

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

Witness: Roderick Sherman

17. Refer to each informal complaint attached to the May 17, 2023 Order.⁴ Provide the name of the investigator assigned, describe each action taken to resolve the complaint, including any documentation of field visits, all internal notes made by investigator, any electronic communication within Kentucky-American regarding each specific complaint, and work orders.

Response:

See the attached Excel file for the name of the investigator assigned and actions taken for each specific complaint. Please also see the attached pdf files that are responsive to the balance of this question regarding each individual informal complaint.

⁴ Order (Ky. PSC May 17, 2023).

01/12/2023

Jason Barrett
2817 Bay Colony Ln
Lexington, KY 40511-8870

For Service To:
Account Number: [REDACTED]
Service Address: 2817 Bay Colony Ln
Lexington, KY 40511-8870

Dear Customer Barrett:

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 a one-time usage adjustment to your water bill because your meter was not read for multiple consecutive months for reasons beyond your control.

Your "average water usage" is established based on your average usage from the period after the meter was changed. That "average water use" is then subtracted from the water usage that was recorded during the eligible time period. The excess difference is then multiplied by the water service rate in effect during the time when the usage occurred, and then full amount is credited to your account as an adjustment.

An adjustment in the amount of \$414.52 which represents 65,854 gallons of excess consumption for the period of 10/25/2022 to 11/21/2022 was applied to the above referenced account on 01/12/2023. If your wastewater charges are provided by another company and based on the amount of your water use, you may wish to contact them for consideration of an adjustment to your wastewater billing.

We apologize for this inconvenience. If you have any questions or issues with your bill, 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.

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

PSC Inquiry Followup

Case # 2023 - 00018

Name Jason Barrett

Account Number [REDACTED]

Received by advocate team 1/03/23 11:54 AM (AM) PM
Initial response to PSC 1/03/23 1:31 AM (PM)
Customer Contacted 1/03/23 2:25 AM (PM)
PUC BPEM Case Created? Yes No BPEM #: [REDACTED]
Shut off letter? Yes No
Pending order to cancel? Yes No
Hold Placed? Yes No Hold Through 2/02/23
Meter test needed? Yes No
Address associated with complaint 2817 Bay Colony Ln

Type of Complaint	Contact Date	Contact Notes
<input checked="" type="checkbox"/> Estimated Reading	<u>1/04/23</u>	<u>Spoke w/customer</u>
<input type="checkbox"/> High Consumption/ Leak	<u>/ /</u>	
<input type="checkbox"/> Stuck Meter	<u>/ /</u>	
<input type="checkbox"/> Customer Service	<u>/ /</u>	
<input type="checkbox"/> Pressure/ Outage	<u>/ /</u>	
<input type="checkbox"/> Fees	<u>/ /</u>	
<input type="checkbox"/> Water Quality: _____	<u>/ /</u>	
<input type="checkbox"/> Other: _____	<u>/ /</u>	

Closed / Final Resolution with PSC 1/13/23 4:23 AM (PM)

Advocate Initials OP

CUSTOMER NAME: Jason Barrett ACCT [REDACTED]

SERVICE ADDRESS: 2817 Bay Colony Ln PREMISE #

METER SIZE: 5/8" NUMBER: [REDACTED] DATE: 1/11/23

FIRST TEST READINGS

Volume / Test	GPM	Adj. Read	Final Read	Test %	Required Accuracy
1 CF / LOW	1/4	635.5914	635.6014	100	95%-101%
1 CF / MED	2	635.6014	635.6114	100	98.5%-101.5%
10 CF / HIGH	15	635.6114	635.7113	99.9	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: 99.9 Second Test Series % Average:

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

Before Test Reading: 0635.59 After Test Reading: 0635.71

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 RF is dead. Meter passed bench test.

Copy To: Oscar Portillo Disputes: Meter Tech: E. Mosby

Test

METER INFORMATION FORM

M S Only: Pallet ___ Crate ___ Scrap ___ WR ___ Boxed ___

(As shown in SAP)

(Correct number of dials)

Meter # [redacted] ✓ Reading 0635 ✓

Make H Size 5/8 OLD MIU # _____

Address 2817 Bay Colony Ln

Premise # [redacted] Date Removed 1/9/23

___ Common Removal / Demo (No apparent meter problem)

✓ **Customer Meter Test** (per **Disputes, Local Office** or **PSC**)

___ Stuck / Stopped ___ Burst / Leaking

___ Bad Register (**Glass cracked, etc**) ___ False Reading

___ Periodic Change (**PSC only**) ___ Other (**Explain in notes**)

No data log RF is dead



New Meter # [redacted] Make B Size 5/8

Reading 00000 (Correct number of dials)

New MIU # [redacted]

Name V. Kinley "Mr. Fabulous" Install Date 1/9/23

2023-00018 (Continued)

Cc: Kentucky Utility Commission PO BOX 615 Frankfort Kentucky 40602 ??

Please provide the past 36 months of meter readings to PSC. Why was this account estimated 8 times?

From: [Tutt, Rosemary \(PSC\)](#)
To: [Oscar Portillo-Garcia](#)
Subject: RE: 2023_18.pdf Barrett
Date: Friday, January 13, 2023 4:23:17 PM
Attachments: [image001.png](#)

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

Yes

Rosemary Tutt
Kentucky Public Service Commission
Consumer Service Branch Manager
211 Sower Blvd.
Frankfort, KY 40601
502-782-2576

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Friday, January 13, 2023 2:13 PM
To: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>
Subject: RE: 2023_18.pdf Barrett

Hello Rosemary,

The adjustment for Mr. Barrett has been completed, I tried to call him few times. But I was unable to contact him, he now has a balance of \$15.09. Gave an adjustment for 65,854 gallons, and \$414.52 dollars.

May I please close this case now, thanks.

Kind Regards,

Oscar Portillo
Specialist Service Delivery, Kentucky American Water
P 859-268-6724
E oscar.portillo-garcia@amwater.com
A 2300 Richmond Rd, Lexington, KY 40502



From: Oscar Portillo-Garcia

Sent: Thursday, January 12, 2023 8:02 AM
To: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>
Subject: RE: 2023_18.pdf Barrett

Hello Rosemary,

Good morning, I hope you doing well.

I had create a case for Mr. Barrett for billing to make an adjustment due to the several estimates we had on his premise, once complete it I will forward this information to you.

Would you like me to keep the PSC open will this case is completed or can I close it?

Have a great day!

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Oscar Portillo-Garcia
Sent: Wednesday, January 4, 2023 3:21 PM
To: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>
Subject: RE: 2023_18.pdf Barrett

Hello Rosemary,

I spoke with the customer about his inquiry and also I had request to test the meter and obtain a data log. Unfortunately this customer was estimated three months in a row and that caused to have a high bill.

Historically the customer uses lot of water, this is the reason I asked if we can test the meter and hopefully obtain a data log, thanks.

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Oscar Portillo-Garcia

Sent: Tuesday, January 3, 2023 1:31 PM

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

Cc: KAWC - Customer Advocacy <KAWC_-_CustomerAdvocacy@amwater.com>

Subject: RE: 2023_18.pdf Barrett

Hello Rosemary,

I hope you doing well.

We received the PSC inquiry for Mr. Barrett, we will follow up with you and the customer, thank you.

Have a great day!

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



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

Sent: Tuesday, January 3, 2023 11:54 AM

To: KAWC - Customer Advocacy <KAWC_-_CustomerAdvocacy@amwater.com>

Subject: 2023_18.pdf Barrett

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

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PSC Inquiry Followup

Case # 2023 - 00 256

Name Taylor Bartruff

Account Number [REDACTED]

Received by advocate team 2, 15, 23 10:57 (AM) PM

Initial response to PSC 2, 15, 23 11:21 (AM) PM

Customer Contacted 2, 15, 23 11:26 (AM) PM

PUC BPEM Case Created? Yes, No BPEM #: [REDACTED]

Shut off letter? Yes, No

Pending order to cancel? Yes, No

Comm. Complaint Hold Placed? Yes No Hold Through 3, 17, 23

Hold Placed? Yes No Hold Through 3, 17, 23

Meter test needed? Yes No

Address associated with complaint 1292 Dale Dr B

Type of Complaint	Contact Date	Notes* contact must be within 3 days
<input type="checkbox"/> Estimated Reading	<u>2, 16, 23</u>	<u>Spoke w/customer</u>
<input checked="" type="checkbox"/> High Consumption/ Leak	<u> / / </u>	<u> </u>
<input type="checkbox"/> Stuck Meter	<u> / / </u>	<u> </u>
<input type="checkbox"/> Customer Service	<u> / / </u>	<u> </u>
<input type="checkbox"/> Pressure/ Outage	<u> / / </u>	<u> </u>
<input type="checkbox"/> Fees	<u> / / </u>	<u> </u>
<input type="checkbox"/> Water Quality: _____	<u> / / </u>	<u> </u>
<input type="checkbox"/> Other: _____	<u> / / </u>	<u> </u>

Closed / Final Resolution with PSC 2, 16, 23 10:31 (AM) PM

Advocate Initials OP

PSC Consumer Inquiry System

2/15/2023

Complaint: 2023-00256 Entry Date: 2/15/2023 Closed Date: Contact Type: E-Mail

Name: Bartruff, Taylor Utility: Kentucky-American Water Company

Address: 1292 Dale Drive Apt. B Utility Nbr: [REDACTED] Location: Residence
Lexington, KY 40517

County: Fayette Utility Type: Investor-

Home: Work: Reason: Rates/Policies (Objects to utility
policy/practices)
Fax: CBR Nbr: (none) ((none))

Cell: [REDACTED] Email: [REDACTED] Complaint referred by:

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Contact's [REDACTED]

Preliminary Description: Other Contacts:

Leak issue

Processor: STACEY

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes
No

PSC Narratives:

Investigator: STACEY

Date: 2/15/2023 10:54:47 AM

Email from Customer:

I'm having an ongoing issue with American Water out of Lexington, KY. There has been a supposed leak at my residence for over 4 weeks and they have yet to perform an official leak investigation. I have been billed for 2 months now at 23,000 and 30,000 gallons, respectively. I am a renter and have let my property manager know. A plumber has already inspected my property and made some replacements to help the toilet, the only area of concern that he saw. However, there is still water moving on the meter and as stated, American Water has yet to perform an inspection on their end. My attempts to contact them and receive answers or resolution have been unsuccessful.

Kentucky American Water - Customer Meter Test Form

BENCH 2 (5/8") Only

CUSTOMER NAME: Taylor Bartruff ACCT # [REDACTED]

SERVICE ADDRESS: 1292 Dale DR B PREMISE # _____

METER SIZE: 5/8" NUMBER: [REDACTED] DATE: 2/16/23

FIRST TEST READINGS

<u>Volume / Test</u>	<u>GPM</u>	<u>Adj. Read</u>	<u>Final Read</u>	<u>Test %</u>	<u>Required Accuracy</u>
<u>1 CF / LOW</u>	<u>1/4</u>	<u>564.2714</u>	<u>564.2814</u>	<u>100</u>	<u>95%-101%</u>
<u>1 CF / MED</u>	<u>2</u>	<u>564.2814</u>	<u>564.2914</u>	<u>100</u>	<u>98.5%-101.5%</u>
<u>10 CF / HIGH</u>	<u>15</u>	<u>564.2914</u>	<u>564.3910</u>	<u>99.6</u>	<u>98.5%-101.5%</u>

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

SECOND TEST READINGS

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

First Test Series % Average: 99.8 Second Test Series % Average: _____

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

Before Test Reading: 0564.27 After Test Reading: 0564.39

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: Meter could not be data logged because the RF was dead.

Meter passed bench test.

Copy To: _____ Disputes: Oscar Portillo Meter Tech: E. Mosby

Test (PSC)

METER INFORMATION FORM

M S Only: Pallet ___ Crate ___ Scrap ___ WR ___ Boxed ___

(As shown in SAP)

(Correct number of dials)

Meter # [REDACTED] Reading 0564

Make 4 Size 5/8 OLD MIU # [REDACTED]

Address 1292 DALE DR B

Premise # [REDACTED] Date Removed 2-14-2023

Common Removal / Demo (No apparent meter problem)

Customer Meter Test (per Disputes, Local Office or PSC)

Stuck / Stopped Burst / Leaking

Bad Register (Glass cracked, etc) False Reading

Periodic Change (PSC only) Other (Explain in notes)

No data log the
RF is dead.

ED2B11RHG2S1942
5/8" x 3/4"



NOT TRANSMITTING

New Meter # [REDACTED] Make N Size 5/8

Reading 00000 (Correct number of dials)

New MIU # [REDACTED]

Name D. Winer Install Date 2.14-2023

From: [Varney, Stacey L \(PSC\)](#)
To: [Oscar Portillo-Garcia](#)
Subject: RE: Bartruff, Taylor - complaint
Date: Thursday, February 16, 2023 10:31:51 AM
Attachments: [image001.png](#)

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

Thank you. I will close this complaint.

Stacey Varney
KY Public Service Commission
Consumer Services
(502) 782-2574
stacey.varney@ky.gov

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Thursday, February 16, 2023 10:26 AM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Subject: RE: Bartruff, Taylor - complaint

****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

Good morning Stacey,

I hope this message finds you well!

Spoke with customer regarding the high usage at 1292 Dale Dr B and also the service orders completed. Ms. Taylor had the impression that a Kentucky American Water employee will investigate for a leak inside this premise and tell her where she has a leak. I explained to her, we can only tell you if you have a leak or not based on movement or not movement at the meter.

The first service order completed on 2/07/2023 indicating a leak due to movement on the meter. This was shared with her, also the second order completed on 2/14/2023 indicated movement on the meter as well. But unfortunately she expected to have the technician to tell her where this leak was. I requested to test her meter for accuracy and the meter passed the bench test.

Unfortunately we can't make an adjustment and I shared it with Ms. Taylor, I also shared other options to help with the high bill, but she stated she will have to make other phone calls to figure out other things about the high bill. Please let me know if there is anything else I can do to help, thanks.

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>

Sent: Wednesday, February 15, 2023 12:52 PM

To: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>

Subject: RE: Bartruff, Taylor - complaint

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

Thanks.

Stacey Varney

KY Public Service Commission

Consumer Services

(502) 782-2574

stacey.varney@ky.gov

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>

Sent: Wednesday, February 15, 2023 12:50 PM

To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>

Subject: RE: Bartruff, Taylor - complaint

I called her around 11:30 am and left her a voice mail. I will call her again this afternoon.

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>

Sent: Wednesday, February 15, 2023 12:40 PM

To: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>

Subject: RE: Bartruff, Taylor - complaint

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

Thanks Oscar. Make sure you call the customer and let her know what's going on. I'm sure she has no idea that the meter was changed.

Stacey Varney

KY Public Service Commission

Consumer Services

(502) 782-2574

stacey.varney@ky.gov

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>

Sent: Wednesday, February 15, 2023 12:22 PM

To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>

Subject: RE: Bartruff, Taylor - complaint

Hello Stacey,

Mrs. Bartruff called the call center on 1/27/2023 and asked to create an order to check for a leak; holds were placed on her account. On 2/07/2023 this order was completed, also a different service order was completed on 2/14/2023 indicating a leak at this premise.

