursday, February 9, 2023 10:51 AM
To: CSC - Billing SUP <CSCBillingSUP@amwater.com>
Subject: PSC case adjustment // urgent // [REDACTED]
Importance: High

Good afternoon,

I have created [REDACTED] Can we please have this worked as soon as possible? It is part of a settlement to prevent a formal PSC case. This adjustment has been approved by KY president, VP, and legal team. Once completed, can you please send a copy of the adjusted bill back to me so I can call the customer again and share with our ELT?

Thank you,

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Visit our website: www.amwater.com/kyaw/

Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com



KENTUCKY
AMERICAN WATER

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From: Andy A Lewis <William.Lewis@amwater.com>
Sent on: Monday, February 6, 2023 1:14:02 PM
To: Roderick Sherman <Roderick.Sherman@amwater.com>
CC: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: RE: Complaint - PSC Case No. 2023-00042

Yes please

From: Roderick Sherman <Roderick.Sherman@amwater.com>
Sent: Monday, February 6, 2023 8:04 AM
To: Andy A Lewis <William.Lewis@amwater.com>
Cc: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: FW: Complaint - PSC Case No. 2023-00042

Hey Andy,

We did consult with David over this item. He thought it prudent to discuss with you and potentially Kathryn on how we want to proceed. I don't think we would need more than 30 mins to discuss. There is an opening tomorrow afternoon for us four if you think Kathryn should be involved. Please let me know if you'd like me to schedule something for tomorrow afternoon.

Best regards,

RJ Sherman (He/Him/His), MBA

Manager, Operational Excellence

Kentucky American Water | [2300 Richmond Road](#) | [Lexington, KY 40502](#)

Office (859) 268-6314 | Cell (859) 310-2526 | roderick.sherman@amwater.com



From: Josh D Riley <Joshua.Riley@amwater.com> on behalf of KAWC - Customer Advocacy
Sent on: Friday, January 6, 2023 5:54:54 PM
To: KAWC - Customer Advocacy <KAWC_-_CustomerAdvocacy@amwater.com>; Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>
Subject: RE: 2023_36.pdf Ehram
Attachments: Bill.pdf (1.13 MB), 2396 Abbeywood Meter Test.pdf (120.82 KB)

Rosemary,

This customer did receive a high bill and called us at the local office. I spoke with her and created a meter test order. We changed the meter and tested it and it was found to be accurate. I spoke at length with the customer about the types of leak we see that could impact a bill such as toilet leaks or how water heaters or even a service line leak. Of course all of these we would expect a plumber to locate. I did also ask about an irrigation system and the customer told me she did have one but that it was winterized prior to the plumber coming to check for leaks. She also told that the company who winterized it would have let her know if it was not in working order. Since we were not able to make an adjustment I did offer to set her up on an installment and she accepted.

I just called her again to let her know our office received this inquiry and to see if she had any further questions. She simply stated she still disagreed with the billing. I tried explaining things again but the customer was not interested in listening, she told me she felt like she had not other options and that is why she filed with your office. I asked her if she still had my contact information and she said she did and we ended the call. I have attached the bill she is disputing along with the meter test results. She does have a new bill and that usage looks more like her normal usage. Please let me know if there is anything further I can do to help close this case.

Joshua Riley
859-269-2386 Option 6
Kentucky American Water
2300 Richmond Rd
Lexington KY 40502

From: Josh D Riley <Joshua.Riley@amwater.com> **On Behalf Of** KAWC - Customer Advocacy
Sent: Friday, January 6, 2023 11:34 AM
To: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>; KAWC - Customer Advocacy <KAWC_-_CustomerAdvocacy@amwater.com>
Subject: RE: 2023_36.pdf Ehram

Rosemary,

We have received this inquiry and will investigate and follow up with the customer and also the PSC office, thank you for bringing this to our attention.

Joshua Riley

859-269-2386 Option 6
Kentucky American Water
2300 Richmond Rd
Lexington KY 40502

From: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>
Sent: Friday, January 6, 2023 11:16 AM
To: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>
Subject: 2023_36.pdf Ehrsam

EXTERNAL EMAIL: The Actual Sender of this email is rosemary.tutt@ky.gov "Think before you click!".

From: Julie A Glaeser <Julie.Glaeser@amwater.com>

Sent on: Friday, February 3, 2023 8:25:00 PM
To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: RE: Formal PSC complaint // 2396 Abbeywood Road // [REDACTED]

You too Meriah!

Thanks,

Julie Glaeser
Manager, Customer Service & Billing
(w)618-433-4118
(m)618-406-8384
julie.glaeser@amwater.com

If a report or reporting data is included in this email, the information provided is Only to be Used Internally for AW Purposes.

*"Coming together is a Beginning
Keeping together is Progress
Working together is Success" ~Henry Ford*



Poison Control Center 1-800-222-1222

From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Sent: Friday, February 3, 2023 1:56 PM
To: Julie A Glaeser <Julie.Glaeser@amwater.com>
Cc: Roderick Sherman <Roderick.Sherman@amwater.com>; Tricia A Lindley <Tricia.Lindley@amwater.com>
Subject: RE: Formal PSC complaint // 2396 Abbeywood Road // [REDACTED]

Thanks, Julie! Enjoy your weekend 😊

From: Julie A Glaeser <Julie.Glaeser@amwater.com>
Sent: Friday, February 3, 2023 12:36 PM
To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Cc: Roderick Sherman <Roderick.Sherman@amwater.com>; Tricia A Lindley <Tricia.Lindley@amwater.com>
Subject: RE: Formal PSC complaint // 2396 Abbeywood Road // [REDACTED]

Hi Meriah – My sups and team leads historically had to mass release implausibles for zero consumption, consecutive estimates and a couple others to avoid bills being delayed until beginning of January this year when we had an enhancement done in the system for the system to auto release certain implausibles. Upon reviewing this account, the sup released the incorrect mass implausible which caused our Outsort case to be system closed, which is the reason the High Bill letter was not generated due to manual intervention.

Thanks,

Julie Glaeser
Manager, Customer Service & Billing
(w)618-433-4118
(m)618-406-8384
julie.glaeser@amwater.com

If a report or reporting data is included in this email, the information provided is Only to be Used Internally for AW Purposes.

*“Coming together is a Beginning
Keeping together is Progress
Working together is Success” ~Henry Ford*



Poison Control Center 1-800-222-1222

From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Sent: Friday, February 3, 2023 6:46 AM
To: Julie A Glaeser <Julie.Glaeser@amwater.com>
Cc: Roderick Sherman <Roderick.Sherman@amwater.com>; Tricia A Lindley <Tricia.Lindley@amwater.com>
Subject: Formal PSC complaint // 2396 Abbeywood Road // [REDACTED]
Importance: High

Hi Julie,

Are you able to connect with the business analyst to determine why a high bill letter for November did not go out on this account? I'll insert a bill image below where you can see a significant increase in usage for that month. No high bill letters documented on the account. This is a formal PSC complaint for KY.

Thanks!

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[REDACTED]	100 CF	5/8"	10/09/2022	11/04/2022	670 (A)	823 (A)	153	1,144.44	114,444

A = Actual E = Estimate

1 CF = 7.48 gallons 1 Billing Unit = 100 gallons

Total Gallons: 114,444

Billed Usage History (graph shown in 100 gallons)

- 114,444 gallons = usage for this period
- 1,496 gallons = usage for same period last year



Next Scheduled Read Date: on or about December 06, 2022
Account Type: Residential

Average daily use for this period is: (27 days)



Year to Date Billed Usage: 169,796 gallons

Account Detail

Account No. [REDACTED]

Service To: 2396 ABBEYWOOD RD LEXINGTON, KY 40515-1272

Understanding Your Bill

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

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Visit our website: www.amwater.com/kyaw/

Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com



KENTUCKY
AMERICAN WATER

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From: Molly M Van Over
To: Meriah A Osbourne; Roderick Sherman
Subject: FW: 2023_36.pdf Ehrsam
Date: Thursday, February 9, 2023 11:15:10 AM
Attachments: image003.png
image004.png
image005.png

From: David L Phippen <David.Phippen@amwater.com>
Sent: Thursday, February 9, 2023 11:14 AM
To: Molly M Van Over <Molly.VanOver@amwater.com>
Cc: Roderick Sherman <Roderick.Sherman@amwater.com>
Subject: RE: 2023_36.pdf Ehrsam

Is this the \$700 bill?
kathryn and Andy agreed to settle this

David L. Phippen
Kentucky American Water
2300 Richmond Rd.
Lexington, KY 40502
Tennessee American Water
109 Wiehl St
Chattanooga, TN 37403
Indiana American Water
153 North Emerson Ave
Greenwood, IN 46143
1+ (859) 382-3746
david.phippen@amwater.com



From: Molly M Van Over <Molly.VanOver@amwater.com>
Sent: Thursday, February 9, 2023 11:11 AM
To: David L Phippen <David.Phippen@amwater.com>
Subject: FW: 2023_36.pdf Ehrsam

Just an FYI – keeping you in the loop – I told Meriah, it was fine to send Rosemary the documents for the complaint.