The meter indicating a leak was changed on 2/14/2023. The meter removed will be test it for accuracy, once I have the results I will share them with you and the customer, thanks.

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: KAWC - Customer Advocacy

Sent: Wednesday, February 15, 2023 11:21 AM

To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>; KAWC - Customer Advocacy <KAWC_-_CustomerAdvocacy@amwater.com>

Subject: RE: Bartruff, Taylor - complaint

Hello Stacey,

We received Mrs. Bartruff complaint, we will follow up with her and you once we have done our research, thanks.

Have a great day!

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>

Sent: Wednesday, February 15, 2023 10:57 AM

To: KAWC - Customer Advocacy <KAWC_-_CustomerAdvocacy@amwater.com>

Subject: Bartruff, Taylor - complaint

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

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From: [Mitch M Warden](#)
To: [Oscar Portillo-Garcia](#); [Tricia A Lindley](#)
Cc: [Meriah A Osbourne](#)
Subject: RE: 1292 Dale Dr B [REDACTED]
Date: Friday, February 17, 2023 11:45:09 AM
Attachments: [image001.png](#)
[image002.png](#)

You're very welcome.

I will tell you....on that first call, the customer started out with a negative attitude and it only progressed. Everything that our CCA offered was met with resistance and negativism.

Thanks, Oscar!

Mitch W.

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Friday, February 17, 2023 6:51 AM
To: Mitch M Warden <Steven.Warden@amwater.com>; Tricia A Lindley <Tricia.Lindley@amwater.com>
Cc: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: RE: 1292 Dale Dr B [REDACTED]

Mitch,

Thank you, this information is very helpful. I appreciateit!

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Mitch M Warden <Steven.Warden@amwater.com>
Sent: Thursday, February 16, 2023 4:55 PM
To: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>; Tricia A Lindley <Tricia.Lindley@amwater.com>
Cc: Meriah A Osbourne <Meriah.Osbourne@amwater.com>

Subject: RE: 1292 Dale Dr B [REDACTED]

Oscar,
Good day!

There were 2 calls associated with the high bill on this account. I have listened to both:

01/27/2023 16:47:21 DOMINGTM

Customer states calling due to high bill. CCA verifies billing cycle and actual read. CCA asks whether there were any leaks or other reasons for high bill. Customer states if there were they would have already known about it and they wouldn't be calling. CCA states they can schedule a service order to have the meter checked. Customer states if it has already been checked once physically, isn't it just going to read the same thing and they will just have to call back to be told that they are going to have to pay the bill anyway. CCA states "They are going to come out to check the current reading and see if there is any history to see if there may have been a leak going on the prior month if you are unaware of anything". Customer states the only place there could possibly be a leak would be underground. Customer asks if a leak is found are they still going to be responsible for the bill. CCA states if leak is after the meter then yes. Then customer asks that if they can't find anything are they still going to have to pay the bill even though it is 5 times higher without conclusion. The CCA states that they cannot jump to conclusion before we have been out to check the meter. The customer states "But surely you have a protocol...". The CCA states it would be handled as a billing dispute and explains that if there is a steady flow of water that would be an indication of a leak. The customer very begrudgingly accepts the scheduling of a service order. The customer states "Obviously, I know that this being scheduled now, I am asking when is the most available to come out because my schedule does not allow for me to be here at all during the week before 6pm" and goes on to say that they cannot wait a week for someone to come out. CCA advises that the meter is located outside so customer will not need to present. CCA advised first available will be on Feb. 7th. CCA states "They will come by to check the meter and see if there is any history but they may come before that because the bill cycle is ending". Customer then states they just received this bill, got the email today at 3:29. CCA states must have had a billing delay. Customer states "It's happened before so I am really not surprised". CCA states the technician will leave a tag with findings. Customer is not happy. CCA states customer can notify the landlord that there has been a high bill. CCA confirms the appointment and advises a follow-up letter will be sent after the order is completed and places a lock on the account until 2/27.

02/07/2023 15:03:51 GEORGET1

Customer called for results of meter check. CCA checks FSR notes on the ILK. CCA advises there is no leak found. Customer then states "There is absolutely no way that I used 23,000 gallons of water". CCA then states that the S/O was not for leak investigation and states will schedule. CCA states that the order scheduled for high/low water pressure. Then CCA offers to schedule a leak investigation.

The first call was handled flawlessly. Even when the customer was being excessively negative with the CCA, the CCA remained professional and followed the correct process.

The second call has several mentoring opportunities and I have requested same from the applicable

supervisor.

At no time was the customer told that AW would advise them where a leak was located.

If I may assist further, kindly advise.

Respectfully,

Mitch Warden *he, him, his*

Customer Experience Business Partner – KY, MD, NJ, TN, VA

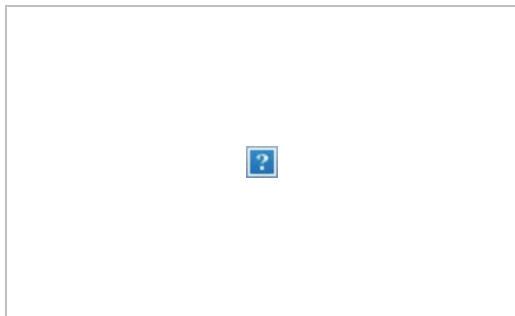
AW Proud EBRG Communications Lead

850-471-4736 - Office

steven.warden@amwater.com



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



From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>

Sent: Thursday, February 16, 2023 9:14 AM

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

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

Subject: 1292 Dale Dr B [REDACTED]

Hello Tricia/Mitch,

We received a PSC complain from a customer named Taylor Bartruff about a high bill, she shared the following;

Spoke with customer regarding the high usage at 1292 Dale Dr B and also the service orders completed. Customer was very upset and stated all the times she spoke with representatives from the call center, she was told an investigation will be create to check for a leak at her house. The customer stated the description from the representatives was a "KAW employee will investigate for a leak and tell the customer where the leak is"

This customer repeated several times the representatives from the call center told her a service order will be created to investigate and point out the leak. I shared with her the meter test results (meter passed test) and also explained how we performed a service order when investigating for a leak. She was very upset and asked to please share this information with the supervisor responsible for the representatives she spoke with if possible.

Please let me know if you have any questions, thanks.

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



PSC Inquiry Followup

Case # 2022 - 02837

Name Carol Becknell

Account Number [REDACTED]

Received by advocate team 10, 17, 22 8:33 (AM) PM

Initial response to PSC 10, 17, 22 8:36 (AM) PM

Customer Contacted 10, 17, 22 9:13 (AM) PM

PUC BPEM Case Created? (Yes) No BPEM #: [REDACTED]

Shut off letter? Yes (No)

Pending order to cancel? Yes (No)

Hold Placed? Yes (No) Hold Through ___/___/___

Meter test needed? Yes (No)

Address associated with complaint 3741 Belleau Wood Dr

Type of Complaint	Contact Date	Contact Notes
<input type="checkbox"/> Estimated Reading	<u>10, 17, 22</u>	<u>Voice mail 9:13 am</u>
<input checked="" type="checkbox"/> High Consumption/ Leak	<u>10, 18, 22</u>	<u>Voice mail 8:25 am</u>
<input type="checkbox"/> Stuck Meter	<u>10, 18, 22</u>	<u>Spoke w/customer 1:59 pm</u>
<input type="checkbox"/> Customer Service	<u>___/___/___</u>	<u>_____</u>
<input type="checkbox"/> Pressure/ Outage	<u>___/___/___</u>	<u>_____</u>
<input type="checkbox"/> Fees	<u>___/___/___</u>	<u>_____</u>
<input type="checkbox"/> Water Quality: _____	<u>___/___/___</u>	<u>_____</u>
<input type="checkbox"/> Other: _____	<u>___/___/___</u>	<u>_____</u>

Closed / Final Resolution with PSC 10, 18, 22 2:07 AM (PM)

Advocate Initials DP

PSC Consumer Inquiry System

10/17/2022

Complaint: 2022-02837 Entry Date: 10/17/2022 Closed Date: Contact Type: E-Mail
 Name: Becknell, Carol Utility: Kentucky-American Water Company
 Address: 3741 Belleau Wood Drive Utility Nbr: 15800 Location: Residence
 Lexington, KY 40517 Utility Type: Investor-
 County: Fayette Reason: Rates/Policies (Objects to utility
 Home: Work: policy/practices)
 Fax: CBR Nbr: (none) ((none))
 Cell: Email: Complaint referred by:
 Contacted Utility? Spoke with: Customer Service
 Cust Relations: Failed To Correct Problem

Utility Contact: Contact's
 Preliminary Description: Other Contacts:

Processor: STACEY

See File Case Related Staff Referral Confidential
 Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: STACEY

Date: 10/17/2022 8:31:58 AM

Email from Customer:

I received a water bill for July service from 6-2 to 7-6, that was over 4 times the regular bill. I called the water company to investigate, and requested another meter read/ and if necessary, a meter change, since this happened once prior, and the meter was bad. I was advised it would be 2 weeks until someone could come out and re read the meter, so I waited to pay the bill thinking it would be adjusted. It was not, and they charged me a late fee. They later took that off but only after I spokd to a supervisor. They came back out 8-5 and the tech said i had a water leak. I paid the bill anyway, since they said I had to, and scheduled a plumber to investigate the problem and water line repair. In the meantime, I received another bill for 7-7 to 8-2, which was over \$250. I again called, was placed on hold for over 1.5 hours, only to be disconnected at 6:55 pm just prior to closing on a Friday. I called back several other times to speak with someone and again had to hold for an hour only to get the wrong information. On 9-2-22, I had the entire water line replaced from the meter to the house. I received another bill for service 8-3 to 9-1, which was \$341.80. I completed the form for reimbursement and emailed to the address on the form 9-13-22. I called back to see if they had received the form, only to be told they didn't have the form. I emailed it again, and nothing was done. I again called the only phone number available to man, which should be called lack of customer service, rather than customer service, to be told that the issue was being escalated and was given another email address to email the form to. A week later still no response, so I again called the only phone number in existence, after work and spoke to Sean. He said he was escalating the issue another time and I would receive a call from KAWC within 48 business hours. He said not to pay the bill as an adjustment would be made. A few minutes later Oscar Garcia, from KAWC called and said they didn't have any form and asked that I forward it to him. I did that within 15 minutes, along with the entire email thread I had already sent previously. Another week went by, and I had not heard back from anyone, confirming receipt of the email, so I emailed Oscar again asking if he received my email and the form. He responded via email, and said he had the form and he had adjusted my bill the same day. On Thursday, 10-13, I received another bill showing I still owed the last unpaid bill of \$341.80, which I didn't pay along with the current bill from 9-2 to 10-5, which is still higher than normal. I am not sure when they read the meter on 9-2, since the plumber was here with the water off most of the day, and it is still higher than the average bill of \$40. Nothing has been done to resolve this issue and I am tired of being told that the issue is being escalated, since clearly it has not been handled appropriately. Every time I call, I have to hold forever just to speak to someone only be told that the account is noted. That is not good enough. I am not rich and cannot continue to pay these bills due to lack of competence in the KAWC Office. This has been the worst experience, and KAWC has to be rated the worst customer services in Lexington as they have one phone number, and it is only open 5 days a week. I work and have been spending my day off on Friday trying to

2022-02837 (Continued)

resolve this, but it is still not resolved. You cannot pay the bill unless you mail it, pay online, or drive it to the drop box at the water company. I was told by Customer service that I could pay at Walmart, so I took the bill there only to be told they only accept cash or debit card for the bill. I need help with this issue as I have done everything in my power to fix it and can't seem to get to a human and if i finally am able to speak to a human, it is obviously not the right one, or one that has the power to get this issue resolved. I have done my part and have sent everything requested, so my hands are tied. I need this issue fixed. If I ran my business this way, I would not have a job for very long and this is unacceptable. My time is valuable too, and I cannot spend an entire day on hold just because they do not want to pay for people to answer the phones. They are making way too much money with all the service charges for that. Please help. Thank you.

From: [Varney, Stacey L \(PSC\)](#)
To: [Oscar Portillo-Garcia](#)
Subject: RE: Becknell, Carol - complaint
Date: Tuesday, October 18, 2022 2:07:04 PM
Attachments: [image001.png](#)

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

Thank you. I will close this complaint.

Stacey Varney
KY Public Service Commission
Consumer Services
(502) 782-2574
stacey.varney@ky.gov

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Tuesday, October 18, 2022 2:00 PM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Subject: RE: Becknell, Carol - complaint

Hello Stacey,

I spoke with Ms. Carol about her inquiry and she fully understand the adjustment and the tariffs. She is okay with everything, thanks.

Have a great day!

Kind Regards,

Oscar Portillo
Specialist Service Delivery, Kentucky American Water
P 859-268-6724
E oscar.portillo-garcia@amwater.com
A 2300 Richmond Rd, Lexington, KY 40502



From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Sent: Tuesday, October 18, 2022 8:52 AM

To: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>

Subject: RE: Becknell, Carol - complaint

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

Oscar,

Ms. Becknell left two phone numbers on her complaint. Did you try both of those numbers? [REDACTED]

Thanks.

Stacey Varney
KY Public Service Commission
Consumer Services
(502) 782-2574
stacey.varney@ky.gov

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>

Sent: Tuesday, October 18, 2022 8:27 AM

To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>

Subject: RE: Becknell, Carol - complaint

Hello Stacey,

I called Mrs. Carol four times yesterday and twice this morning. I am unable to contact her, I left a voice mails regarding the adjustment made to her account. If she return my call, I will let you know, thanks.

Have a nice day!

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Sent: Monday, October 17, 2022 9:05 AM
To: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Subject: RE: Becknell, Carol - complaint

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

Thanks, Oscar.

Stacey Varney
KY Public Service Commission
Consumer Services
(502) 782-2574
stacey.varney@ky.gov

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Monday, October 17, 2022 9:04 AM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Subject: RE: Becknell, Carol - complaint

Hello Stacey,

I did called her and left a voicemail regarding her inquiry, once I speak with her I will let you know, thanks.

Kind Regards,

Oscar Portillo
Specialist Service Delivery, Kentucky American Water
P 859-268-6724
E oscar.portillo-garcia@amwater.com
A 2300 Richmond Rd, Lexington, KY 40502



From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Sent: Monday, October 17, 2022 8:59 AM
To: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Subject: RE: Becknell, Carol - complaint

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

Oscar,

Since she emailed a complaint to us, you need to call her and explain this to her.

Let me know once you speak to her.

Thanks.

Stacey Varney
KY Public Service Commission
Consumer Services
(502) 782-2574
stacey.varney@ky.gov

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Monday, October 17, 2022 8:57 AM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Cc: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>
Subject: RE: Becknell, Carol - complaint

Hello Stacey,

I hope you are doing well.

We had received the PSC case.

After spoke with this customer about the leak inquiry, I followed up with her and she emailed me the leak adjustment documents. ON 9/30/2020 I completed her leak adjustment inquiry, billing had to wait for a read to be able to make an adjustment. An actual read was obtained on 10/04/2022, an adjustments was made on 10/10/2022 for a total amount of \$339.63. Once a new statement is generate it, the adjustment will be reflect it on her account.

Unfortunately this type of inquiries take a little longer than expected, but the adjustment has been completed and also the customer has a 30 day hold on her account to avoid fees.

Please let me know if you have any other questions.