From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Sent: Thursday, February 9, 2023 10:35 AM
To: Molly M Van Over <Molly.VanOver@amwater.com>
Cc: Roderick Sherman <Roderick.Sherman@amwater.com>
Subject: FW: 2023_36.pdf Ehrsam

Hi Molly,

Rosemary at the PSC sent this to Josh today. We will get the requested documentation over to her later today if that is okay with you.

Meriah Osbourne

She/ Her/ Hers
Supervisor Customer Advocacy
Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502
Visit our website: www.amwater.com/kygw/
Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com
Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com



From: Josh D Riley <joshua.riley@amwater.com>
Sent: Thursday, February 9, 2023 10:32 AM
To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: FW: 2023_36.pdf Ehrsam

Hey | Just got this from Rosemary today, it looks like the she spoke with the customer on 1/20/2023 and is just now sharing it. If she sent it over before | did not see it.

Joshua Riley

Customer Advocacy
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502
Advocate Office 859.269.2386 option 6 | kawc_-_customeradvocacy@amwater.com



From: Tut, Rosemary (PSC) <Rosemary.Tutt@ky.gov>
Sent: Thursday, February 9, 2023 9:44 AM
To: Josh D Riley <joshua.riley@amwater.com>
Subject: 2023_36.pdf Ehrsam

EXTERNAL EMAIL: The Actual Sender of this email is rosemary.tutt@ky.gov "Think before you click!"

**COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION**

IN THE MATTER OF:)	
)	
KATHRYN A. EHRSAM)	
)	CASE NO. 2023-00042
V.)	
)	
KENTUCKY-AMERICAN WATER COMPANY)	
)	

**NOTICE OF RESOLUTION OF
COMPLAINT AND MOTON TO DISMISS**

Kentucky-American Water Company (“KAW”) hereby notifies the Commission that, in February 2023, it fully resolved Ms. Ehram’s complaint in this matter to her satisfaction. Upon information and belief, KAW reports that Ms. Ehram contacted the Commission’s Consumer Services Branch on March 31, 2023 by telephone to report the satisfactory resolution. KAW further believes Ms. Ehram has or will e-mail the Commission’s Executive Director to report the satisfactory resolution. In light of the satisfactory resolution, KAW moves the Commission for dismissal of this matter and an Order indicating KAW no longer needs to provide the information described in the Commission’s March 30, 2023 Order.

Date: March 31, 2023

Respectfully submitted,

Lindsey W. Ingram III
L.Ingram@skofirm.com
STOLL KEENON OGDEN PLLC
300 West Vine Street, Suite 2100
Lexington, Kentucky 40507-1801
Telephone: (859) 231-3000
Fax: (859) 259-3503

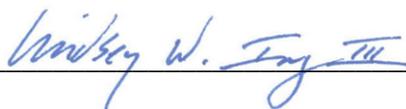
BY: 
Attorneys for Kentucky-American Water Company

CERTIFICATE

This certifies that Kentucky-American Water Company's electronic filing is a true and accurate copy of the documents in paper medium; that the electronic filing has been transmitted to the Commission on March 31, 2023; that no party has been excused from participation by electronic means; and that the foregoing has been served upon the following on March 31, 2023 via U.S. Mail:

Kathryn Ehram
2396 Abbeywood Road
Lexington, KY 40359

STOLL KEENON OGDEN PLLC

By 
Attorneys for Kentucky-American Water Company

From: [Meriah A Osbourne](#)
To: [Charles W Dempsey](#)
Cc: [CSC - Billing SUP](#)
Subject: RE: PSC case adjustment // urgent // BPEM 1059785438 // 210007432849
Date: Thursday, February 9, 2023 1:43:12 PM
Attachments: [image002.png](#)
[image003.png](#)

You're the best- appreciate you as always, Charlie!

Thanks,

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Visit our website: www.amwater.com/kyaw/

Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com



From: Charles W Dempsey <Charles.Dempsey@amwater.com>
Sent: Thursday, February 9, 2023 1:41 PM
To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Cc: CSC - Billing SUP <CSCBillingSUP@amwater.com>
Subject: RE: PSC case adjustment // urgent // BPEM 1059785438 // 210007432849

Hi.

Completed, adjusted 10/08/2022-11/04/2022 bill period usage of 153 units to 2 units based on same time last year .

I sent a letter in case she needed it for sewer adjustment. Sewer authority should see the adjustment.

Charlie Dempsey
Pensacola Billing Dept.

From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Sent: Thursday, February 9, 2023 11:53 AM
To: Charles W Dempsey <Charles.Dempsey@amwater.com>
Cc: CSC - Billing SUP <CSCBillingSUP@amwater.com>
Subject: RE: PSC case adjustment // urgent // BPEM 1059785438 // 210007432849

Hi Charlie,

Thank you for looking into this- Let's just adjust that one bill that was \$780 please.

From: Charles W Dempsey <Charles.Dempsey@amwater.com>

Sent: Thursday, February 9, 2023 12:51 PM

To: Meriah A Osbourne <Meriah.Osbourne@amwater.com>

Cc: CSC - Billing SUP <CSCBillingSUP@amwater.com>

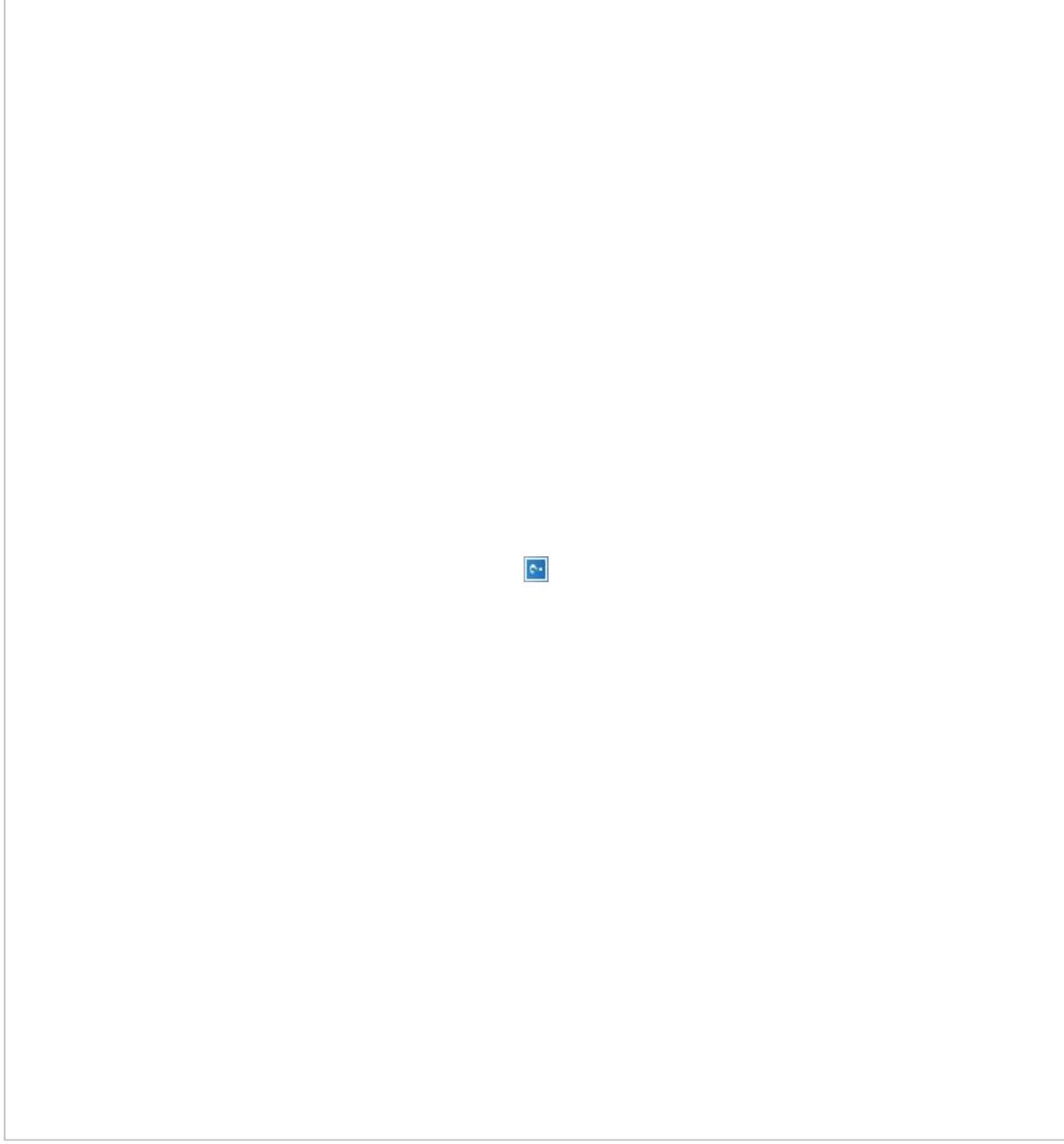
Subject: RE: PSC case adjustment // urgent // BPEM 1059785438 // 210007432849

Hi,

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But, 11/05/2022-11/29/2022 is for 8,976 gallons for 25 days and when meter was changed, the usage dropped to 300 gallons for 11/30/2022-12/08/2022 for 9 days. Same time last year was for 1,496 gallons.

Would you like 11/05/2022-12/08/2022 adjusted from 9,276 gallons to also 1,496 gallons ? Extra \$47.00 range in water



Charlie Dempsey
Pensacola Billing Dept.

From: Rusty R Harmon <Charles.Harmon@amwater.com> **On Behalf Of** CSC - Billing SUP
Sent: Thursday, February 9, 2023 11:13 AM
To: Charles W Dempsey <Charles.Dempsey@amwater.com>
Cc: CSC - Billing SUP <CSCBillingSUP@amwater.com>; Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: RE: PSC case adjustment // urgent // BPEM 1059785438 // 210007432849

Hi Charlie – Can you please care for this?

Thank You!

Please let me know if I can be of any further assistance.

Cordially,

Rusty Harmon
CSO – Billing Team Lead
American Water Customer Experience Organization
866-957-2886 ext. 2813844
Pronouns: He-His-Him

WeCARE about reaching our full potential, excelling in the core competencies that support our business, doing so will ultimately enhance the experience for customers and drive customer growth.

From: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Sent: Thursday, February 9, 2023 10:51 AM
To: CSC - Billing SUP <CSCBillingSUP@amwater.com>
Subject: PSC case adjustment // urgent // BPEM 1059785438 // 210007432849
Importance: High

Good afternoon,

I have created bpm [REDACTED] on account [REDACTED]. Can we please have this worked as soon as possible? It is part of a settlement to prevent a formal PSC case. This adjustment has been approved by KY president, VP, and legal team. Once completed, can you please send a copy of the adjusted bill back to me so I can call the customer again and share with our ELT?

Thank you,

Meriah Osbourne

She/ Her/ Hers

Supervisor Customer Advocacy

Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502

Visit our website: www.amwater.com/kyaw/

Advocate Office: 859.269.2386 option 6 | KAWC - CustomerAdvocacy@amwater.com

Office: 859.268.6701 | Cell: 859.447.3968 | Meriah.Osbourne@amwater.com



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

Witness: William A. Lewis

11. Provide any policy, written or unwritten, that explains what Kentucky-American believes is “outside its control” so that a meter does not have to be read. Include in the response an explanation for inside and outside meters.

Response:

The Company does not have a written or unwritten policy that explains when KAWC’s inability to obtain an actual meter reading is “outside its control.” The Company believes that whether it can obtain an actual meter reading is a fact based determination during each period meters are read. For example:

- Kentucky-American believes it is outside its control to obtain a meter reading when the meter is inside the customer’s premise and KAWC is unable to gain access to read the meter or when the metering equipment is broken and KAWC is unable to gain access to fix the meter.
- KAWC also believes it is outside of its control to obtain a meter reading when the meter is outside and access to the meter pit has been blocked (e.g., due to a vehicle parked on top of the pit) or the meter pit has a condition that needs to be fixed by the customer that prevents the Company from obtaining a read.
- For both inside and outside meters, KAWC believes it is outside its control to obtain a meter reading when it would be unsafe for the KAWC employee to obtain a reading (e.g., dangerous animal, unsafe meter pit, or some other unsafe condition including a severe weather event).
- For both inside and outside meters, KAWC believes it is outside its control to obtain a meter reading the first time that:
 - the Company discovers that metering equipment (e.g., meter, meter interface unit, or reading device) is broken, has been removed or tampered with or
 - the meter location has been damaged (e.g., due to flooding, ice, etc.)
- Finally, for both inside and outside meters, KAWC believes it was outside its control to obtain consecutive meter readings when the post-pandemic supply chain disruption caused unusually long order to delivery lead times for metering equipment (3 to 6 months) that prevented the Company from timely replacing damaged or defective metering equipment, and therefore, obtaining actual reads from increasing numbers of meters during this period (2021-2022).

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

Witness: William A. Lewis

12. For inside meters, provide two charts that show the internal steps of how service orders are processed – one chart for meter read service orders and one chart for estimated bill read service orders.

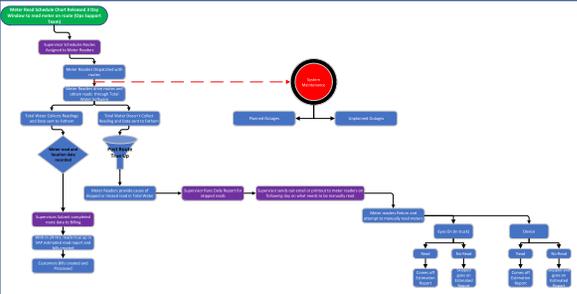
Response:

Please see the attached charts.

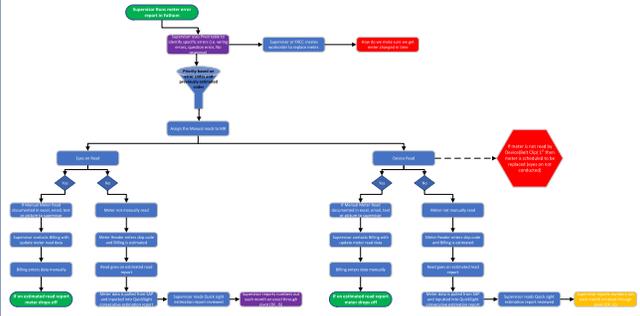
For inside/outside set meter read service orders, internal read cycles are created monthly for trucks to drive by and collect reads with mounted reading equipment. If a meter fails to read correctly, an attempt is made to manually read the meter. If unable to obtain a manual read, a service order is generated to either collect a read for billing or repair the device. This same process expires every month when a new read cycle is generated, and the process starts over.

For the estimate process, after the second monthly consecutive estimate, the work order (“WO”) system automatically generates an order to read for billing. The meter supervisor also uses monthly reports to manually dispatch orders for meters showing any consecutively estimated reads. The manual and automated WOs are dispatched to Field Service Representatives (“FSR”) to process. For the read for billing WOs, the FSR has up to 3 days to get a manual meter reading before the bill is estimated and sent to the customer. For the other repair/replace meter orders, the FSR has up to 20 days to repair/replace the meter. This repair/replace process does not stop the customer from getting an estimated bill if a manual read was not processed timely in the short read window. The process does, however, keep the customer from getting repeat estimated bills once the repair/replacement is made. The manual and automatic WO processes listed repeat each month until the repair is completed.

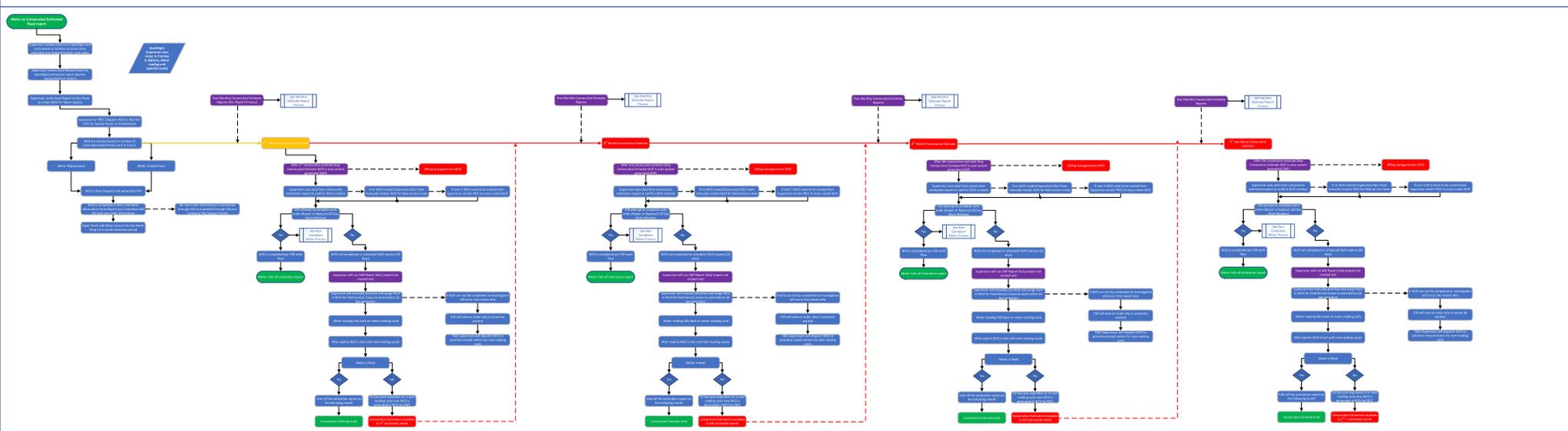
Utility Provider



Smart/Traditional Meter



Customer Read



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

Witness: William A. Lewis

13. For outside meters, provide two charts that show the internal steps of how service orders are processed – one chart for meter read service orders and one chart for estimated bill read service orders.

Response:

Please see the response to Question 12.

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

Witness: Jeffrey Newcomb

14. Provide the contract or the engagement agreement between Concentric Energy Advisors and Kentucky-American for consultation on this case. Include any invoices or expenses provided by Concentric Energy Advisors for this investigation.