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>

Sent: Monday, October 17, 2022 8:33 AM

To: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>

Subject: Becknell, Carol - complaint

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

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10/11/2022

Carol Becknell
3741 Belleau Wood Dr
Lexington, KY 40517-1801

For Service To:
Account Number: [REDACTED]
Service Address: 3741 Belleau Wood Dr
Lexington, KY 40517-1801

Dear Customer Becknell:

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. When you recently asked about a credit adjustment to your account because of a leak, we reviewed your situation and concluded that you are entitled to a credit adjustment. An adjustment in the amount of \$339.63 which represents 71,910 gallons of water from 07/07/2022 to 09/01/2022 was applied to the above referenced account on 10/10/2022.

Leak adjustments are calculated in the following manner. Average water use for your property is determined based on previous 6 consecutive periods prior to the high bill. The average water use is subtracted from the high bill usage to determine the excess water from the leak. The excess water use is charged to you at a discounted rate of 25% of the rate in effect at the time of the leak and applied as a credit adjustment to your account.

We recognize the added financial impact that may result from this higher than expected bill amount. If you would like to discuss a possible payment arrangement or have other questions concerning your account, please contact customer service at the number listed below. Our representatives 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.

Sincerely,

Kentucky American Water Customer Service



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

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

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. ▼

Account No. [REDACTED]

Total Amount Due:	\$780.56
Payment Due By:	November 28, 2022

If paying after 11/28/22, pay this amount: \$819.59

Amount Enclosed \$



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

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

KATHRYN EHRSAM
 2396 ABBEYWOOD RD
 LEXINGTON, KY 40515-1272

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

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2021 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2021 annual water quality report or to request a paper copy call 800-678-6301.

PREPARE YOUR HOME FOR COLD WEATHER

Prepare your pipes and prevent them from freezing.

For cold weather tips, go to www.kentuckyamwater.com.

 KENTUCKY
AMERICAN WATER



CUSTOMER SERVICE

1-800-678-6301




HOURS: M-F, 7am-7pm • Emergencies: 24/7


TTY/TDD FOR THE HEARING IMPAIRED:


711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

 **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.

 **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.

 **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(____) _____ Mobile Number

Phone Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

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

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[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

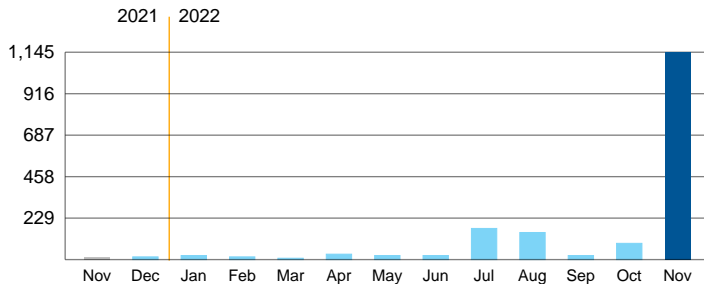
1 Billing Unit = 100 gallons

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)

4,239
gallons

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	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.
- 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/kyaw/rates>

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

PSC Inquiry Followup

Case # 2023 - 00036

Name Ehrsam

Account Number 210007432849

Received by advocate team	1/6/2023	11:21 AM
Initial response to PSC	1/6/2023	11:34 AM
Customer Contacted	1/6/2023	12:36 AM
PUC BPEM Case Created?	Yes	BPEM #: [REDACTED]
Shut off letter?	No	
Pending order to cancel?	No	
Comm. Complaint Hold Placed?	Yes	Hold Through 2/6/2023
Hold Placed?	No	Hold Through ____ / ____ / ____
Meter test needed?	No, we already have one	
Address associated with complaint	[REDACTED]	

Type of Complaint

Contact Date

Notes* contact must be within 3 days

- | | | |
|--|--------------------|--|
| <input type="checkbox"/> Estimated Reading | 1/6/2023 | called and spoke briefly with customer, she and I had already spoke at length about her account. I made sure she still knew how to contact me and let her know I would follow up with the PSC office |
| <input checked="" type="checkbox"/> High Consumption/ Leak | | |
| <input type="checkbox"/> Stuck Meter | | |
| <input type="checkbox"/> Customer Service | ____ / ____ / ____ | _____ |
| <input type="checkbox"/> Pressure/ Outage | ____ / ____ / ____ | _____ |
| <input type="checkbox"/> Fees | ____ / ____ / ____ | _____ |
| <input type="checkbox"/> Water Quality: _____ | ____ / ____ / ____ | _____ |
| <input type="checkbox"/> Other: _____ | ____ / ____ / ____ | _____ |

Closed / Final Resolution with PSC 1/26/2023 1:00 PM

Advocate Initials _____

Kentucky American Water - Customer Meter Test Form

BENCH 2 (5/8") Only

CUSTOMER NAME: Kathryn Ehram ACCT # [REDACTED]

SERVICE ADDRESS: 2396 Abbeywood Rd PREMISE # [REDACTED]

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

FIRST TEST READINGS

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

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

SECOND TEST READINGS

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

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

PSC Consumer Inquiry System

1/6/2023

Complaint: 2023-00036 **Entry Date:** 1/6/2023 **Closed Date:** **Contact Type:** E-Mail
Name: Ehrsam, Kathryn **Utility:** Kentucky-American Water Company
Address: 2396 Abbeywood Rd **Utility Nbr:** 15800 **Location:** Residence
Lexington, KY 40515
County: Fayette **Utility Type:** Investor-
Home: [REDACTED] **Work:** **Reason:** Billing (Billing calculation error)
(none) (none)
Fax: **CBR Nbr:** **Complaint referred by:**
Cell: [REDACTED] **Email:** [REDACTED]
Contacted Utility? **Spoke with:**
Cust Relations: None

Utility Contact: **Contact's** [REDACTED]
Preliminary Description: **Other Contacts:**

Processor: ROSEMARY
See File **Case Related** **Staff Referral** **Confidential**
Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes
No

PSC Narratives:

Investigator: ROSEMARY

Date: 1/6/2023 11:14:08 AM

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: [Oscar Portillo-Garcia](#)
To: [Erin G Hall](#)
Cc: [Meriah A Osbourne](#)
Subject: RE: Clay Mill Rd
Date: Thursday, December 1, 2022 8:28:00 AM
Attachments: [image001.png](#)

Thanks for the update.

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Erin G Hall <Erin.Hall@amwater.com>
Sent: Wednesday, November 30, 2022 3:51 PM
To: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Cc: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: RE: Clay Mill Rd

Someone is currently working on these tickets. It will take several days to complete the vast area they have requested.

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Wednesday, November 30, 2022 1:50 PM
To: Erin G Hall <Erin.Hall@amwater.com>
Cc: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: Clay Mill Rd

Hello Erin,

Ms. Cindy England has all these tickets numbers that need to be work, she filed a PSC complain which you can find attached to this email. She stated she would like an update of when the lines will be mark because they are ready to start working on this project on Clays Mill Rd.

Please see below, thanks.

November 21 – 223252052, 223252087, 223252089, 223252092, 223252094, 223252096, 223252100, 223252104, 223252105, 223252108, 223252115, 223252117, 223252119, 223252130, 223252133, 223252144, 223252147, 223252153, 223252162, 223252167, 223252175, 223252182, 223252187, 223252193.

November 28th – 223321436, 223321459, 223321466, 223321472, 223321475.

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: [Oscar Portillo-Garcia](#)
To: sblooming@gmail.com
Subject: Ticket numbers
Date: Wednesday, November 30, 2022 8:42:00 AM
Attachments: [image001.png](#)

Hello Ms. Cindy,

My phone is currently down and I am unable to call you, as soon as I get my phone to work I will call you. May I please have your ticket numbers to share with the right department responsible to take care this inquiry, thanks.

Have a great day!

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



PSC Consumer Inquiry System

11/30/2022

Complaint: 2022-02964 **Entry Date:** 11/30/2022 **Closed Date:** **Contact Type:** E-Mail
Name: England, Cindy **Utility:** Kentucky-American Water Company
Address: 1045 Higbee Mill Road **Utility Nbr:** 15800 **Location:** Residence
Lexington, KY 40503
County: Fayette **Utility Type:** Investor-
Home: **Work:** **Reason:** Rates/Policies (Objects to utility
policy/practices)
Fax: **CBR Nbr:** (none) ((none))
Cell: [REDACTED] **Email:** [REDACTED] **Complaint referred by:**
Contacted Utility? **Spoke with:** Customer Service
Cust Relations: Failed To Correct Problem

Utility Contact: **Contact's** [REDACTED]

Preliminary Description: **Other Contacts:**
Not responding to tickets

Processor: STACEY

See File **Case Related** **Staff Referral** **Confidential**
Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes
No

PSC Narratives:

Investigator: STACEY

Date: 11/30/2022 7:57:11 AM

Email from Customer:

KY American water is not responding to my tickets. My first tickets were called in on 11-20-22.. and no response. I called in again yesterday and they were given a second notice, I still have NO response. HELP ME!!

From: [Varney, Stacey L \(PSC\)](#)
To: [Oscar Portillo-Garcia](#)
Subject: RE: England, Cindy - complaint
Date: Thursday, December 1, 2022 8:33:50 AM
Attachments: [image001.png](#)

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

Thanks Oscar. I will close this complaint.

Stacey Varney
KY Public Service Commission
Consumer Services
(502) 782-2574
stacey.varney@ky.gov

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Thursday, December 1, 2022 8:32 AM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Subject: RE: England, Cindy - complaint

Hello Stacey,

A person was sent yesterday to take care all the ticket numbers the customer had. I also spoke with her and made her aware, the supervisor also spoke with her about it. Please let me know if there is anything else I can do to help, thank you.

Have a Great Day!

Kind Regards,

Oscar Portillo
Specialist Service Delivery, Kentucky American Water
P 859-268-6724
E oscar.portillo-garcia@amwater.com
A 2300 Richmond Rd, Lexington, KY 40502



From: Oscar Portillo-Garcia

Sent: Wednesday, November 30, 2022 8:35 AM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Cc: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>
Subject: RE: England, Cindy - complaint

Hello Stacey,

We had received the PSC inquiry for Ms. Cindy, I will follow up her to get this resolved.

Have a great day!

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Sent: Wednesday, November 30, 2022 7:59 AM
To: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>
Subject: England, Cindy - complaint

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

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of American Water Works Company Inc. or its affiliates. The recipient should check this email and any attachments for the presence of viruses. American Water accepts no liability for any damage caused by any virus transmitted by this email. American Water Works Company Inc., 1 Water St. Camden, NJ. 08102 www.amwater.com



WE KEEP LIFE FLOWING™

Service Address:

GENTELL P. ESTERS
169 S EAGLE CREEK DR
LEXINGTON, KY 40515-5912

THANK YOU FOR BEING OUR CUSTOMER**Important Account Messages**

- 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.
- Tired of buying stamps and writing checks? Enroll in Auto Pay and your bill will be paid on time, every time directly from your bank account. To enroll, register or log on to My Account at amwater.com/myaccount.

For more information, visit www.kentuckyamwater.com

Statement

Account No. [REDACTED]

Total Amount Due: \$-16.98**Payment Due By: December 29, 2022**

A credit balance exists on the account. No payment is required at this time.

Billing Date: December 13, 2022**Service Period:** Nov 09 to Dec 09 (31 Days)**Total Gallons:** 2,800**Account Summary – See page 3 for Account Detail**

Prior Billing:		-	\$52.30
Payments:		-	\$0.00
Balance Forward:		=	-\$52.30
Service Related Charges:		+	\$33.32
Taxes:		+	\$2.00
Total Amount Due:		=	-\$16.98



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. ▼

Account No. [REDACTED]

Total Amount Due: \$-16.98**Payment Due By: December 29, 2022**

WE KEEP LIFE FLOWING™



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

Service to: 169 S EAGLE CREEK DR
LEXINGTON, KY 40515-5912

Amount Enclosed \$

Payment Not Required

GENTELL P. ESTERS
169 S EAGLE CREEK DR
LEXINGTON, KY 40515-5912

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

Messages from Kentucky American Water

- Effective January 1, 2023, the requirements for residential accounts to be exempt from Kentucky sales tax will change. Kentucky American Water is contacting affected water and sewer customers by electronic and/or regular mail about actions these customers must take to avoid sales tax being charged starting January 1, 2023. Learn more at www.kentuckyamwater.com under Customer Service & Billing.



PREPARE YOUR HOME FOR COLD WEATHER

Prepare your pipes and prevent them from freezing.

For cold weather tips, go to www.kentuckyamwater.com.


KENTUCKY
AMERICAN WATER



CUSTOMER SERVICE




1-800-678-6301

HOURS: M-F 7am-7pm • Emergencies, 24/7






TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

- 
Go Paperless: Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- 
Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- 
H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS

- 
Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- 
Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- 
Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- 
Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
- 
Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

<div style="background-color: #666; color: white; padding: 5px; margin-bottom: 5px; font-weight: bold;">Auto Pay</div> <p>Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!</p>	<div style="background-color: #00AEEF; color: white; padding: 5px; margin-bottom: 5px; font-weight: bold;">Online</div> <p>With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).</p>	<div style="background-color: #0070C0; color: white; padding: 5px; margin-bottom: 5px; font-weight: bold;">In Person</div> <p>We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.</p>
---	---	--

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
██████████	100 gal	5/8"	11/09/2022	12/09/2022	1,112 (A)	1,140 (A)	28	28.00	2,800

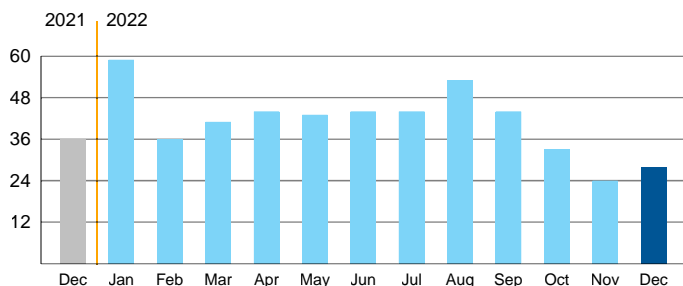
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 2,800

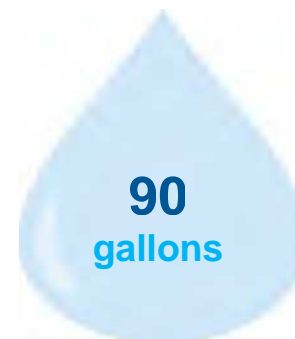
Billed Usage History (graph shown in 100 gallons)

- 2,800 gallons = usage for this period
- 3,600 gallons = usage for same period last year



Next Scheduled Read Date: on or about January 09, 2023
Account Type: Residential

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



Year to Date Billed Usage: 49,300 gallons

Account Detail

Account No. ██████████

Service To: 169 S EAGLE CREEK DR LEXINGTON, KY 40515-5912

Prior Billing	-52.30
Payments	0.00
Balance Forward	-52.30
Service Related Charges - 11/09/22 to 12/09/22	
Water Service	31.12
Water Service Charge	15.00
Water Usage Charge (28 x \$0.5757)	16.12
Other Charges	2.20
QIP Surcharge Water (\$31.12 x 4.61%)	1.43
KRA Withdrawal Fee (28 x \$0.0275)	0.77
Total Service Related Charges	33.32
Taxes	2.00
Franchise Taxes (\$33.32 x 3.000%)	1.00
School District Tax (\$33.32 x 3.000%)	1.00
Total Current Period Charges	35.32

Total Amount Due

\$-16.98

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 charges 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/kyaw/rates>

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



WE KEEP LIFE FLOWING™

Service Address:

GENTELL P. ESTERS
169 S EAGLE CREEK DR
LEXINGTON, KY 40515-5912

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- 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.
- Tired of buying stamps and writing checks? Enroll in Auto Pay and your bill will be paid on time, every time directly from your bank account. To enroll, register or log on to My Account at amwater.com/myaccount.