Response:

The Company engaged Concentric Energy Advisors (“Concentric”) in September 2022 to conduct a depreciation study for Case No. 2023-00191. In the context of that engagement, Concentric assisted the Company on meter depreciation issues for this investigation case.

Please see the attached for the agreement and invoices that contain \$16,480 dollars in charges related to the meter investigation, received as of July 2023 from Concentric.

September 20, 2022

American Water
727 Craig Road
St. Louis, MO, 63141
Attention: Nikole Bowen

RE: AMERICAN WATER KENTUCKY WATER AND WASTEWATER DEPRECIATION STUDY

Dear Nikole,

Thank you for the opportunity to provide this scope for the completion of a depreciation Study for the American Water Kentucky Water and Wastewater systems (“American Water” or the “Company”) as of December 31, 2021. We understand that the depreciation study will be used in the rebuttal testimony for the Company’s upcoming general rate application. Concentric is well suited to support the Company on this important engagement with our team of experts who have prepared and defended depreciation studies across all Canadian and many U.S. jurisdictions. Our experience allows us to communicate the technical concepts clearly with a voice of expertise and perspective.

Concentric has a number of proprietary tools and practices that were developed to produce the best client experience in a cost-effective and efficient manner. Our report and required testimony is created with the goal of clearly communicating the issues and the impact on the client’s revenue requirement. Concentric Energy Advisors (“Concentric”) proposes to complete the following Scope of Services as part of this assignment:

- Completion of a Service Life Study for the water and wastewater assets which will include the following activities:
 - Review of historic retirement transactions
 - Meeting with American Water management and Internal Subject Matter Experts
 - Preparation of a peer analysis of relevant water utilities
- Management meetings to discuss the depreciation policies and results of the depreciation studies.
- Determination of the adequacy of the current accumulated depreciation accounts to reflect the consumption of the consumed service value of the water and wastewater in service.
- Completion of full and comprehensive draft reports.
- Completion and delivery of the final Concentric Depreciation Study report.
- Fully support the depreciation study through all levels of stakeholder review including assistance with responding to discovery requests, preparation of rebuttal evidence, and appearance as an expert witness if required.

Concentric will complete the above Scope of Services and other related services, which you may authorize based on the attached hourly billing rates, plus reimbursement of direct expenses. Direct expenses include expenditures such as transportation, meals, lodging, incidental expenses incurred while working at your offices and field locations, and other expenses required by-virtue of this



assignment and not incidental to the normal conduct of business. Invoices will be rendered monthly for services performed in the preceding month.

The estimated cost of completion of the above Scope of Services through to the delivery of the final Depreciation Study is \$100,000 USD. In recognition of the three jurisdictions seeking depreciation studies, Concentric will offer a discount of 15%. This brings the total estimated cost to \$85,783 for the completion of the Kentucky water and wastewater systems. The actual charges for potential support to internal and external parties will be billed in accordance with the attached Billing Rate Schedule (Attachment A) and Standard Terms and Conditions (Attachment B).

Concentric appreciates the confidence you place in us and we assure you that we will carry out this assignment as expeditiously and economically as possible. If you have any questions regarding this proposal, please feel free to call me at (403) 370-3799 to discuss.

Sincerely,

CONCENTRIC ENERGY ADVISORS

Larry E. Kennedy

Senior Vice President

**ATTACHMENT A:
HOURLY RATE SCHEDULE**

TITLE	HOURLY RATE (USD)
SENIOR VICE PRESIDENT	\$680
PROJECT MANAGER	\$390
SENIOR CONSULTANT/CONSULTANT/ANALYST	\$300

**ATTACHMENT B:
STANDARD TERMS & CONDITIONS**

1. *Scope* – Concentric Energy Advisors, Inc. (“Concentric”) will perform the services set forth in the Letter or Proposal of which these Terms and Conditions (Terms) are a part. The provisions of these Terms shall control in the case of conflict with any provisions of the Letter or Proposal.
2. *Fees and Expenses* – Unless otherwise stated, fees for services by Concentric shall be based upon the rates, at the time the work is performed, of the personnel actually involved in the assignment. Report production and printing, reproduction, and telephone charges will be billed to you at Concentric’s standard charges for such materials for services. Expenses of consultants while on assignment or any other charge incurred or expenditure made on your behalf will be charged at our cost.
3. *Payment* – Concentric will submit monthly invoices reflecting actual work performed and expenses incurred. Payment shall be due in U.S. funds 30 days after the date of an invoice. Amounts past due more than 30 days shall bear interest at an annual rate of 12% from the due date until payment is received.
4. *Sales Tax* – You are responsible for paying any local, state, or federal sales, use, or ad valorem tax that might be assessed on our services.
5. *Independent Contractor* – It is understood and agreed that Concentric shall for all purposes be an independent contractor, shall not hold itself out as representing or acting in any manner for you, and shall have no authority to bind you to any contract or in any other manner.
6. *Termination* – These terms shall be subject to the right of either party to terminate at any time upon not less than ten (10) days prior written notice to the other party. Upon termination, you shall pay the full amount due for services rendered and costs and expenses incurred and not paid for up to that time, and the costs of returning consultant personnel to home base and other reasonable costs and expenses incurred in effecting termination and returning documents.
7. *Responsibility Statement* – Concentric agrees that the services provided for herein will be performed in accordance with recognized professional consulting standards for similar services and that adequate personnel will be assigned for that purpose. If, during the performance of these services or within six months following completion of the assignment, such services shall prove to be faulty or defective by reason of a failure to meet such standards, Concentric agrees that upon prompt written notification from you prior to the expiration of the six month period following the completion of the assignment containing any such fault or defect, such faulty portion of the services shall be redone at no cost to you up to a maximum amount equivalent to the cost of the services rendered under this assignment. The foregoing shall constitute Concentric’s sole liability with respect to the accuracy or completeness of the work and the activities involved in its preparation. In no event shall Concentric, its agents, employees, or



others providing materials or performing services in connection with work on this assignment be liable for any direct, consequential or special loss or damage, whether attributable to breach of contract, tort, including negligence, or otherwise; and except as herein provided, you release, indemnify, and hold Concentric, its agents, employees, or others providing materials or performing services in connection with work on this assignment harmless from any and all liability including costs of defense, settlement and reasonable attorney's fees.

8. *Work Product* – Any report or other document prepared pursuant to these Terms shall be for your use only. Concentric's prior written consent is required for the use of (or reference to) its report or any other document prepared pursuant to these Terms in connection with a public offering of securities or in connection with any other financing. Concentric hereby agrees, however, to the Client's reference to the work product in connection with any proxy relating to a combination between two parties. It is understood and agreed that Concentric's use of its proprietary computer software, methodology, procedures, or other proprietary information in connection with an assignment shall not give you any rights with respect to such proprietary computer software, methodology, procedures or other proprietary information. Concentric may retain and further use the technical content of its work hereunder.
9. *Excused Performance* – Concentric shall not be deemed in default of any provision hereof or be liable for any delay, failure in performance, or interruption of service resulting directly or indirectly from acts of God, civil or military authority, civil disturbance, war, strikes or other labor disputes, fires, other catastrophes, or other forces beyond its reasonable control, whether or not such event may be deemed foreseeable.
10. *Related Litigation* – In the event that Concentric employees (current or former), subcontractors or agents are compelled to provide testimony, produce documents, or otherwise incur costs or expend time in any legal proceeding related to Concentric's work for you, you agree to reimburse Concentric at its regular billing rate per hour for its time expended, and for any expenses incurred (at Concentric's direct cost).
11. *Notices* – All notices given under or pursuant to the Terms shall be sent by Certified or Registered Mail, Return Receipt Requested, and shall be deemed to have been delivered when physically delivered if to Concentric Energy Advisors, Inc., 293 Boston Post Road West, Suite 500, Marlborough, MA 01752, Attention Mr. John J. Reed, Chairman and Chief Executive Officer, and if to you at the address shown on the Letter or Proposal of which these Terms are a part or such other address as you may designate by written notice to us.
12. *Complete Agreement* – It is understood and agreed that these Terms and the Letter or Proposal of which they are a part embody the complete understanding of the parties and that any and all provisions, negotiations and representations not included herein are hereby abrogated and that these terms cannot be changed, modified or varied except by written instrument signed by both parties. In the event you issue a purchase order or memorandum or other instrument covering the services herein provided, it is hereby specifically agreed and understood that such purchase



order, memorandum, or instrument is for your internal purposes only, and any and all terms and conditions contained therein, whether printed or written, shall be of no force or effect unless agreed to in writing by Concentric. No waiver by either parties of a breach hereof or default hereunder shall be deemed a waiver by such party of a subsequent breach or default of like or similar nature.

13. *Governing Law* – This Agreement (consisting of the Letter or Proposal and these terms) shall be construed and otherwise governed pursuant to the laws of the Commonwealth of Massachusetts. The attached Proposal, of which these General terms and Conditions (terms) form a part, constitutes an agreement of the parties hereto, and supersedes any previous agreement or understanding. It may not be modified except in writing, and only if executed by both parties.