For more information, visit www.kentuckyamwater.com

Statement

Account No. [REDACTED]	
Total Amount Due:	\$4,400.61
Payment Due By:	March 1, 2023

Billing Date: February 13, 2023
Service Period: Jan 14 to Feb 07 (25 Days)
Total Gallons: 337,400

Account Summary – See page 3 for Account Detail

Prior Billing:	\$2,131.75
Payments:	- \$0.00
Balance Forward:	= \$2,131.75
Service Related Charges:	+ \$2,140.44
Taxes:	+ \$128.42
Total Amount Due:	= \$4,400.61

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. ▼

Account No. [REDACTED]

Total Amount Due:	\$4,400.61
Payment Due By:	March 1, 2023



Service to: 169 S EAGLE CREEK DR
 LEXINGTON, KY 40515-5912



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

Amount Enclosed \$

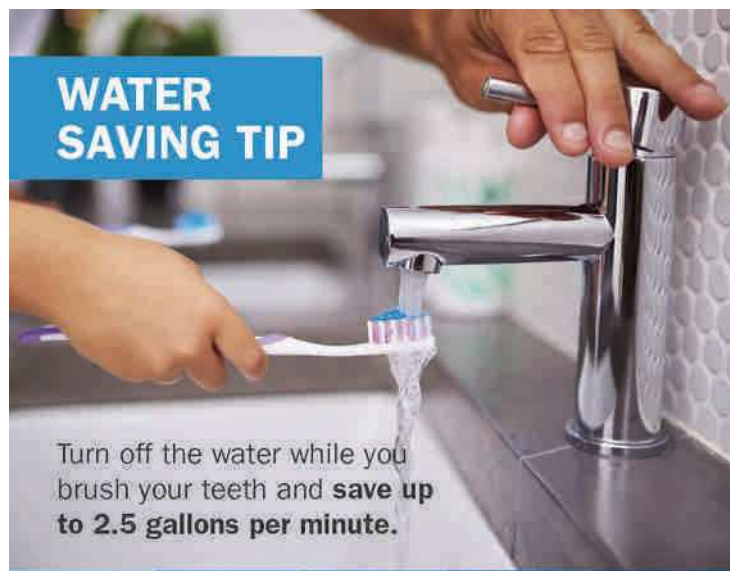
GENTELL P. ESTERS
169 S EAGLE CREEK DR
LEXINGTON, KY 40515-5912

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



Messages from Kentucky American Water

- Cloudy or "milky-looking" water is caused by dissolved oxygen and poses no health risk. Dissolved oxygen in water is most evident during winter months when the water temperature is the coldest. Cold water absorbs more air out of the atmosphere than warm water. When cold water enters the internal plumbing system of a structure, it warms up to room temperature. This warmer water cannot hold as much dissolved air, but because the water is under pressure within the plumbing system's pipes, the excess dissolved air cannot escape until the water flows from the faucet. The result is cloudy water when the faucet is initially turned on. If cloudy water does not clear up within a few minutes, please call us at 1-800-678-6301 or contact us online using the Water Quality Inquiry option via your MyWater account.



CUSTOMER SERVICE
 1-800-678-6301
 HOURS: M-F 7am-7pm • Emergencies, 24/7
 TTY/TDD FOR THE HEARING IMPAIRED:
 711 (and then reference Customer Service
 number listed above)
 LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS

- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
- Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

 Name

 Address

 City

 State _____ Zip Code _____
 (_____) _____
 Phone Number Mobile Number

 E-mail Address

Other ways to pay your bill

Auto Pay	Online	In Person
Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!	With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).	We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
██████████	100 gal	5/8"	01/14/2023	02/07/2023	4,334 (A)	7,708 (A)	3,374	3,374.00	337,400

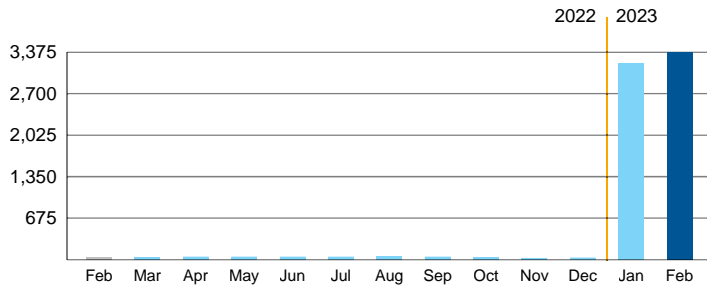
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 337,400

Billed Usage History (graph shown in 100 gallons)

- 337,400 gallons = usage for this period
- 3,600 gallons = usage for same period last year



Next Scheduled Read Date: on or about March 07, 2023
Account Type: Residential

Average daily use for this period is: (25 days)



Year to Date Billed Usage: 656,800 gallons

Account Detail

Account No. ██████████

Service To: 169 S EAGLE CREEK DR LEXINGTON, KY 40515-5912

Prior Billing	2,131.75
Payments	0.00
Balance Forward	2,131.75
Service Related Charges - 01/14/23 to 02/07/23	
Water Service	1,957.41
Water Service Charge	15.00
Water Usage Charge (3,374 x \$0.5757)	1,942.41
Other Charges	183.03
QIP Surcharge Water (\$1,957.41 x 4.61%)	90.24
KRA Withdrawal Fee (3,374 x \$0.0275)	92.79
Total Service Related Charges	2,140.44
Taxes	128.42
Franchise Taxes (\$2,140.44 x 3.000%)	64.21
School District Tax (\$2,140.44 x 3.000%)	64.21
Total Current Period Charges	2,268.86

Total Amount Due

\$4,400.61

Understanding Your Bill

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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>

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WE KEEP LIFE FLOWING™

Service Address:

GENTELL P. ESTERS
169 S EAGLE CREEK DR
LEXINGTON, KY 40515-5912

THANK YOU FOR BEING OUR CUSTOMER**Important Account Messages**

- 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.
- Tired of buying stamps and writing checks? Enroll in Auto Pay and your bill will be paid on time, every time directly from your bank account. To enroll, register or log on to My Account at amwater.com/myaccount.

For more information, visit www.kentuckyamwater.com

Statement

Account No. [REDACTED]

Total Amount Due:	\$2,131.75
Payment Due By:	February 13, 2023

Billing Date: January 26, 2023
Service Period: Dec 10 to Jan 13 (35 Days)
Total Gallons: 319,400

Account Summary – See page 3 for Account Detail

Prior Billing:	-	-\$16.98
Payments:	-	\$0.00
Balance Forward:	=	-\$16.98
Service Related Charges:	+	\$2,027.09
Taxes:	+	\$121.64
Total Amount Due:	=	\$2,131.75

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. ▼

Account No. [REDACTED]

Total Amount Due:	\$2,131.75
Payment Due By:	February 13, 2023

If paying after 2/13/23, pay this amount: \$2,239.19

Amount Enclosed \$



WE KEEP LIFE FLOWING™



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

Service to: 169 S EAGLE CREEK DR
LEXINGTON, KY 40515-5912

GENTELL P. ESTERS
169 S EAGLE CREEK DR
LEXINGTON, KY 40515-5912

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

Messages from Kentucky American Water

- Frozen pipes can leave you without water in the worst of weather. And can cost a lot to repair. Follow these steps to preserve both your budget and your peace of mind.

When temperatures stay below freezing:

- If pipes run through cabinets or vanities, open the doors to let warmer room temperatures flow in.
- Keep water moving through the pipes by allowing a small trickle of water to run.

If your pipes freeze:

- Shut off the water immediately.
- Thaw pipes with warm air, with a hair dryer or space heater.
- Once pipes are thawed, slowly turn the water back on and check pipes and joints for any cracks.



SIMPLIFY LIFE.

Enroll in **Paperless Billing** and **Auto Pay** at myaccount.amwater.com



CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F 7am-7pm • Emergencies, 24/7

TTY/TDD FOR THE HEARING IMPAIRED: 711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS

- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
- Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

Auto Pay	Online	In Person
Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!	With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).	We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
██████████	100 gal	5/8"	12/10/2022	01/13/2023	1,140 (A)	4,334 (A)	3,194	3,194.00	319,400

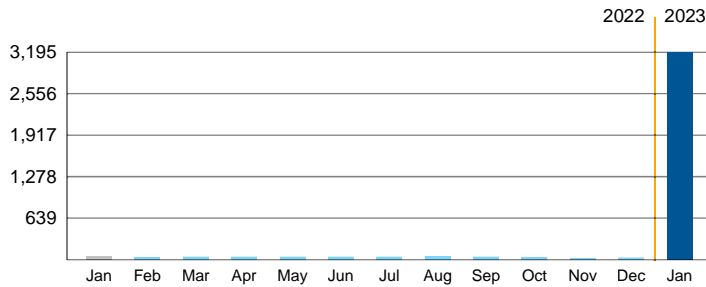
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 319,400

Billed Usage History (graph shown in 100 gallons)

- 319,400 gallons = usage for this period
- 5,900 gallons = usage for same period last year



Next Scheduled Read Date: on or about February 07, 2023
Account Type: Residential

Average daily use for this period is: (35 days)

9,126 gallons

Year to Date Billed Usage: 319,400 gallons

Account Detail

Account No. ██████████

Service To: 169 S EAGLE CREEK DR LEXINGTON, KY 40515-5912

Prior Billing	-16.98
Payments	0.00
Balance Forward	-16.98
Service Related Charges - 12/10/22 to 01/13/23	
Water Service	1,853.79
Water Service Charge	15.00
Water Usage Charge (3,194 x \$0.5757)	1,838.79
Other Charges	173.30
QIP Surcharge Water (\$1,853.79 x 4.61%)	85.46
KRA Withdrawal Fee (3,194 x \$0.0275)	87.84
Total Service Related Charges	2,027.09
Taxes	121.64
Franchise Taxes (\$2,027.09 x 3.000%)	60.82
School District Tax (\$2,027.09 x 3.000%)	60.82
Total Current Period Charges	2,148.73

Total Amount Due

\$2,131.75

Understanding Your Bill

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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>

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WE KEEP LIFE FLOWING™

Service Address:

GENTELL P. ESTERS
169 S EAGLE CREEK DR
LEXINGTON, KY 40515-5912

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- 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.
Your charges contain a change in pricing that was effective on 03/02/23. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckyamwater.com

Statement

Account No

Table with 2 columns: Description, Amount. Total Amount Due: \$4,428.58; Payment Due By: March 27, 2023

Billing Date: March 10, 2023
Service Period: Feb 08 to Mar 08 (29 Days)
Total Gallons: 1,700

Account Summary - See page 3 for Account Detail

Table with 2 columns: Description, Amount. Rows include Prior Billing (\$4,400.61), Payments (\$0.00), Balance Forward (\$4,400.61), Service Related Charges (\$26.39), Taxes (\$1.58), Total Amount Due (\$4,428.58)

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.

Account No.

Table with 2 columns: Description, Amount. Total Amount Due: \$4,428.58; Payment Due By: March 27, 2023



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

Service to: 169 S EAGLE CREEK DR
LEXINGTON, KY 40515-5912

Amount Enclosed \$

GENTELL P. ESTERS
169 S EAGLE CREEK DR
LEXINGTON, KY 40515-5912

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

Messages from Kentucky American Water

- For information on leak detection, download our Leak Detection Kit (PDF) by visiting us online. Under Water & Wastewater Information, select Detecting Leaks.

DO IT YOURSELF

A TIP TO FIX LEAKS

If your toilet keeps draining and refilling, the plunger ball or flapper valve may need to be replaced.








CUSTOMER SERVICE

1-800-678-6301






HOURS: M-F 7am-7pm • Emergencies, 24/7
TTY/TDD FOR THE HEARING IMPAIRED:
 711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

-  **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
-  **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
-  **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS

-  **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
-  **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
-  **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
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- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____




State _____ Zip Code _____

(_____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

		
Auto Pay	Online	In Person
Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!	With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).	We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[REDACTED]	100 gal	5/8"	02/08/2023	03/08/2023	7,708 (A)	7,725 (A)	17	17.00	1,700

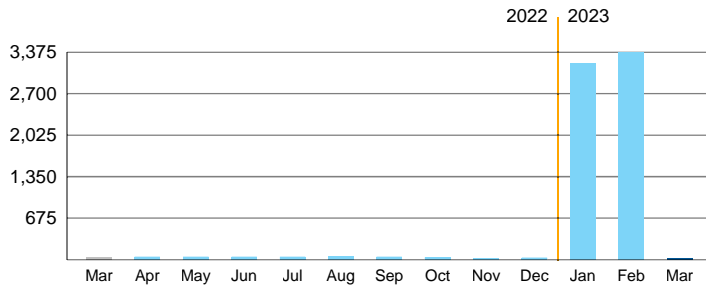
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 1,700

Billed Usage History (graph shown in 100 gallons)

- 1,700 gallons = usage for this period
- 4,100 gallons = usage for same period last year



Next Scheduled Read Date: on or about April 06, 2023
Account Type: Residential

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

59
gallons

Year to Date Billed Usage: 658,500 gallons

Account Detail

Account No. [REDACTED]

Service To: 169 S EAGLE CREEK DR LEXINGTON, KY 40515-5912

Prior Billing 4,400.61

Payments 0.00

Balance Forward 4,400.61

Service Related Charges - 02/08/23 to 03/08/23

Water Service 24.79

Water Service Charge
02/08/23 to 03/01/23 11.38
03/02/23 to 03/08/23 3.62
Water Usage Charge
02/08/23 to 03/01/23 (12.75 x \$0.5757) 7.34
03/02/23 to 03/08/23 (4.25 x \$0.5757) 2.45

Other Charges 1.60

QIP Surcharge Water
02/08/23 to 03/01/23 (\$18.72 x 4.61%) 0.86
03/02/23 to 03/08/23 (\$6.07 x 4.49%) 0.27
KRA Withdrawal Fee (17 x \$0.0275) 0.47

Total Service Related Charges 26.39

Taxes 1.58

Franchise Taxes (\$26.39 x 3.000%) 0.79
School District Tax (\$26.39 x 3.000%) 0.79

Total Current Period Charges 27.97

Total Amount Due [REDACTED] **\$4,428.58**

Understanding Your Bill

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PSC Inquiry Followup

Case # 2023 - 00412

Name Esters

Account Number



Received by advocate team	3/14/2023	4:08 PM	
Initial response to PSC	3/15/2023	8:13 AM	
Customer Contacted	3/15/2023	8:47 AM	
PUC BPEM Case Created?	Yes	BPEM #:	
Shut off letter?	No		
Pending order to cancel?	No		
Comm. Complaint Hold Placed?	Yes	Hold Through	4/30/2023
Hold Placed?	Yes	Hold Through	4/4/2023 hold already on account
Meter test needed?	No		
Address associated with complaint			

Type of Complaint

Contact Date

Notes* contact must be within 3 days

- Estimated Reading 3/15/2023
- High Consumption/ Leak ___ / ___ / ___
- Stuck Meter ___ / ___ / ___
- Customer Service ___ / ___ / ___
- Pressure/ Outage ___ / ___ / ___
- Fees ___ / ___ / ___
- Water Quality: _____ ___ / ___ / ___
- Other: _____ ___ / ___ / ___

Customer had a leak in the crawl space of the house. KAW does not adjust for leaks in the crawl space. Any attempt to contact the customer has not been successful, it rings to the voicemail and the inbox is full.

Closed / Final Resolution with PSC 3/22/2023 3:20 PM

Advocate Initials _____

03/01/2023

Gentell P. Esters
169 S Eagle Creek Dr
Lexington, KY 40515-5912

For Service To:

Account Number: [REDACTED]

Service Address: 169 S Eagle Creek Dr
Lexington, KY 40515-5912

Dear Customer Esters:

Thank you for giving us the opportunity to review your account and the leak information that was supplied to determine if you qualify for a leak adjustment.

Unfortunately, after reviewing your account, we have determined that no credit adjustment can be issued at this time. According to our records, your account cannot be issued a credit for leaking commodes, dripping faucets, malfunctioning appliances and similar situations.

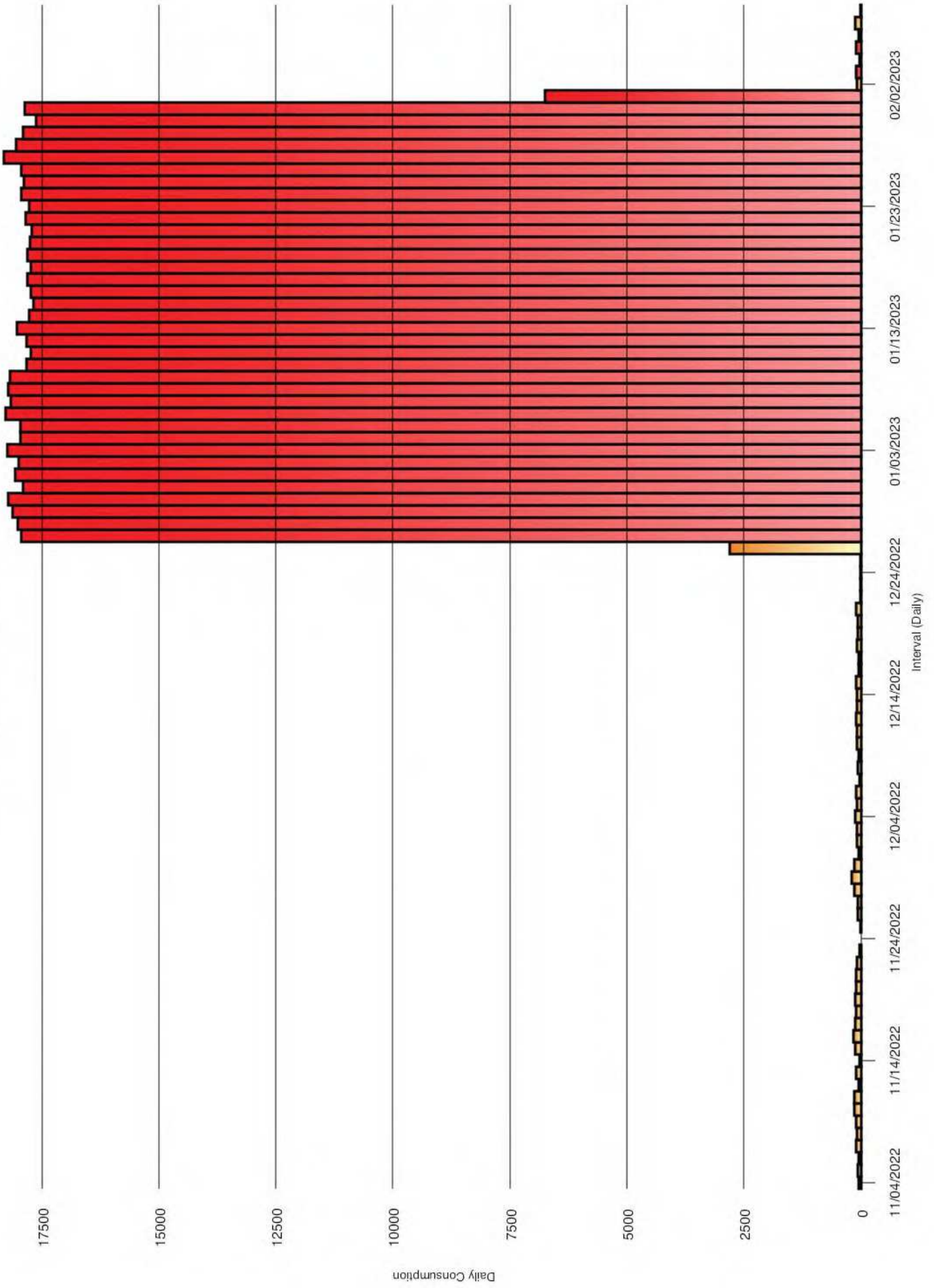
We do recognize, however, that your bill was higher than normal. If needed, we may be able to work with you to extend the time you have to pay this larger bill to make it more manageable.

Again, thanks for repairing your leak. Finding and fixing leaks saves water and money. For more tips on how to conserve and save, visit us online at www.kentuckyamwater.com. If you have any questions or would like to discuss the possibility of extending the payment period, please contact our Customer Service Center, Monday through Friday, 7 a.m. to 7 p.m at 1-800-678-6301.

Sincerely,

Kentucky American Water Customer Service

E-Coder F900i Data Logging Report
MIU# [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS



Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/04/2022 10:42	110964.6		None	None
11/04/2022 11:42	110964.6	0.0	None	None
11/04/2022 12:42	110972.5	7.9	None	None
11/04/2022 13:42	110972.5*	0.0*	None*	None*
11/04/2022 14:42	110972.5	0.0*	None	None
11/04/2022 15:42	110974.2*	1.7*	None*	None*
11/04/2022 16:42	110975.9	1.7*	None	None
11/04/2022 17:42	110975.9	0.0	None	None
11/04/2022 18:42	110987.4*	11.5*	None*	None*
11/04/2022 19:42	110998.9	11.5*	None	None
11/04/2022 20:42	111008.0	9.1	None	None
11/04/2022 21:42	111008.0	0.0	None	None
11/04/2022 22:42	111008.0*	0.0*	None*	None*
11/04/2022 23:42	111008.0	0.0*	None	None
11/05/2022 00:42	111008.0	0.0	None	None
11/05/2022 01:42	111014.5	6.5	None	None
11/05/2022 02:42	111014.5	0.0	None	None
11/05/2022 03:42	111014.5	0.0	None	None
11/05/2022 04:42	111015.8*	1.3*	None*	None*
11/05/2022 05:42	111017.1	1.3*	None	None
11/05/2022 06:42	111017.1	0.0	None	None
11/05/2022 07:42	111017.1	0.0	None	None
11/05/2022 08:42	111017.1	0.0	None	None
11/05/2022 09:42	111022.7	5.6	None	None
11/05/2022 10:42	111022.7	0.0	None	None
11/05/2022 11:42	111038.0*	15.3*	None*	None*
11/05/2022 12:42	111053.2	15.2*	None	None
11/05/2022 13:42	111056.0*	2.8*	None*	None*
11/05/2022 14:42	111058.7	2.7*	None	None
11/05/2022 15:42	111061.4*	2.7*	None*	None*
11/05/2022 16:42	111064.1	2.7*	None	None
11/05/2022 17:42	111064.1	0.0	None	None
11/05/2022 18:42	111070.8	6.7	None	None
11/05/2022 19:42	111070.8	0.0	None	None
11/05/2022 20:42	111070.8	0.0	None	None
11/05/2022 21:42	111070.8	0.0	None	None
11/05/2022 22:42	111070.8	0.0	None	None
11/05/2022 23:42	111070.8*	0.0*	None*	None*
11/06/2022 00:42	111070.8	0.0*	None	None
11/06/2022 01:42	111076.4	5.6	None	None
11/06/2022 02:42	111076.4	0.0	None	None
11/06/2022 03:42	111076.4	0.0	None	None
11/06/2022 04:42	111076.4	0.0	None	None
11/06/2022 05:42	111076.4	0.0	None	None
11/06/2022 06:42	111076.4	0.0	None	None
11/06/2022 07:42	111076.4	0.0	None	None
11/06/2022 08:42	111076.4	0.0	None	None
11/06/2022 09:42	111079.3	2.9	None	None
11/06/2022 10:42	111082.0	2.7	None	None
11/06/2022 11:42	111082.0	0.0	None	None
11/06/2022 12:42	111084.1	2.1	None	None
11/06/2022 13:42	111088.8	4.7	None	None
11/06/2022 14:42	111105.3	16.5	None	None
11/06/2022 15:42	111105.7*	0.4*	None*	None*
11/06/2022 16:42	111106.0	0.3*	None	None
11/06/2022 17:42	111106.0	0.0	None	None
11/06/2022 18:42	111106.0	0.0	None	None
11/06/2022 19:42	111110.0	4.0	None	None
11/06/2022 20:42	111110.1*	0.1*	None*	None*