AGREED AND ACCEPTED:



CLIENT SIGNATURE

TITLE: Sr Director Regulatory Services

COMPANY: American Water Service Co

DATE: 09/28/2022

American Water - Kentucky

ESTIMATED COST OF COMPLETION FOR WATER AND WASTEWATER ASSETS

2022 DEPRECIATION STUDY

Task	Senior V.P. \$680 / hour		Project Manager \$390 / hour		Analyst/Consultant \$300 / hour		Direct Expenses	Total Cost
	Hours	Cost	Hours	Cost	Hours	Cost		
1) Project Initiation/Kick off Meeting	2	\$1,360	2	\$780	2	\$600	\$0	\$2,740
2) Data Assembly and Review	0	\$0	4	\$1,560	40	\$12,000	\$0	\$13,560
3) Statistical Analyses of Data	0	\$0	8	\$3,120	40	\$12,000	\$0	\$15,120
4) Meetings and Management Conferences	16	\$10,880	16	\$6,240	0	\$0	\$5,000 *	\$22,120
5) Preliminary Estimates and Calculations	4	\$2,720	8	\$3,120	20	\$6,000	\$0	\$11,840
6) Management Review (via phone)	4	\$2,720	4	\$1,560	0	\$0	\$0	\$4,280
7) Final Estimates and Calculations	4	\$2,720	4	\$1,560	8	\$2,400	\$0	\$6,680
8) Draft Reports	4	\$2,720	32	\$12,480	8	\$2,400	\$0	\$17,600
9) Final Report/Testimony	4	\$2,720	8	\$3,120	0	\$0	\$220 **	\$6,060
10) Regulatory Proceedings ***								
Totals	38	\$25,840	86	\$33,540	118	\$35,400	\$5,220	\$100,000
Less Discount to recognize the multi-jurisdiction work								-\$14,217
Total After Discount								\$85,783

* Lodging / Meals / Transportation

** Includes Costs for Report Reproduction and Delivery

*** To be Billed Per the above Billing Rates Plus Direct Expenses

American Water - Kentucky
ESTIMATED SCHEDULE OF COMPLETION - KENTUCKY
2022 DEPRECIATION STUDY

Task	Estimated Completion	OCTOBER				NOVEMBER				DECEMBER				JANUARY				FEBRUARY +			
1. Project Initiation Meeting	1-Oct-22	[Gantt bar: Oct 1]																			
2. Data Assembly and Review	1-Nov-22	[Gantt bar: Oct 1 - Oct 31]																			
3. Statistical Analyses of Data	1-Dec-22	[Gantt bar: Nov 1 - Nov 30]																			
4. Operations and Management Conferences	15-Dec-22	[Gantt bar: Dec 15 - Dec 31]																			
5. Preliminary Estimates and Calculations	19-Dec-22	[Gantt bar: Dec 19 - Dec 31]																			
6. Management Review	7-Jan-23	[Gantt bar: Dec 27 - Dec 31]																			
7. Final Estimates and Calculations	21-Jan-23	[Gantt bar: Jan 7 - Jan 31]																			
8. Draft and Final Testimony/Reports	1-Feb-23	[Gantt bar: Jan 21 - Jan 31]																			
9. Regulatory Proceedings *	-	[Gantt bar: Feb 1 - Feb 28]																			

* To be determined upon completion of study

Invoice

Invoice Number	16845	Supplier	Customer
Invoice Date	Mar 31, 2023	CONCENTRIC ENERGY ADVISORS INC	Kentucky American Water Company 1 Water St
Supply Date	Feb 28, 2023	293 Boston Post Rd W Ste 500	Camden, NJ 08102-1658 US (United States)
Currency	USD (US Dollar)	Marlborough, MA 01752-4619 US (United States)	8667778426 8565199733
Payment Terms	45 days net		
AW Contact	NIKOLE.BOWEN@AMWATER.COM	508-263-6200 508-303-3290	

Ship To

Kentucky American Water
2300 Richmond Road
Lexington, KY 40502
US (United States)

Contact Email

nikole.bowen@amwater.com

#	Description	Unit	Qty	Unit Price	Line Total
1	Professional Services from February 1, 2023 to February 28, 2023	Ea (Each)	1	\$4,360.00	\$4,360.00
				Subtotal	\$4,360.00
				Total Tax Amount	\$0.00
				Invoice Amount	\$4,360.00



Invoice



March 31, 2023
Engagement No: 100237.00
Invoice No: 0016845

Nikole Bowen
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Engagement 100237.00 2022-Kentucky American Water-Depr study
Professional Services from February 1, 2023 to February 28, 2023

Phase 01 Professional Service
Professional Personnel

	Hours	Rate	Amount	
Senior VP	3.00	680.00	2,040.00	
Senior Project Manager	2.00	410.00	820.00	
Senior Analyst	5.00	300.00	1,500.00	
Totals	10.00		4,360.00	
Total Labor				4,360.00
		Total this Phase		\$4,360.00
		Total this Invoice		\$4,360.00

Outstanding Invoices

Number	Date	Balance
0016721	2/22/2023	10,010.00
Total		10,010.00

Billings to Date

	Current	Prior	Total
Labor	4,360.00	16,220.00	20,580.00
Totals	4,360.00	16,220.00	20,580.00

For billing inquiries or to request electronic payment instructions,
please contact us at: accounting@ceadvisors.com

Taxpayer ID: 01-0568063

Please note: we have no intention of changing our bank details and any request to do so should be treated as suspicious.

Billing Backup

Friday, March 31, 2023

Concentric Energy Advisors, Inc.

Invoice 0016845 Dated 3/31/2023

5:45:04 PM

Engagement 100237.00 2022-Kentucky American Water-Depr study

Phase 01 Professional Service

Professional Personnel

		Hours	Rate	Amount	
Senior VP					
Kennedy, Larry	2/27/2023	2.00	680.00	1,360.00	
Metering issue					
Kennedy, Larry	2/28/2023	1.00	680.00	680.00	
Kick-off call - Metering issue					
Senior Project Manager					
Nori, Amanda	2/28/2023	2.00	410.00	820.00	
Call with client, research					
Senior Analyst					
Kennedy, Ryan	2/1/2023	4.00	300.00	1,200.00	
Draft Report					
Kennedy, Ryan	2/2/2023	.50	300.00	150.00	
Draft Report					
Kennedy, Ryan	2/28/2023	.50	300.00	150.00	
Meetings and Management Conferences					
Totals		10.00		4,360.00	
Total Labor					4,360.00
			Total this Phase		\$4,360.00
			Total this Engagement		\$4,360.00
			Total this Report		\$4,360.00

Invoice

Invoice Number 16922
Invoice Date Apr 27, 2023
Supply Date Mar 31, 2023
Currency USD (US Dollar)
Payment Terms 45 days net
AW Contact NIKOLE.BOWEN@AMWATER.COM

Supplier
CONCENTRIC ENERGY ADVISORS
INC
293 Boston Post Rd W
Ste 500
Marlborough, MA 01752-4619
US (United States)
508-263-6200
508-303-3290

Customer
Kentucky American Water Company
1 Water St
Camden, NJ 08102-1658
US (United States)
8667778426
8565199733

Ship To

Kentucky American Water
2300 Richmond Road
Lexington, KY 40502
US (United States)

Contact Email

NIKOLE.BOWEN@AMWATER.COM

#	Description	Unit	Qty	Unit Price	Line Total
1	Professional Services from March 1, 2023 to March 31, 2023	Ea (Each)	1	\$15,395.00	\$15,395.00
				Subtotal	\$15,395.00
				Total Tax Amount	\$0.00
				Invoice Amount	\$15,395.00



Invoice



CONCENTRIC

April 27, 2023
Engagement No: 100237.00
Invoice No: 0016922

Nikole Bowen
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Engagement 100237.00 2022-Kentucky American Water-Depr study
Professional Services from March 1, 2023 to March 31, 2023

Phase 01 Professional Service
Professional Personnel

	Hours	Rate	Amount	
Senior VP	9.00	680.00	6,120.00	
Senior Project Manager	17.50	410.00	7,175.00	
Senior Analyst	7.00	300.00	2,100.00	
Totals	33.50		15,395.00	
Total Labor				15,395.00
		Total this Phase		\$15,395.00
		Total this Invoice		\$15,395.00

Outstanding Invoices

Number	Date	Balance
0016845	3/31/2023	4,360.00
Total		4,360.00

Billings to Date

	Current	Prior	Total
Labor	15,395.00	20,580.00	35,975.00
Totals	15,395.00	20,580.00	35,975.00

For billing inquiries or to request electronic payment instructions,
please contact us at: accounting@ceadvisors.com

Taxpayer ID: 01-0568063

Please note: we have no intention of changing our bank details and any request to do so should be treated as suspicious.

Billing Backup

Wednesday, April 26, 2023

Concentric Energy Advisors, Inc.