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/06/2022 21:42	111110.1	0.0*	None	None
11/06/2022 22:42	111113.6	3.5	None	None
11/06/2022 23:42	111113.6	0.0	None	None
11/07/2022 00:42	111116.3*	2.7*	None*	None*
11/07/2022 01:42	111118.9	2.6*	None	None
11/07/2022 02:42	111118.9	0.0	None	None
11/07/2022 03:42	111118.9	0.0	None	None
11/07/2022 04:42	111118.9	0.0	None	None
11/07/2022 05:42	111118.9	0.0	None	None
11/07/2022 06:42	111118.9	0.0	None	None
11/07/2022 07:42	111118.9	0.0	None	None
11/07/2022 08:42	111124.5	5.6	None	None
11/07/2022 09:42	111124.5	0.0	None	None
11/07/2022 10:42	111130.0	5.5	None	None
11/07/2022 11:42	111136.0	6.0	None	None
11/07/2022 12:42	111146.6	10.6	None	None
11/07/2022 13:42	111146.6	0.0	None	None
11/07/2022 14:42	111146.6	0.0	None	None
11/07/2022 15:42	111150.0	3.4	None	None
11/07/2022 16:42	111150.0	0.0	None	None
11/07/2022 17:42	111150.3	0.3	None	None
11/07/2022 18:42	111153.2	2.9	None	None
11/07/2022 19:42	111153.3	0.1	None	None
11/07/2022 20:42	111153.3	0.0	None	None
11/07/2022 21:42	111153.3	0.0	None	None
11/07/2022 22:42	111178.7	25.4	None	None
11/07/2022 23:42	111212.6	33.9	None	None
11/08/2022 00:42	111212.9	0.3	None	None
11/08/2022 01:42	111212.9	0.0	None	None
11/08/2022 02:42	111212.9	0.0	None	None
11/08/2022 03:42	111212.9	0.0	None	None
11/08/2022 04:42	111212.9	0.0	None	None
11/08/2022 05:42	111212.9	0.0	None	None
11/08/2022 06:42	111212.9	0.0	None	None
11/08/2022 07:42	111212.9	0.0	None	None
11/08/2022 08:42	111212.9	0.0	None	None
11/08/2022 09:42	111212.9	0.0	None	None
11/08/2022 10:42	111215.6	2.7	None	None
11/08/2022 11:42	111215.6	0.0	None	None
11/08/2022 12:42	111218.1	2.5	None	None
11/08/2022 13:42	111218.5	0.4	None	None
11/08/2022 14:42	111218.5	0.0	None	None
11/08/2022 15:42	111221.1	2.6	None	None
11/08/2022 16:42	111223.7	2.6	None	None
11/08/2022 17:42	111223.7	0.0	None	None
11/08/2022 18:42	111223.7	0.0	None	None
11/08/2022 19:42	111226.3	2.6	None	None
11/08/2022 20:42	111226.3	0.0	None	None
11/08/2022 21:42	111226.3	0.0	None	None
11/08/2022 22:42	111301.0	74.7	None	None
11/08/2022 23:42	111301.3	0.3	None	None
11/09/2022 00:42	111301.3	0.0	None	None
11/09/2022 01:42	111301.3	0.0	None	None
11/09/2022 02:42	111301.3	0.0	None	None
11/09/2022 03:42	111301.3	0.0	None	None
11/09/2022 04:42	111301.3	0.0	None	None
11/09/2022 05:42	111301.3	0.0	None	None
11/09/2022 06:42	111301.3	0.0	None	None
11/09/2022 07:42	111301.3	0.0	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/09/2022 08:42	111301.3	0.0	None	None
11/09/2022 09:42	111312.4	11.1	None	None
11/09/2022 10:42	111321.7	9.3	None	None
11/09/2022 11:42	111321.7	0.0	None	None
11/09/2022 12:42	111328.8	7.1	None	None
11/09/2022 13:42	111331.1	2.3	None	None
11/09/2022 14:42	111338.1	7.0	None	None
11/09/2022 15:42	111338.3	0.2	None	None
11/09/2022 16:42	111338.3	0.0	None	None
11/09/2022 17:42	111339.9*	1.6*	None*	None*
11/09/2022 18:42	111341.4	1.5*	None	None
11/09/2022 19:42	111399.8	58.4	None	None
11/09/2022 20:42	111399.8	0.0	None	None
11/09/2022 21:42	111399.8	0.0	None	None
11/09/2022 22:42	111399.8	0.0	None	None
11/09/2022 23:42	111405.2	5.4	None	None
11/10/2022 00:42	111410.6	5.4	None	None
11/10/2022 01:42	111410.6	0.0	None	None
11/10/2022 02:42	111410.6	0.0	None	None
11/10/2022 03:42	111410.6	0.0	None	None
11/10/2022 04:42	111410.6	0.0	None	None
11/10/2022 05:42	111415.9	5.3	None	None
11/10/2022 06:42	111415.9	0.0	None	None
11/10/2022 07:42	111415.9	0.0	None	None
11/10/2022 08:42	111449.0	33.1	None	None
11/10/2022 09:42	111449.4	0.4	None	None
11/10/2022 10:42	111449.4	0.0	None	None
11/10/2022 11:42	111461.0	11.6	None	None
11/10/2022 12:42	111522.6	61.6	None	None
11/10/2022 13:42	111535.8	13.2	None	None
11/10/2022 14:42	111537.1	1.3	None	None
11/10/2022 15:42	111537.4	0.3	None	None
11/10/2022 16:42	111540.0	2.6	None	None
11/10/2022 17:42	111540.6	0.6	None	None
11/10/2022 18:42	111541.5	0.9	None	None
11/10/2022 19:42	111544.0	2.5	None	None
11/10/2022 20:42	111544.0	0.0	None	None
11/10/2022 21:42	111544.0	0.0	None	None
11/10/2022 22:42	111544.0	0.0	None	None
11/10/2022 23:42	111544.0	0.0	None	None
11/11/2022 00:42	111546.9	2.9	None	None
11/11/2022 01:42	111546.9	0.0	None	None
11/11/2022 02:42	111547.6	0.7	None	None
11/11/2022 03:42	111550.3	2.7	None	None
11/11/2022 04:42	111550.6	0.3	None	None
11/11/2022 05:42	111550.6	0.0	None	None
11/11/2022 06:42	111554.3	3.7	None	None
11/11/2022 07:42	111557.8	3.5	None	None
11/11/2022 08:42	111557.8	0.0	None	None
11/11/2022 09:42	111557.8	0.0	None	None
11/11/2022 10:42	111557.8	0.0	None	None
11/11/2022 11:42	111561.8	4.0	None	None
11/11/2022 12:42	111567.5	5.7	None	None
11/11/2022 13:42	111567.5	0.0	None	None
11/11/2022 14:42	111567.9	0.4	None	None
11/11/2022 15:42	111593.8	25.9	None	None
11/11/2022 16:42	111599.3	5.5	None	None
11/11/2022 17:42	111599.3	0.0	None	None
11/11/2022 18:42	111607.8	8.5	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/11/2022 19:42	111618.7	10.9	None	None
11/11/2022 20:42	111622.8	4.1	None	None
11/11/2022 21:42	111622.8	0.0	None	None
11/11/2022 22:42	111674.0	51.2	None	None
11/11/2022 23:42	111686.8	12.8	None	None
11/12/2022 00:42	111686.8	0.0	None	None
11/12/2022 01:42	111687.2	0.4	None	None
11/12/2022 02:42	111687.2	0.0	None	None
11/12/2022 03:42	111687.2	0.0	None	None
11/12/2022 04:42	111687.2	0.0	None	None
11/12/2022 05:42	111687.2	0.0	None	None
11/12/2022 06:42	111687.2	0.0	None	None
11/12/2022 07:42	111692.5	5.3	None	None
11/12/2022 08:42	111692.5	0.0	None	None
11/12/2022 09:42	111701.9	9.4	None	None
11/12/2022 10:42	111706.3	4.4	None	None
11/12/2022 11:42	111713.3	7.0	None	None
11/12/2022 12:42	111720.6	7.3	None	None
11/12/2022 13:42	111726.0	5.4	None	None
11/12/2022 14:42	111727.9	1.9	None	None
11/12/2022 15:42	111727.9	0.0	None	None
11/12/2022 16:42	111727.9	0.0	None	None
11/12/2022 17:42	111727.9	0.0	None	None
11/12/2022 18:42	111727.9	0.0	None	None
11/12/2022 19:42	111727.9	0.0	None	None
11/12/2022 20:42	111727.9	0.0	None	None
11/12/2022 21:42	111727.9*	0.0*	None*	None*
11/12/2022 22:42	111727.9	0.0*	None	None
11/12/2022 23:42	111727.9	0.0	None	None
11/13/2022 00:42	111727.9	0.0	None	None
11/13/2022 01:42	111727.9*	0.0*	None*	None*
11/13/2022 02:42	111727.9	0.0*	None	None
11/13/2022 03:42	111727.9	0.0	None	None
11/13/2022 04:42	111736.0	8.1	None	None
11/13/2022 05:42	111775.4	39.4	None	None
11/13/2022 06:42	111775.4	0.0	None	None
11/13/2022 07:42	111775.4	0.0	None	None
11/13/2022 08:42	111775.4	0.0	None	None
11/13/2022 09:42	111775.4	0.0	None	None
11/13/2022 10:42	111786.3	10.9	None	None
11/13/2022 11:42	111791.6	5.3	None	None
11/13/2022 12:42	111829.6	38.0	None	None
11/13/2022 13:42	111829.6	0.0	None	None
11/13/2022 14:42	111829.6	0.0	None	None
11/13/2022 15:42	111829.6	0.0	None	None
11/13/2022 16:42	111829.6	0.0	None	None
11/13/2022 17:42	111829.6	0.0	None	None
11/13/2022 18:42	111829.6	0.0	None	None
11/13/2022 19:42	111830.8	1.2	None	None
11/13/2022 20:42	111830.8	0.0	None	None
11/13/2022 21:42	111830.8	0.0	None	None
11/13/2022 22:42	111830.8	0.0	None	None
11/13/2022 23:42	111833.2	2.4	None	None
11/14/2022 00:42	111833.2	0.0	None	None
11/14/2022 01:42	111833.2	0.0	None	None
11/14/2022 02:42	111833.2	0.0	None	None
11/14/2022 03:42	111833.2	0.0	None	None
11/14/2022 04:42	111833.2	0.0	None	None
11/14/2022 05:42	111833.2	0.0	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/14/2022 06:42	111833.2	0.0	None	None
11/14/2022 07:42	111833.2	0.0	None	None
11/14/2022 08:42	111833.2	0.0	None	None
11/14/2022 09:42	111841.1	7.9	None	None
11/14/2022 10:42	111847.3	6.2	None	None
11/14/2022 11:42	111847.7	0.4	None	None
11/14/2022 12:42	111853.6	5.9	None	None
11/14/2022 13:42	111856.3	2.7	None	None
11/14/2022 14:42	111857.1	0.8	None	None
11/14/2022 15:42	111857.1	0.0	None	None
11/14/2022 16:42	111862.9	5.8	None	None
11/14/2022 17:42	111862.9	0.0	None	None
11/14/2022 18:42	111862.9	0.0	None	None
11/14/2022 19:42	111865.6*	2.7*	None*	None*
11/14/2022 20:42	111868.3	2.7*	None	None
11/14/2022 21:42	111868.3	0.0	None	None
11/14/2022 22:42	111868.3	0.0	None	None
11/14/2022 23:42	111868.3	0.0	None	None
11/15/2022 00:42	111868.3	0.0	None	None
11/15/2022 01:42	111868.3	0.0	None	None
11/15/2022 02:42	111868.3	0.0	None	None
11/15/2022 03:42	111868.3	0.0	None	None
11/15/2022 04:42	111868.3	0.0	None	None
11/15/2022 05:42	111868.3	0.0	None	None
11/15/2022 06:42	111873.5	5.2	None	None
11/15/2022 07:42	111873.5	0.0	None	None
11/15/2022 08:42	111923.1	49.6	None	None
11/15/2022 09:42	111923.5	0.4	None	None
11/15/2022 10:42	111923.5	0.0	None	None
11/15/2022 11:42	111927.4*	3.9*	None*	None*
11/15/2022 12:42	111931.3	3.9*	None	None
11/15/2022 13:42	111931.6	0.3	None	None
11/15/2022 14:42	111931.6	0.0	None	None
11/15/2022 15:42	111936.7	5.1	None	None
11/15/2022 16:42	111939.1	2.4	None	None
11/15/2022 17:42	111945.5	6.4	None	None
11/15/2022 18:42	111945.5	0.0	None	None
11/15/2022 19:42	111948.2	2.7	None	None
11/15/2022 20:42	111948.2	0.0	None	None
11/15/2022 21:42	111950.9	2.7	None	None
11/15/2022 22:42	111951.0	0.1	None	None
11/15/2022 23:42	111991.9	40.9	None	None
11/16/2022 00:42	112014.6	22.7	None	None
11/16/2022 01:42	112014.6	0.0	None	None
11/16/2022 02:42	112014.6	0.0	None	None
11/16/2022 03:42	112014.6	0.0	None	None
11/16/2022 04:42	112014.6	0.0	None	None
11/16/2022 05:42	112014.6	0.0	None	None
11/16/2022 06:42	112014.6	0.0	None	None
11/16/2022 07:42	112017.3	2.7	None	None
11/16/2022 08:42	112059.7	42.4	None	None
11/16/2022 09:42	112065.2	5.5	None	None
11/16/2022 10:42	112082.8	17.6	None	None
11/16/2022 11:42	112093.5	10.7	None	None
11/16/2022 12:42	112098.2	4.7	None	None
11/16/2022 13:42	112099.1	0.9	None	None
11/16/2022 14:42	112099.1	0.0	None	None
11/16/2022 15:42	112101.6	2.5	None	None
11/16/2022 16:42	112101.6	0.0	None	None

Data Log Report MIU#: 1 [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/16/2022 17:42	112104.0	2.4	None	None
11/16/2022 18:42	112104.0	0.0	None	None
11/16/2022 19:42	112104.0	0.0	None	None
11/16/2022 20:42	112104.0	0.0	None	None
11/16/2022 21:42	112104.0*	0.0*	None*	None*
11/16/2022 22:42	112104.0	0.0*	None	None
11/16/2022 23:42	112149.6	45.6	None	None
11/17/2022 00:42	112192.4	42.8	None	None
11/17/2022 01:42	112193.8*	1.4*	None*	None*
11/17/2022 02:42	112195.1	1.3*	None	None
11/17/2022 03:42	112196.4*	1.3*	None*	None*
11/17/2022 04:42	112197.7	1.3*	None	None
11/17/2022 05:42	112197.7	0.0	None	None
11/17/2022 06:42	112197.7	0.0	None	None
11/17/2022 07:42	112197.7	0.0	None	None
11/17/2022 08:42	112203.1	5.4	None	None
11/17/2022 09:42	112203.1	0.0	None	None
11/17/2022 10:42	112203.1*	0.0*	None*	None*
11/17/2022 11:42	112203.1	0.0*	None	None
11/17/2022 12:42	112203.1	0.0	None	None
11/17/2022 13:42	112209.6	6.5	None	None
11/17/2022 14:42	112209.6	0.0	None	None
11/17/2022 15:42	112274.3	64.7	None	None
11/17/2022 16:42	112274.2	-0.1	None	None
11/17/2022 17:42	112274.2	0.0	None	None
11/17/2022 18:42	112274.2	0.0	None	None
11/17/2022 19:42	112279.9	5.7	None	None
11/17/2022 20:42	112279.9	0.0	None	None
11/17/2022 21:42	112279.9	0.0	None	None
11/17/2022 22:42	112279.9	0.0	None	None
11/17/2022 23:42	112279.9	0.0	None	None
11/18/2022 00:42	112279.9	0.0	None	None
11/18/2022 01:42	112279.9	0.0	None	None
11/18/2022 02:42	112279.9	0.0	None	None
11/18/2022 03:42	112279.9	0.0	None	None
11/18/2022 04:42	112279.9	0.0	None	None
11/18/2022 05:42	112279.9	0.0	None	None
11/18/2022 06:42	112285.3	5.4	None	None
11/18/2022 07:42	112285.3	0.0	None	None
11/18/2022 08:42	112285.3	0.0	None	None
11/18/2022 09:42	112344.3	59.0	None	None
11/18/2022 10:42	112347.9	3.6	None	None
11/18/2022 11:42	112353.3	5.4	None	None
11/18/2022 12:42	112354.1	0.8	None	None
11/18/2022 13:42	112356.0	1.9	None	None
11/18/2022 14:42	112357.4	1.4	None	None
11/18/2022 15:42	112363.8	6.4	None	None
11/18/2022 16:42	112364.3	0.5	None	None
11/18/2022 17:42	112368.9	4.6	None	None
11/18/2022 18:42	112370.3	1.4	None	None
11/18/2022 19:42	112370.3	0.0	None	None
11/18/2022 20:42	112370.3	0.0	None	None
11/18/2022 21:42	112373.0	2.7	None	None
11/18/2022 22:42	112374.2	1.2	None	None
11/18/2022 23:42	112374.2	0.0	None	None
11/19/2022 00:42	112379.9	5.7	None	None
11/19/2022 01:42	112379.9	0.0	None	None
11/19/2022 02:42	112382.5	2.6	None	None
11/19/2022 03:42	112382.5	0.0	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/19/2022 04:42	112452.1	69.6	None	None
11/19/2022 05:42	112452.1	0.0	None	None
11/19/2022 06:42	112457.4	5.3	None	None
11/19/2022 07:42	112457.4	0.0	None	None
11/19/2022 08:42	112457.4	0.0	None	None
11/19/2022 09:42	112457.4	0.0	None	None
11/19/2022 10:42	112457.4	0.0	None	None
11/19/2022 11:42	112457.4	0.0	None	None
11/19/2022 12:42	112465.6	8.2	None	None
11/19/2022 13:42	112471.5	5.9	None	None
11/19/2022 14:42	112472.7	1.2	None	None
11/19/2022 15:42	112475.4	2.7	None	None
11/19/2022 16:42	112478.2	2.8	None	None
11/19/2022 17:42	112478.2	0.0	None	None
11/19/2022 18:42	112485.4	7.2	None	None
11/19/2022 19:42	112485.4	0.0	None	None
11/19/2022 20:42	112485.4	0.0	None	None
11/19/2022 21:42	112488.2	2.8	None	None
11/19/2022 22:42	112488.2	0.0	None	None
11/19/2022 23:42	112495.9	7.7	None	None
11/20/2022 00:42	112495.9	0.0	None	None
11/20/2022 01:42	112495.9	0.0	None	None
11/20/2022 02:42	112504.3	8.4	None	None
11/20/2022 03:42	112509.8	5.5	None	None
11/20/2022 04:42	112509.8	0.0	None	None
11/20/2022 05:42	112509.8	0.0	None	None
11/20/2022 06:42	112509.8	0.0	None	None
11/20/2022 07:42	112509.8	0.0	None	None
11/20/2022 08:42	112515.2	5.4	None	None
11/20/2022 09:42	112515.2	0.0	None	None
11/20/2022 10:42	112515.2	0.0	None	None
11/20/2022 11:42	112528.8	13.6	None	None
11/20/2022 12:42	112528.8	0.0	None	None
11/20/2022 13:42	112528.8	0.0	None	None
11/20/2022 14:42	112528.8	0.0	None	None
11/20/2022 15:42	112528.8	0.0	None	None
11/20/2022 16:42	112534.5	5.7	None	None
11/20/2022 17:42	112534.5	0.0	None	None
11/20/2022 18:42	112535.6	1.1	None	None
11/20/2022 19:42	112535.6	0.0	None	None
11/20/2022 20:42	112589.8	54.2	None	None
11/20/2022 21:42	112589.8	0.0	None	None
11/20/2022 22:42	112589.8	0.0	None	None
11/20/2022 23:42	112590.1	0.3	None	None
11/21/2022 00:42	112596.3	6.2	None	None
11/21/2022 01:42	112598.8	2.5	None	None
11/21/2022 02:42	112604.7	5.9	None	None
11/21/2022 03:42	112612.2	7.5	None	None
11/21/2022 04:42	112617.6	5.4	None	None
11/21/2022 05:42	112617.6	0.0	None	None
11/21/2022 06:42	112617.6	0.0	None	None
11/21/2022 07:42	112617.6	0.0	None	None
11/21/2022 08:42	112623.5	5.9	None	None
11/21/2022 09:42	112628.8	5.3	None	None
11/21/2022 10:42	112634.4	5.6	None	None
11/21/2022 11:42	112635.3	0.9	None	None
11/21/2022 12:42	112641.7	6.4	None	None
11/21/2022 13:42	112641.7	0.0	None	None
11/21/2022 14:42	112641.7	0.0	None	None