Invoice 0016922 Dated 4/27/2023

10:20:48 PM

Engagement 100237.00 2022-Kentucky American Water-Depr study

Phase 01 Professional Service

Professional Personnel

			Hours	Rate	Amount	
Senior VP						
Kennedy, Larry	3/3/2023		2.00	680.00	1,360.00	
Metering retirements						
Kennedy, Larry	3/6/2023		2.00	680.00	1,360.00	
Metering retirements						
Kennedy, Larry	3/7/2023		3.00	680.00	2,040.00	
Metering retirements						
Kennedy, Larry	3/9/2023		2.00	680.00	1,360.00	
Metering retirements						
Senior Project Manager						
Nori, Amanda	3/3/2023		5.50	410.00	2,255.00	
Call with client, work on metering questions						
Nori, Amanda	3/7/2023		6.00	410.00	2,460.00	
Call with client, IR response						
Nori, Amanda	3/8/2023		6.00	410.00	2,460.00	
Call with client, metering case IRs						
Senior Analyst						
Kennedy, Ryan	3/3/2023		1.00	300.00	300.00	
Meetings and Management Conferences						
Kennedy, Ryan	3/7/2023		1.50	300.00	450.00	
Preliminary Estimates and Calculations						
Kennedy, Ryan	3/8/2023		2.50	300.00	750.00	
Preliminary Estimates and Calculations						
Kennedy, Ryan	3/15/2023		1.00	300.00	300.00	
Preliminary Estimates and Calculations						
Kennedy, Ryan	3/16/2023		1.00	300.00	300.00	
Preliminary Estimates and Calculations						
Totals			33.50		15,395.00	
Total Labor						15,395.00
				Total this Phase		\$15,395.00
				Total this Engagement		\$15,395.00
				Total this Report		\$15,395.00

Invoice

Invoice Number 17101
Invoice Date May 23, 2023
Supply Date Apr 30, 2023
Currency USD (US Dollar)
Payment Terms 45 days net
AW Contact NIKOLE.BOWEN@AMWATER.COM

Supplier
CONCENTRIC ENERGY ADVISORS
INC
293 Boston Post Rd W
Ste 500
Marlborough, MA 01752-4619
US (United States)
508-263-6200
508-303-3290

Customer
Kentucky American Water Company
1 Water St
Camden, NJ 08102-1658
US (United States)
8667778426
8565199733

Ship To
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502
US (United States)

Contact Email
NIKOLE.BOWEN@AMWATER.COM

#	Description	Unit	Qty	Unit Price	Line Total
1	Professional Services from April 01, 2023 to April 30, 2023	Ea (Each)	1	\$8,250.00	\$8,250.00
				Subtotal	\$8,250.00
				Total Tax Amount	\$0.00
				Invoice Amount	\$8,250.00



Invoice



May 23, 2023
Engagement No: 100237.00
Invoice No: 0017101

Nikole Bowen
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Engagement 100237.00 2022-Kentucky American Water-Depr study
Professional Services from April 01, 2023 to April 30, 2023

Phase 01 Professional Service
Professional Personnel

	Hours	Rate	Amount	
Senior VP	3.50	680.00	2,380.00	
Senior Project Manager	7.00	410.00	2,870.00	
Senior Analyst	10.00	300.00	3,000.00	
Totals	20.50		8,250.00	
Total Labor				8,250.00
		Total this Phase		\$8,250.00
		Total this Invoice		\$8,250.00

Outstanding Invoices

Number	Date	Balance
0016922	4/27/2023	15,395.00
Total		15,395.00

Billings to Date

	Current	Prior	Total
Labor	8,250.00	35,975.00	44,225.00
Totals	8,250.00	35,975.00	44,225.00

For billing inquiries or to request electronic payment instructions,
please contact us at: accounting@ceadvisors.com

Taxpayer ID: 01-0568063

Please note: we have no intention of changing our bank details and any request to do so should be treated as suspicious.

Billing Backup

Tuesday, May 23, 2023

Concentric Energy Advisors, Inc.

Invoice 0017101 Dated 5/23/2023

4:11:42 PM

Engagement 100237.00 2022-Kentucky American Water-Depr study

Phase 01 Professional Service

Professional Personnel

		Hours	Rate	Amount	
Senior VP					
Kennedy, Larry	4/14/2023	2.00	680.00	1,360.00	
Operations Discussions					
Kennedy, Larry	4/25/2023	.50	680.00	340.00	
Depreciation study update					
Kennedy, Larry	4/28/2023	1.00	680.00	680.00	
Witness Prep - Investigation case					
Senior Project Manager					
Nori, Amanda	4/14/2023	6.00	410.00	2,460.00	
Operational interviews, Life and net salvage check					
Nori, Amanda	4/25/2023	1.00	410.00	410.00	
Calls with client					
Senior Analyst					
Kennedy, Ryan	4/25/2023	.50	300.00	150.00	
Meetings and Management Conferences					
Kennedy, Ryan	4/26/2023	3.00	300.00	900.00	
Final Estimates and Calculations					
Kennedy, Ryan	4/27/2023	2.00	300.00	600.00	
Preliminary Estimates and Calculations					
Kennedy, Ryan	4/28/2023	4.50	300.00	1,350.00	
Data Assembly and Review					
Totals		20.50		8,250.00	
Total Labor					8,250.00
			Total this Phase		\$8,250.00
			Total this Engagement		\$8,250.00
			Total this Report		\$8,250.00

Invoice

Invoice Number 17191
Invoice Date Jun 23, 2023
Supply Date May 31, 2023
Currency USD (US Dollar)
Payment Terms 45 days net
AW Contact NIKOLE.BOWEN@AMWATER.COM

Supplier
CONCENTRIC ENERGY ADVISORS
INC
293 Boston Post Rd W
Ste 500
Marlborough, MA 01752-4619
US (United States)
508-263-6200
508-303-3290

Customer
Kentucky American Water Company
1 Water St
Camden, NJ 08102-1658
US (United States)
8667778426
8565199733

Ship To
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502
US (United States)

Contact Email
Nikole.bowen@amwater.com

#	Description	Unit	Qty	Unit Price	Line Total
1	Professional Services from May 01, 2023 to May 31, 2023	Ea (Each)	1	\$30,950.00	\$30,950.00

Subtotal \$30,950.00
Total Tax Amount \$0.00
Invoice Amount \$30,950.00



Invoice



CONCENTRIC

June 23, 2023
Engagement No: 100237.00
Invoice No: 0017191

Nikole Bowen
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Engagement 100237.00 2022-Kentucky American Water-Depr study
Professional Services from May 01, 2023 to May 31, 2023

Phase 01 Professional Service
Professional Personnel

	Hours	Rate	Amount	
Senior VP	8.00	680.00	5,440.00	
Senior Project Manager	26.00	410.00	10,660.00	
Senior Analyst	49.50	300.00	14,850.00	
Totals	83.50		30,950.00	
Total Labor				30,950.00
		Total this Phase		\$30,950.00
		Total this Invoice		\$30,950.00

Outstanding Invoices

Number	Date	Balance
0017101	5/23/2023	8,250.00
Total		8,250.00

Billings to Date

	Current	Prior	Total
Labor	30,950.00	44,225.00	75,175.00
Totals	30,950.00	44,225.00	75,175.00

For billing inquiries or to request electronic payment instructions,
please contact us at: accounting@ceadvisors.com

Taxpayer ID: 01-0568063

Please note: we have no intention of changing our bank details and any request to do so should be treated as suspicious.

Billing Backup

Friday, June 23, 2023

Concentric Energy Advisors, Inc.

Invoice 0017191 Dated 6/23/2023

1:28:18 PM

Engagement 100237.00 2022-Kentucky American Water-Depr study
 Phase 01 Professional Service

Professional Personnel

		Hours	Rate	Amount
Senior VP				
Kennedy, Larry	5/1/2023	2.00	680.00	1,360.00
	Metering Investigation review of testimony			
Kennedy, Larry	5/3/2023	1.00	680.00	680.00
	Life Estimates			
Kennedy, Larry	5/15/2023	1.00	680.00	680.00
	Depreciation Rate Mitigation Strategies			
Kennedy, Larry	5/25/2023	1.00	680.00	680.00
	Call with client			
Kennedy, Larry	5/31/2023	3.00	680.00	2,040.00
	Hearing Prep - Water Investigations			
Senior Project Manager				
Nori, Amanda	5/11/2023	1.00	410.00	410.00
	Call with client, prep for call			
Nori, Amanda	5/12/2023	6.00	410.00	2,460.00
	Depreciation calculations			
Nori, Amanda	5/15/2023	6.00	410.00	2,460.00
	Depreciation calculations			
Nori, Amanda	5/16/2023	1.00	410.00	410.00
	Internal call			
Nori, Amanda	5/18/2023	4.00	410.00	1,640.00
	Call with client, depreciation calculations			
Nori, Amanda	5/19/2023	4.00	410.00	1,640.00
	Call with client, report update			
Nori, Amanda	5/29/2023	4.00	410.00	1,640.00
	Writing report			
Senior Analyst				
Kennedy, Ryan	5/1/2023	8.00	300.00	2,400.00
	Data Assembly and Review			
Kennedy, Ryan	5/2/2023	6.50	300.00	1,950.00
	Data Assembly and Review			
Kennedy, Ryan	5/3/2023	5.50	300.00	1,650.00
	Preliminary Estimates and Calculations			
Kennedy, Ryan	5/4/2023	1.00	300.00	300.00
	Data Assembly and Review			
Kennedy, Ryan	5/11/2023	2.50	300.00	750.00
	.5 - Meetings and Management Conferences			
	2 - Preliminary Estimates and Calculations			
Kennedy, Ryan	5/12/2023	2.50	300.00	750.00
	Preliminary Estimates and Calculations			
Kennedy, Ryan	5/15/2023	4.50	300.00	1,350.00
	Preliminary Estimates and Calculations			
Kennedy, Ryan	5/18/2023	4.50	300.00	1,350.00
	1.5 - Meetings and Management Conferences			
	3 - Preliminary Estimates and Calculations			
Kennedy, Ryan	5/19/2023	3.00	300.00	900.00
	Preliminary Estimates and Calculations			
Kennedy, Ryan	5/24/2023	3.00	300.00	900.00
	Draft Report			