Data Log Report MIU# [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/21/2022 15:42	112641.7	0.0	None	None
11/21/2022 16:42	112641.7	0.0	None	None
11/21/2022 17:42	112641.7	0.0	None	None
11/21/2022 18:42	112644.5	2.8	None	None
11/21/2022 19:42	112644.5	0.0	None	None
11/21/2022 20:42	112650.1	5.6	None	None
11/21/2022 21:42	112650.1	0.0	None	None
11/21/2022 22:42	112679.6	29.5	None	None
11/21/2022 23:42	112699.5	19.9	None	None
11/22/2022 00:42	112699.8	0.3	None	None
11/22/2022 01:42	112699.8	0.0	None	None
11/22/2022 02:42	112699.8	0.0	None	None
11/22/2022 03:42	112700.1	0.3	None	None
11/22/2022 04:42	112705.5	5.4	None	None
11/22/2022 05:42	112705.5	0.0	None	None
11/22/2022 06:42	112705.5	0.0	None	None
11/22/2022 07:42	112705.5	0.0	None	None
11/22/2022 08:42	112705.5	0.0	None	None
11/22/2022 09:42	112705.5	0.0	None	None
11/22/2022 10:42	112710.8	5.3	None	None
11/22/2022 11:42	112710.8	0.0	None	None
11/22/2022 12:42	112710.8	0.0	None	None
11/22/2022 13:42	112718.1	7.3	None	None
11/22/2022 14:42	112724.9	6.8	None	None
11/22/2022 15:42	112726.3*	1.4*	None*	None*
11/22/2022 16:42	112727.6	1.3*	None	None
11/22/2022 17:42	112731.2	3.6	None	None
11/22/2022 18:42	112731.2	0.0	None	None
11/22/2022 19:42	112731.3	0.1	None	None
11/22/2022 20:42	112734.0	2.7	None	None
11/22/2022 21:42	112734.0	0.0	None	None
11/22/2022 22:42	112775.6	41.6	None	None
11/22/2022 23:42	112780.3	4.7	None	None
11/23/2022 00:42	112780.3	0.0	None	None
11/23/2022 01:42	112780.3	0.0	None	None
11/23/2022 02:42	112780.3	0.0	None	None
11/23/2022 03:42	112780.3	0.0	None	None
11/23/2022 04:42	112786.0	5.7	None	None
11/23/2022 05:42	112786.0	0.0	None	None
11/23/2022 06:42	112786.0	0.0	None	None
11/23/2022 07:42	112786.0*	0.0*	None*	None*
11/23/2022 08:42	112786.0	0.0*	None	None
11/23/2022 09:42	112786.0	0.0	None	None
11/23/2022 10:42	112791.2	5.2	None	None
11/23/2022 11:42	112791.2	0.0	None	None
11/23/2022 12:42	112795.4*	4.2*	None*	None*
11/23/2022 13:42	112799.5*	4.1*	None*	None*
11/23/2022 14:42	112803.6*	4.1*	None*	None*
11/23/2022 15:42	112807.7	4.1*	None	None
11/23/2022 16:42	112807.8*	0.1*	None*	None*
11/23/2022 17:42	112807.8*	0.0*	None*	None*
11/23/2022 18:42	112807.8	0.0*	None	None
11/23/2022 19:42	112807.8	0.0	None	None
11/23/2022 20:42	112807.8	0.0	None	None
11/23/2022 21:42	112807.8	0.0	None	None
11/23/2022 22:42	112807.8	0.0	None	None
11/23/2022 23:42	112807.8	0.0	None	None
11/24/2022 00:42	112807.8	0.0	None	None
11/24/2022 01:42	112807.8	0.0	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/24/2022 02:42	112807.8	0.0	None	None
11/24/2022 03:42	112807.8	0.0	None	None
11/24/2022 04:42	112807.8	0.0	None	None
11/24/2022 05:42	112807.8	0.0	None	None
11/24/2022 06:42	112807.8	0.0	None	None
11/24/2022 07:42	112807.8	0.0	None	None
11/24/2022 08:42	112807.8	0.0	None	None
11/24/2022 09:42	112807.8	0.0	None	None
11/24/2022 10:42	112807.8	0.0	None	None
11/24/2022 11:42	112807.8	0.0	None	None
11/24/2022 12:42	112807.8	0.0	None	None
11/24/2022 13:42	112807.8	0.0	None	None
11/24/2022 14:42	112807.8	0.0	None	None
11/24/2022 15:42	112807.8	0.0	None	None
11/24/2022 16:42	112807.8	0.0	None	None
11/24/2022 17:42	112807.8	0.0	None	None
11/24/2022 18:42	112807.8*	0.0*	None*	None*
11/24/2022 19:42	112807.8	0.0*	None	None
11/24/2022 20:42	112807.8	0.0	None	None
11/24/2022 21:42	112807.8	0.0	None	None
11/24/2022 22:42	112807.8*	0.0*	None*	None*
11/24/2022 23:42	112807.8*	0.0*	None*	None*
11/25/2022 00:42	112807.8	0.0*	None	None
11/25/2022 01:42	112807.8	0.0	None	None
11/25/2022 02:42	112807.8	0.0	None	None
11/25/2022 03:42	112807.8	0.0	None	None
11/25/2022 04:42	112807.8	0.0	None	None
11/25/2022 05:42	112807.8*	0.0*	None*	None*
11/25/2022 06:42	112807.8	0.0*	None	None
11/25/2022 07:42	112807.8	0.0	None	None
11/25/2022 08:42	112807.8	0.0	None	None
11/25/2022 09:42	112807.9	0.1	None	None
11/25/2022 10:42	112807.9	0.0	None	None
11/25/2022 11:42	112807.9	0.0	None	None
11/25/2022 12:42	112807.9*	0.0*	None*	None*
11/25/2022 13:42	112807.9	0.0*	None	None
11/25/2022 14:42	112807.9	0.0	None	None
11/25/2022 15:42	112807.9	0.0	None	None
11/25/2022 16:42	112807.9	0.0	None	None
11/25/2022 17:42	112807.9	0.0	None	None
11/25/2022 18:42	112807.9	0.0	None	None
11/25/2022 19:42	112807.9	0.0	None	None
11/25/2022 20:42	112808.3	0.4	None	None
11/25/2022 21:42	112810.9	2.6	None	None
11/25/2022 22:42	112811.0	0.1	None	None
11/25/2022 23:42	112811.0	0.0	None	None
11/26/2022 00:42	112819.6	8.6	None	None
11/26/2022 01:42	112819.6	0.0	None	None
11/26/2022 02:42	112819.9*	0.3*	None*	None*
11/26/2022 03:42	112820.2	0.3*	None	None
11/26/2022 04:42	112822.1*	1.9*	None*	None*
11/26/2022 05:42	112823.8*	1.7*	None*	None*
11/26/2022 06:42	112825.5	1.7*	None	None
11/26/2022 07:42	112825.6*	0.1*	None*	None*
11/26/2022 08:42	112825.6	0.0*	None	None
11/26/2022 09:42	112830.9	5.3	None	None
11/26/2022 10:42	112831.3	0.4	None	None
11/26/2022 11:42	112837.9	6.6	None	None
11/26/2022 12:42	112838.1	0.2	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/26/2022 13:42	112841.8	3.7	None	None
11/26/2022 14:42	112850.1	8.3	None	None
11/26/2022 15:42	112852.8	2.7	None	None
11/26/2022 16:42	112852.8	0.0	None	None
11/26/2022 17:42	112855.6	2.8	None	None
11/26/2022 18:42	112855.6	0.0	None	None
11/26/2022 19:42	112857.7*	2.1*	None*	None*
11/26/2022 20:42	112859.8*	2.1*	None*	None*
11/26/2022 21:42	112861.9	2.1*	None	None
11/26/2022 22:42	112861.9	0.0	None	None
11/26/2022 23:42	112868.2	6.3	None	None
11/27/2022 00:42	112868.2	0.0	None	None
11/27/2022 01:42	112910.5	42.3	None	None
11/27/2022 02:42	112910.5	0.0	None	None
11/27/2022 03:42	112910.5	0.0	None	None
11/27/2022 04:42	112910.5	0.0	None	None
11/27/2022 05:42	112910.5	0.0	None	None
11/27/2022 06:42	112910.5	0.0	None	None
11/27/2022 07:42	112910.5*	0.0*	None*	None*
11/27/2022 08:42	112910.5	0.0*	None	None
11/27/2022 09:42	112913.1	2.6	None	None
11/27/2022 10:42	112913.2	0.1	None	None
11/27/2022 11:42	112913.2*	0.0*	None*	None*
11/27/2022 12:42	112913.2	0.0*	None	None
11/27/2022 13:42	112915.7	2.5	None	None
11/27/2022 14:42	112922.1	6.4	None	None
11/27/2022 15:42	112922.1	0.0	None	None
11/27/2022 16:42	112922.3*	0.2*	None*	None*
11/27/2022 17:42	112922.5	0.2*	None	None
11/27/2022 18:42	112922.5	0.0	None	None
11/27/2022 19:42	112925.0	2.5	None	None
11/27/2022 20:42	112925.1*	0.1*	None*	None*
11/27/2022 21:42	112925.1	0.0*	None	None
11/27/2022 22:42	112925.1	0.0	None	None
11/27/2022 23:42	112925.1	0.0	None	None
11/28/2022 00:42	112925.1	0.0	None	None
11/28/2022 01:42	112925.1	0.0	None	None
11/28/2022 02:42	112927.5	2.4	None	None
11/28/2022 03:42	112994.5	67.0	None	None
11/28/2022 04:42	112994.5	0.0	None	None
11/28/2022 05:42	112996.9	2.4	None	None
11/28/2022 06:42	112998.2*	1.3*	None*	None*
11/28/2022 07:42	112999.4	1.2*	None	None
11/28/2022 08:42	112999.4	0.0	None	None
11/28/2022 09:42	113001.4*	2.0*	None*	None*
11/28/2022 10:42	113003.4	2.0*	None	None
11/28/2022 11:42	113003.4	0.0	None	None
11/28/2022 12:42	113006.1	2.7	None	None
11/28/2022 13:42	113006.2	0.1	None	None
11/28/2022 14:42	113015.9	9.7	None	None
11/28/2022 15:42	113015.9	0.0	None	None
11/28/2022 16:42	113016.5	0.6	None	None
11/28/2022 17:42	113048.4	31.9	None	None
11/28/2022 18:42	113048.4	0.0	None	None
11/28/2022 19:42	113048.4	0.0	None	None
11/28/2022 20:42	113054.3	5.9	None	None
11/28/2022 21:42	113059.9	5.6	None	None
11/28/2022 22:42	113065.5	5.6	None	None
11/28/2022 23:42	113066.2	0.7	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/29/2022 00:42	113118.6	52.4	None	None
11/29/2022 01:42	113137.9	19.3	None	None
11/29/2022 02:42	113144.9*	7.0*	None*	None*
11/29/2022 03:42	113151.8	6.9*	None	None
11/29/2022 04:42	113151.8	0.0	None	None
11/29/2022 05:42	113151.8	0.0	None	None
11/29/2022 06:42	113151.8	0.0	None	None
11/29/2022 07:42	113151.8	0.0	None	None
11/29/2022 08:42	113154.8	3.0	None	None
11/29/2022 09:42	113154.9	0.1	None	None
11/29/2022 10:42	113155.0	0.1	None	None
11/29/2022 11:42	113166.5	11.5	None	None
11/29/2022 12:42	113241.5	75.0	None	None
11/29/2022 13:42	113241.7	0.2	None	None
11/29/2022 14:42	113241.7	0.0	None	None
11/29/2022 15:42	113244.6	2.9	None	None
11/29/2022 16:42	113244.8	0.2	None	None
11/29/2022 17:42	113244.9	0.1	None	None
11/29/2022 18:42	113247.7	2.8	None	None
11/29/2022 19:42	113247.7	0.0	None	None
11/29/2022 20:42	113247.7	0.0	None	None
11/29/2022 21:42	113250.6	2.9	None	None
11/29/2022 22:42	113256.3	5.7	None	None
11/29/2022 23:42	113256.3	0.0	None	None
11/30/2022 00:42	113258.7	2.4	None	None
11/30/2022 01:42	113258.7	0.0	None	None
11/30/2022 02:42	113258.7	0.0	None	None
11/30/2022 03:42	113258.7	0.0	None	None
11/30/2022 04:42	113258.7	0.0	None	None
11/30/2022 05:42	113258.7	0.0	None	None
11/30/2022 06:42	113258.7	0.0	None	None
11/30/2022 07:42	113261.9	3.2	None	None
11/30/2022 08:42	113308.9	47.0	None	None
11/30/2022 09:42	113308.9	0.0	None	None
11/30/2022 10:42	113308.9	0.0	None	None
11/30/2022 11:42	113308.9	0.0	None	None
11/30/2022 12:42	113308.9	0.0	None	None
11/30/2022 13:42	113315.1	6.2	None	None
11/30/2022 14:42	113315.1	0.0	None	None
11/30/2022 15:42	113320.9	5.8	None	None
11/30/2022 16:42	113322.0	1.1	None	None
11/30/2022 17:42	113322.0	0.0	None	None
11/30/2022 18:42	113324.6	2.6	None	None
11/30/2022 19:42	113324.8	0.2	None	None
11/30/2022 20:42	113324.8	0.0	None	None
11/30/2022 21:42	113393.8	69.0	None	None
11/30/2022 22:42	113393.8	0.0	None	None
11/30/2022 23:42	113397.5	3.7	None	None
12/01/2022 00:42	113397.6	0.1	None	None
12/01/2022 01:42	113397.6	0.0	None	None
12/01/2022 02:42	113397.6	0.0	None	None
12/01/2022 03:42	113403.5	5.9	None	None
12/01/2022 04:42	113404.8	1.3	None	None
12/01/2022 05:42	113404.8*	0.0*	None*	None*
12/01/2022 06:42	113404.8	0.0*	None	None
12/01/2022 07:42	113404.8	0.0	None	None
12/01/2022 08:42	113404.8	0.0	None	None
12/01/2022 09:42	113411.3	6.5	None	None
12/01/2022 10:42	113417.0	5.7	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/01/2022 11:42	113418.8*	1.8*	None*	None*
12/01/2022 12:42	113420.6	1.8*	None	None
12/01/2022 13:42	113420.7	0.1	None	None
12/01/2022 14:42	113424.1	3.4	None	None
12/01/2022 15:42	113427.3	3.2	None	None
12/01/2022 16:42	113430.9	3.6	None	None
12/01/2022 17:42	113431.0	0.1	None	None
12/01/2022 18:42	113431.1	0.1	None	None
12/01/2022 19:42	113434.2	3.1	None	None
12/01/2022 20:42	113434.4	0.2	None	None
12/01/2022 21:42	113434.4	0.0	None	None
12/01/2022 22:42	113434.5	0.1	None	None
12/01/2022 23:42	113435.0	0.5	None	None
12/02/2022 00:42	113441.6	6.6	None	None
12/02/2022 01:42	113441.6	0.0	None	None
12/02/2022 02:42	113495.0	53.4	None	None
12/02/2022 03:42	113495.0	0.0	None	None
12/02/2022 04:42	113495.0	0.0	None	None
12/02/2022 05:42	113495.0	0.0	None	None
12/02/2022 06:42	113495.0	0.0	None	None
12/02/2022 07:42	113495.0	0.0	None	None
12/02/2022 08:42	113497.6	2.6	None	None
12/02/2022 09:42	113497.7	0.1	None	None
12/02/2022 10:42	113497.8	0.1	None	None
12/02/2022 11:42	113509.0	11.2	None	None
12/02/2022 12:42	113511.6	2.6	None	None
12/02/2022 13:42	113512.1	0.5	None	None
12/02/2022 14:42	113512.2	0.1	None	None
12/02/2022 15:42	113512.6	0.4	None	None
12/02/2022 16:42	113516.7	4.1	None	None
12/02/2022 17:42	113516.9	0.2	None	None
12/02/2022 18:42	113521.0	4.1	None	None
12/02/2022 19:42	113521.1	0.1	None	None
12/02/2022 20:42	113522.6*	1.5*	None*	None*
12/02/2022 21:42	113524.0	1.4*	None	None
12/02/2022 22:42	113524.1	0.1	None	None
12/02/2022 23:42	113524.1	0.0	None	None
12/03/2022 00:42	113524.2	0.1	None	None
12/03/2022 01:42	113524.2	0.0	None	None
12/03/2022 02:42	113530.7	6.5	None	None
12/03/2022 03:42	113534.5	3.8	None	None
12/03/2022 04:42	113534.5	0.0	None	None
12/03/2022 05:42	113534.5	0.0	None	None
12/03/2022 06:42	113534.5	0.0	None	None
12/03/2022 07:42	113534.5	0.0	None	None
12/03/2022 08:42	113534.5	0.0	None	None
12/03/2022 09:42	113540.4	5.9	None	None
12/03/2022 10:42	113540.4	0.0	None	None
12/03/2022 11:42	113540.4	0.0	None	None
12/03/2022 12:42	113540.4	0.0	None	None
12/03/2022 13:42	113540.4	0.0	None	None
12/03/2022 14:42	113540.4	0.0	None	None
12/03/2022 15:42	113584.0	43.6	None	None
12/03/2022 16:42	113584.6	0.6	None	None
12/03/2022 17:42	113584.7	0.1	None	None
12/03/2022 18:42	113585.4	0.7	None	None
12/03/2022 19:42	113585.5	0.1	None	None
12/03/2022 20:42	113598.7	13.2	None	None
12/03/2022 21:42	113604.8	6.1	None	None