Engagement	100237.00	2022-Kentucky American Water-Depr study			Invoice	0017191
Kennedy, Ryan		5/25/2023	5.50	300.00	1,650.00	
Draft Report						
Kennedy, Ryan		5/29/2023	1.00	300.00	300.00	
Draft Report						
Kennedy, Ryan		5/31/2023	2.00	300.00	600.00	
Draft Reports						
Totals			83.50		30,950.00	
Total Labor						30,950.00
				Total this Phase		\$30,950.00
				Total this Engagement		\$30,950.00
				Total this Report		\$30,950.00

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

Witness: Heather Hoelting, Melissa Schwarzell, and David Hill

15. Provide invoices for legal fees, travel expenses including meals, airfare, and lodging for all witnesses as it relates to this investigation, include a total for the full amount.

Response:

Please see Attachment 1 for the invoices for legal fees related to this investigation case.
Please see Attachment 2 for the travel expenses for the witnesses.

STOLL · KEENON · OGDEN
PLLC
300 West Vine Street
Suite 2100
Lexington, Kentucky 40507-1801
(859) 231-3000
Tax Id # 61-0421389
October 6, 2022

Kentucky-American Water Company
Attn: Ms. Molly Van Over
AP Dept. 1012
1 Water Street
Camden NJ 08102

INVOICE NO.: 989584
SKO File No.: 10311/175528

PAYMENT REMITTANCE

Payments via regular mail:

STOLL · KEENON · OGDEN PLLC
P.O. Box 11969
Lexington, Kentucky 40579-1969

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account
Fifth Third Bank, Cincinnati OH
ABA/Bank Routing Number: 042101190
Account Number: 7381347322

Please reference your account and invoice numbers.
Email remittance to payments@skofirm.com

Re: Meter Investigation Case

Email Entire Invoice to: molly.vanover@amwater.com

Our Reference: 010311/175528/LWI/2404

Fees rendered this bill

\$ 4,553.50

Total Current Charges This Matter

\$ 4,553.50

STOLL · KEENON · OGDEN
PLLC
300 West Vine Street
Suite 2100
Lexington, Kentucky 40507-1801
(859) 231-3000
Tax Id # 61-0421389
November 2, 2022

Kentucky-American Water Company
Attn: Ms. Molly Van Over
AP Dept. 1012
1 Water Street
Camden NJ 08102

INVOICE NO.: 992324
SKO File No.: 10311/175528

PAYMENT REMITTANCE

Payments via regular mail:

STOLL · KEENON · OGDEN PLLC
P.O. Box 11969
Lexington, Kentucky 40579-1969

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account
Fifth Third Bank, Cincinnati OH
ABA/Bank Routing Number: 042101190
Account Number: 7381347322

Please reference your account and invoice numbers.
Email remittance to payments@skofirm.com

Re: Meter Investigation Case

Email Entire Invoice to: molly.vanover@amwater.com

Our Reference: 010311/175528/LWI/2404

Fees rendered this bill	\$ 17,365.50
Disbursements	\$ 1.50
Total Current Charges This Matter	\$ 17,367.00

Balance as of 10/06/22	\$4,553.50
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Less credits (payments, adjustments)	\$0.00
Balance due on prior billings	\$4,553.50

Total Amount Due This Matter	\$21,920.50
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STOLL · KEENON · OGDEN
PLLC
300 West Vine Street
Suite 2100
Lexington, Kentucky 40507-1801
(859) 231-3000
Tax Id # 61-0421389
December 2, 2022

Kentucky-American Water Company
Attn: Ms. Molly Van Over
AP Dept. 1012
1 Water Street
Camden NJ 08102

INVOICE NO.: 995082
SKO File No.: 10311/175528

PAYMENT REMITTANCE

Payments via regular mail:

STOLL · KEENON · OGDEN PLLC
P.O. Box 11969
Lexington, Kentucky 40579-1969

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account
Fifth Third Bank, Cincinnati OH
ABA/Bank Routing Number: 042101190
Account Number: 7381347322

Please reference your account and invoice numbers.
Email remittance to payments@skofirm.com

Re: Meter Investigation Case

Email Entire Invoice to: molly.vanover@amwater.com

Our Reference: 010311/175528/LWI/2404

Fees rendered this bill \$ 7,007.00

Total Current Charges This Matter \$ 7,007.00

Balance as of 11/02/22 \$21,920.50

Less credits (payments, adjustments) \$-4,553.50

Balance due on prior billings \$17,367.00

STOLL · KEENON · OGDEN
PLLC
300 West Vine Street
Suite 2100
Lexington, Kentucky 40507-1801
(859) 231-3000
Tax Id # 61-0421389
January 10, 2023

Kentucky-American Water Company
Attn: Ms. Molly Van Over
AP Dept. 1012
1 Water Street
Camden NJ 08102

INVOICE NO.: 999184
SKO File No.: 10311/175528

PAYMENT REMITTANCE

Payments via regular mail:

STOLL · KEENON · OGDEN PLLC
P.O. Box 11969
Lexington, Kentucky 40579-1969

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account
Fifth Third Bank, Cincinnati OH
ABA/Bank Routing Number: 042101190
Account Number: 7381347322

Please reference your account and invoice numbers.
Email remittance to payments@skofirm.com

Re: Meter Investigation Case

Email Entire Invoice to: molly.vanover@amwater.com

Our Reference: 010311/175528/LWI/2404

Fees rendered this bill \$ 385.00

Total Current Charges This Matter \$ 385.00

STOLL · KEENON · OGDEN
PLLC
300 West Vine Street
Suite 2100
Lexington, Kentucky 40507-1801
(859) 231-3000
Tax Id # 61-0421389
February 6, 2023

Kentucky-American Water Company
Attn: Ms. Molly Van Over
AP Dept. 1012
1 Water Street
Camden NJ 08102

INVOICE NO.: 1001108
SKO File No.: 10311/175528

PAYMENT REMITTANCE

Payments via regular mail:

STOLL · KEENON · OGDEN PLLC
P.O. Box 11969
Lexington, Kentucky 40579-1969

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account
Fifth Third Bank, Cincinnati OH
ABA/Bank Routing Number: 042101190
Account Number: 7381347322

Please reference your account and invoice numbers.
Email remittance to payments@skofirm.com

Re: Meter Investigation Case

Email Entire Invoice to: molly.vanover@amwater.com

Our Reference: 010311/175528/LWI/2404

Fees rendered this bill \$ 4,016.50

Total Current Charges This Matter \$ 4,016.50

Balance as of 01/10/23 \$385.00

Less credits (payments, adjustments) \$0.00

Balance due on prior billings \$385.00

STOLL · KEENON · OGDEN
PLLC
300 West Vine Street
Suite 2100
Lexington, Kentucky 40507-1801
(859) 231-3000
Tax Id # 61-0421389
March 15, 2023

Kentucky-American Water Company
Attn: Ms. Molly Van Over
AP Dept. 1012
1 Water Street
Camden NJ 08102

INVOICE NO.: 1004128
SKO File No.: 10311/175528

PAYMENT REMITTANCE

Payments via regular mail:

STOLL · KEENON · OGDEN PLLC
P.O. Box 11969
Lexington, Kentucky 40579-1969

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account
Fifth Third Bank, Cincinnati OH
ABA/Bank Routing Number: 042101190
Account Number: 7381347322

Please reference your account and invoice numbers.
Email remittance to payments@skofirm.com

Re: Meter Investigation Case

Email Entire Invoice to: molly.vanover@amwater.com

Our Reference: 010311/175528/LWI/2404

Fees rendered this bill \$ 15,363.00

Total Current Charges This Matter \$ 15,363.00

Balance as of 02/06/23 \$4,401.50

Less credits (payments, adjustments) \$-385.00

Balance due on prior billings \$4,016.50

STOLL · KEENON · OGDEN
PLLC
300 West Vine Street
Suite 2100
Lexington, Kentucky 40507-1801
(859) 231-3000
Tax Id # 61-0421389
April 11, 2023

Kentucky-American Water Company
Attn: Ms. Molly Van Over
AP Dept. 1012
1 Water Street
Camden NJ 08102

INVOICE NO.: 1007616
SKO File No.: 10311/175528

PAYMENT REMITTANCE

Payments via regular mail:

STOLL · KEENON · OGDEN PLLC
P.O. Box 11969
Lexington, Kentucky 40579-1969

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account
Fifth Third Bank, Cincinnati OH
ABA/Bank Routing Number: 042101190
Account Number: 7381347322

Please reference your account and invoice numbers.
Email remittance to payments@skofirm.com

Re: Meter Investigation Case

Email Entire Invoice to: molly.vanover@amwater.com

Our Reference: 010311/175528/LWI/2404

Fees rendered this bill \$ 7,015.50

Total Current Charges This Matter \$ 7,015.50

Balance as of 03/15/23 \$19,379.50

Less credits (payments, adjustments) \$-4,016.50

Balance due on prior billings \$15,363.00

STOLL · KEENON · OGDEN
PLLC
300 West Vine Street
Suite 2100
Lexington, Kentucky 40507-1801
(859) 231-3000
Tax Id # 61-0421389
May 4, 2023

Kentucky-American Water Company
Attn: Ms. Molly Van Over
AP Dept. 1012
1 Water Street
Camden NJ 08102

INVOICE NO.: 1010058
SKO File No.: 10311/175528

PAYMENT REMITTANCE

Payments via regular mail:

STOLL · KEENON · OGDEN PLLC
P.O. Box 11969
Lexington, Kentucky 40579-1969

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account
Fifth Third Bank, Cincinnati OH
ABA/Bank Routing Number: 042101190
Account Number: 7381347322

Please reference your account and invoice numbers.
Email remittance to payments@skofirm.com

Re: Meter Investigation Case

Email Entire Invoice to: molly.vanover@amwater.com

Our Reference: 010311/175528/LWI/2404

Fees rendered this bill \$ 3,248.49

Total Current Charges This Matter \$ 3,248.49

Balance as of 04/11/23 \$22,378.50

Less credits (payments, adjustments) \$0.00

Balance due on prior billings \$22,378.50

STOLL · KEENON · OGDEN
PLLC
300 West Vine Street
Suite 2100
Lexington, Kentucky 40507-1801
(859) 231-3000
Tax Id # 61-0421389
June 12, 2023

Kentucky-American Water Company
Attn: Ms. Molly Van Over
AP Dept. 1012
1 Water Street
Camden NJ 08102

INVOICE NO.: 1012950
SKO File No.: 10311/175528

PAYMENT REMITTANCE

Payments via regular mail:

STOLL · KEENON · OGDEN PLLC
P.O. Box 11969
Lexington, Kentucky 40579-1969

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account
Fifth Third Bank, Cincinnati OH
ABA/Bank Routing Number: 042101190
Account Number: 7381347322

Please reference your account and invoice numbers.
Email remittance to payments@skofirm.com

Re: Meter Investigation Case

Email Entire Invoice to: molly.vanover@amwater.com

Our Reference: 010311/175528/LWI/2404

Fees rendered this bill

\$ 37,055.38

Total Current Charges This Matter

\$ 37,055.38

Balance as of 05/04/23

\$25,626.99

Less credits (payments, adjustments)

\$-22,378.50

Balance due on prior billings

\$3,248.49

Transaction Search - Personal

PNC Bank 1940, 05/01/2023 to 06/14/2023

Expenses related to KY Commission Hearing Travel

Heather Hoelting

Posting Date	Tran Date	Supplier	Amount
5/26/2023	5/24/2023	Southwes	526.96 Flight to Nashville
6/8/2023	6/7/2023	Hudson St 1640	11.58 Misc. Travel Expense
6/8/2023	6/7/2023	Culvers Of Bowling Green	11.65 Meal
6/9/2023	6/8/2023	McDonalds F11187	6.33 Meal
6/9/2023	6/8/2023	Marathon Petro82511	23.37 Fuel for rental
6/12/2023	6/8/2023	Courtyard By Marriott	243.37 Hotel in Nashville
6/12/2023	6/8/2023	Hampton Inns	249.75 Hotel in Frankfort
6/12/2023	6/9/2023	Amz*7iwpd7f7n Bna Nonstop	9.33 Misc. Travel Expense
6/12/2023	6/9/2023	Cnn St 1636	14.98 Misc. Travel Expense
6/12/2023	6/9/2023	Ft Laud Hollywood Intl A	39 Airport parking
6/12/2023	6/9/2023	National Car Rental	144.42 Car rental fee
		Debit Total USD	1,280.74
		Credit Total USD	0
		Total USD	

Transaction Search - Company

PNC Bank 1940, 05/01/2023 to 06/15/2023

David M Hill

Posting Date	Tran Date	Supplier	Description (Include**	Amount
6/2/2023	6/2/2023	American Air	Flight	874.8
6/5/2023	6/2/2023	Allianz Travel Ins	Misc. Travel Expense	62.72
6/8/2023	6/7/2023	McDonalds F10309	Meal	9
6/8/2023	6/7/2023	Le Bus Cafe	Meal	16.4
6/9/2023	6/8/2023	Krispy Kreme 0364	Meal	7.08
6/9/2023	6/8/2023	Panera Bread #600825 P	Meal	7.4
6/9/2023	6/8/2023	Panera Bread #600825 P	Meal	9.21
6/9/2023	6/8/2023	Store*viva Mexico Mexi	Meal	48.74
6/12/2023	6/8/2023	Chick-Fil-A #03825	Meal	14.29
6/12/2023	6/9/2023	Vitos Pizza Browning	Dinner Back from Airport . Kentucky Trip for Meter Investigation	9.88
6/12/2023	6/9/2023	Philadelphia Parking Auth	Parking at Airport for Kentucky Trip for Meter Investigation	45
6/12/2023	6/9/2023	Delaware North - Lex	Misc. Travel Expense	54.57
6/12/2023	6/9/2023	Doubletree Lexington	Hotel Stay in Kentucky for Meter Investigation	354.06
Debit Total USD				1,668.44
Credit Total USD				0
Total USD				1,668.44

Transaction Search – Personal

PNC Bank 1940, 05/01/2023 to 06/14/2023

Expense related to KY Commission Hearing Travel

Melissa Schwarzell

Posting Date	Tran Date	Supplier	Amount
05/31/2023	05/30/2023	Egenfee' 211142739914	6.00 Misc. Travel Expense
06/01/2023	05/30/2023	American Air	710.86 Flight
06/09/2023	06/07/2023	Office Depot #42	12.17 Misc. Travel Expense
06/09/2023	06/07/2023	Chick-Fil-A #03825	16.56 Meal
06/09/2023	06/08/2023	Bru-l ex	34.62 Meal
06/12/2023	06/09/2023	0594-1 ex News And Gift	4.12 Misc. Travel Expense
06/12/2023	06/09/2023	Shell Oil 10011460010	18.00 Fuel
06/12/2023	06/09/2023	Ppa Phi Airport	84.00 Parking
06/12/2023	06/09/2023	Enterprise Rent-A-Car	101.85 Rental Car
06/12/2023	06/10/2023	Lexington Residence In	383.21 Hotel Lexington

Debit Total USD 1,371.39

Credit Total USD 0.00

Total USD 1,371.39

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

Witness: Roderick Sherman

16. Refer to the June 8, 2023 formal hearing testimony of Oscar Portillo. Provide the Kentucky-American policy and tariff provision(s) that allow for an adjustment of a bill after a customer complaint is filed.

Response:

The response below reflects the Company's internal policy and process, and, while not specifically referenced in its tariff, KAW believes it has the discretion to make adjustments where appropriate based on the totality of circumstances in addressing any particular customer's concerns.

KAW has a written internal policy adjusting a customer's water bill after they have received consecutive estimates on their bills followed by a higher-than-normal catch-up bill. Most customers see no difference in their billing after being estimated since estimated usage is typically very close to their actual usage. Therefore, this adjustment would typically be for customers who had a high-usage event (like a leak) while also receiving estimated bills.

Customers receiving actual readings on their bills would be alerted to the higher-than-normal usage sooner than those receiving estimated readings, so KAW's adjustment is a good-faith effort to assist impacted customers to make informed decisions and pay for usage they should have known about. Any customer may be eligible for this adjustment if guidelines are met, not just the customers who have filed complaints. The process and policy is:

1. *Review the account.*
 - a. *Has it been estimated for four or more consecutive months?*
 - b. *Does it have a high "catch-up" bill after an actual reading was obtained?*
 - c. *If yes to both- continue to step 2*
2. *Place a 30-day hold for disconnection and for late fees*
3. *Create a BI-Billing Review BPEM with the following notes:*
 - a. *Consecutive estimates adjustment request. Please adjust the recent bills with estimated readings and the high catch-up bill for meter number 123. The adjustment should be done similarly to how a stuck meter back bill is done. All estimated bills and the large "catch-up" bill should be canceled and then rebilled at average usage from actual bills. We now have a form letter that should be used for this, "Consecutive Estimates Adjustment Letter". Please be sure to send this letter as we are using this for tracking purposes, thank you!*
4. *Log customer info on our tracking document*