Data Log Report MIU# [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/03/2022 22:42	113607.5	2.7	None	None
12/03/2022 23:42	113610.4	2.9	None	None
12/04/2022 00:42	113610.4	0.0	None	None
12/04/2022 01:42	113616.2	5.8	None	None
12/04/2022 02:42	113616.2	0.0	None	None
12/04/2022 03:42	113622.0	5.8	None	None
12/04/2022 04:42	113622.0	0.0	None	None
12/04/2022 05:42	113624.8*	2.8*	None*	None*
12/04/2022 06:42	113627.5	2.7*	None	None
12/04/2022 07:42	113627.6*	0.1*	None*	None*
12/04/2022 08:42	113627.6	0.0*	None	None
12/04/2022 09:42	113633.5	5.9	None	None
12/04/2022 10:42	113633.5	0.0	None	None
12/04/2022 11:42	113637.0	3.5	None	None
12/04/2022 12:42	113637.2	0.2	None	None
12/04/2022 13:42	113646.8	9.6	None	None
12/04/2022 14:42	113650.0	3.2	None	None
12/04/2022 15:42	113650.1	0.1	None	None
12/04/2022 16:42	113650.1	0.0	None	None
12/04/2022 17:42	113659.5	9.4	None	None
12/04/2022 18:42	113659.6	0.1	None	None
12/04/2022 19:42	113723.7	64.1	None	None
12/04/2022 20:42	113723.7	0.0	None	None
12/04/2022 21:42	113723.7	0.0	None	None
12/04/2022 22:42	113723.8	0.1	None	None
12/04/2022 23:42	113726.6*	2.8*	None*	None*
12/05/2022 00:42	113729.4	2.8*	None	None
12/05/2022 01:42	113735.0	5.6	None	None
12/05/2022 02:42	113735.0	0.0	None	None
12/05/2022 03:42	113752.1	17.1	None	None
12/05/2022 04:42	113752.1	0.0	None	None
12/05/2022 05:42	113752.1	0.0	None	None
12/05/2022 06:42	113752.1	0.0	None	None
12/05/2022 07:42	113752.1	0.0	None	None
12/05/2022 08:42	113752.2	0.1	None	None
12/05/2022 09:42	113757.7	5.5	None	None
12/05/2022 10:42	113763.1	5.4	None	None
12/05/2022 11:42	113770.0	6.9	None	None
12/05/2022 12:42	113788.8	18.8	None	None
12/05/2022 13:42	113798.8	10.0	None	None
12/05/2022 14:42	113804.4	5.6	None	None
12/05/2022 15:42	113804.4	0.0	None	None
12/05/2022 16:42	113804.4	0.0	None	None
12/05/2022 17:42	113804.4	0.0	None	None
12/05/2022 18:42	113804.5	0.1	None	None
12/05/2022 19:42	113810.6	6.1	None	None
12/05/2022 20:42	113810.6	0.0	None	None
12/05/2022 21:42	113810.6	0.0	None	None
12/05/2022 22:42	113810.7	0.1	None	None
12/05/2022 23:42	113810.7	0.0	None	None
12/06/2022 00:42	113816.3	5.6	None	None
12/06/2022 01:42	113818.7	2.4	None	None
12/06/2022 02:42	113825.0	6.3	None	None
12/06/2022 03:42	113825.1	0.1	None	None
12/06/2022 04:42	113825.1	0.0	None	None
12/06/2022 05:42	113825.2	0.1	None	None
12/06/2022 06:42	113825.2	0.0	None	None
12/06/2022 07:42	113825.4	0.2	None	None
12/06/2022 08:42	113825.4	0.0	None	None

Data Log Report MIU# [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/06/2022 09:42	113825.5	0.1	None	None
12/06/2022 10:42	113837.8	12.3	None	None
12/06/2022 11:42	113837.8	0.0	None	None
12/06/2022 12:42	113838.1	0.3	None	None
12/06/2022 13:42	113838.3	0.2	None	None
12/06/2022 14:42	113841.1	2.8	None	None
12/06/2022 15:42	113841.3	0.2	None	None
12/06/2022 16:42	113846.9	5.6	None	None
12/06/2022 17:42	113848.2	1.3	None	None
12/06/2022 18:42	113848.2	0.0	None	None
12/06/2022 19:42	113848.3	0.1	None	None
12/06/2022 20:42	113913.6	65.3	None	None
12/06/2022 21:42	113919.2	5.6	None	None
12/06/2022 22:42	113919.2	0.0	None	None
12/06/2022 23:42	113919.2	0.0	None	None
12/07/2022 00:42	113919.2	0.0	None	None
12/07/2022 01:42	113919.2	0.0	None	None
12/07/2022 02:42	113919.2	0.0	None	None
12/07/2022 03:42	113919.2	0.0	None	None
12/07/2022 04:42	113924.6	5.4	None	None
12/07/2022 05:42	113924.6	0.0	None	None
12/07/2022 06:42	113924.6	0.0	None	None
12/07/2022 07:42	113924.6	0.0	None	None
12/07/2022 08:42	113924.7	0.1	None	None
12/07/2022 09:42	113933.9	9.2	None	None
12/07/2022 10:42	113933.9	0.0	None	None
12/07/2022 11:42	113933.9	0.0	None	None
12/07/2022 12:42	113933.9	0.0	None	None
12/07/2022 13:42	113938.0	4.1	None	None
12/07/2022 14:42	113938.4	0.4	None	None
12/07/2022 15:42	113944.0	5.6	None	None
12/07/2022 16:42	113944.0	0.0	None	None
12/07/2022 17:42	113946.9	2.9	None	None
12/07/2022 18:42	113947.0	0.1	None	None
12/07/2022 19:42	113949.8	2.8	None	None
12/07/2022 20:42	113950.0	0.2	None	None
12/07/2022 21:42	113950.0	0.0	None	None
12/07/2022 22:42	113950.1	0.1	None	None
12/07/2022 23:42	113950.1	0.0	None	None
12/08/2022 00:42	113955.8	5.7	None	None
12/08/2022 01:42	113955.8	0.0	None	None
12/08/2022 02:42	113955.8	0.0	None	None
12/08/2022 03:42	113960.4	4.6	None	None
12/08/2022 04:42	113960.6	0.2	None	None
12/08/2022 05:42	113960.6	0.0	None	None
12/08/2022 06:42	113960.6	0.0	None	None
12/08/2022 07:42	113960.6	0.0	None	None
12/08/2022 08:42	113960.7	0.1	None	None
12/08/2022 09:42	113963.6	2.9	None	None
12/08/2022 10:42	113963.6	0.0	None	None
12/08/2022 11:42	114002.7	39.1	None	None
12/08/2022 12:42	114002.8	0.1	None	None
12/08/2022 13:42	114002.9	0.1	None	None
12/08/2022 14:42	114002.9	0.0	None	None
12/08/2022 15:42	114006.3	3.4	None	None
12/08/2022 16:42	114006.3	0.0	None	None
12/08/2022 17:42	114006.4	0.1	None	None
12/08/2022 18:42	114010.7	4.3	None	None
12/08/2022 19:42	114020.9	10.2	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/08/2022 20:42	114024.1	3.2	None	None
12/08/2022 21:42	114024.2	0.1	None	None
12/08/2022 22:42	114024.3	0.1	None	None
12/08/2022 23:42	114024.3	0.0	None	None
12/09/2022 00:42	114027.1	2.8	None	None
12/09/2022 01:42	114030.5	3.4	None	None
12/09/2022 02:42	114036.6	6.1	None	None
12/09/2022 03:42	114036.6	0.0	None	None
12/09/2022 04:42	114036.6	0.0	None	None
12/09/2022 05:42	114041.9	5.3	None	None
12/09/2022 06:42	114041.9	0.0	None	None
12/09/2022 07:42	114046.1*	4.2*	None*	None*
12/09/2022 08:42	114050.2	4.1*	None	None
12/09/2022 09:42	114052.1	1.9	None	None
12/09/2022 10:42	114057.6	5.5	None	None
12/09/2022 11:42	114057.6	0.0	None	None
12/09/2022 12:42	114057.6	0.0	None	None
12/09/2022 13:42	114057.6	0.0	None	None
12/09/2022 14:42	114061.3	3.7	None	None
12/09/2022 15:42	114062.3	1.0	None	None
12/09/2022 16:42	114062.4	0.1	None	None
12/09/2022 17:42	114062.4	0.0	None	None
12/09/2022 18:42	114068.5	6.1	None	None
12/09/2022 19:42	114068.5	0.0	None	None
12/09/2022 20:42	114074.5	6.0	None	None
12/09/2022 21:42	114074.5	0.0	None	None
12/09/2022 22:42	114077.4	2.9	None	None
12/09/2022 23:42	114077.5	0.1	None	None
12/10/2022 00:42	114083.7	6.2	None	None
12/10/2022 01:42	114083.7	0.0	None	None
12/10/2022 02:42	114083.7	0.0	None	None
12/10/2022 03:42	114085.0	1.3	None	None
12/10/2022 04:42	114122.7	37.7	None	None
12/10/2022 05:42	114122.7	0.0	None	None
12/10/2022 06:42	114122.8	0.1	None	None
12/10/2022 07:42	114128.1	5.3	None	None
12/10/2022 08:42	114128.1	0.0	None	None
12/10/2022 09:42	114128.1	0.0	None	None
12/10/2022 10:42	114128.2	0.1	None	None
12/10/2022 11:42	114128.2	0.0	None	None
12/10/2022 12:42	114128.2	0.0	None	None
12/10/2022 13:42	114136.8	8.6	None	None
12/10/2022 14:42	114139.5	2.7	None	None
12/10/2022 15:42	114142.3	2.8	None	None
12/10/2022 16:42	114148.4	6.1	None	None
12/10/2022 17:42	114151.2	2.8	None	None
12/10/2022 18:42	114151.2	0.0	None	None
12/10/2022 19:42	114157.0	5.8	None	None
12/10/2022 20:42	114157.0	0.0	None	None
12/10/2022 21:42	114157.0	0.0	None	None
12/10/2022 22:42	114160.1	3.1	None	None
12/10/2022 23:42	114164.4	4.3	None	None
12/11/2022 00:42	114167.5	3.1	None	None
12/11/2022 01:42	114167.5	0.0	None	None
12/11/2022 02:42	114167.5	0.0	None	None
12/11/2022 03:42	114173.6	6.1	None	None
12/11/2022 04:42	114190.2	16.6	None	None
12/11/2022 05:42	114190.2	0.0	None	None
12/11/2022 06:42	114190.2	0.0	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/11/2022 07:42	114190.2	0.0	None	None
12/11/2022 08:42	114190.2	0.0	None	None
12/11/2022 09:42	114190.3	0.1	None	None
12/11/2022 10:42	114195.6	5.3	None	None
12/11/2022 11:42	114195.6	0.0	None	None
12/11/2022 12:42	114195.6	0.0	None	None
12/11/2022 13:42	114213.7	18.1	None	None
12/11/2022 14:42	114229.0*	15.3*	None*	None*
12/11/2022 15:42	114244.2	15.2*	None	None
12/11/2022 16:42	114244.2	0.0	None	None
12/11/2022 17:42	114244.2	0.0	None	None
12/11/2022 18:42	114244.2	0.0	None	None
12/11/2022 19:42	114244.2	0.0	None	None
12/11/2022 20:42	114244.3	0.1	None	None
12/11/2022 21:42	114244.3	0.0	None	None
12/11/2022 22:42	114244.3	0.0	None	None
12/11/2022 23:42	114244.4	0.1	None	None
12/12/2022 00:42	114244.4	0.0	None	None
12/12/2022 01:42	114244.4	0.0	None	None
12/12/2022 02:42	114244.4	0.0	None	None
12/12/2022 03:42	114244.4	0.0	None	None
12/12/2022 04:42	114244.4	0.0	None	None
12/12/2022 05:42	114244.5	0.1	None	None
12/12/2022 06:42	114244.5*	0.0*	None*	None*
12/12/2022 07:42	114244.5	0.0*	None	None
12/12/2022 08:42	114244.5	0.0	None	None
12/12/2022 09:42	114244.6	0.1	None	None
12/12/2022 10:42	114244.6	0.0	None	None
12/12/2022 11:42	114244.6	0.0	None	None
12/12/2022 12:42	114333.0	88.4	None	None
12/12/2022 13:42	114332.9	-0.1	None	None
12/12/2022 14:42	114332.9	0.0	None	None
12/12/2022 15:42	114339.7	6.8	None	None
12/12/2022 16:42	114339.7	0.0	None	None
12/12/2022 17:42	114342.6	2.9	None	None
12/12/2022 18:42	114348.1	5.5	None	None
12/12/2022 19:42	114348.1	0.0	None	None
12/12/2022 20:42	114353.5	5.4	None	None
12/12/2022 21:42	114353.5	0.0	None	None
12/12/2022 22:42	114353.5	0.0	None	None
12/12/2022 23:42	114353.5	0.0	None	None
12/13/2022 00:42	114353.5	0.0	None	None
12/13/2022 01:42	114353.5	0.0	None	None
12/13/2022 02:42	114359.8	6.3	None	None
12/13/2022 03:42	114359.8	0.0	None	None
12/13/2022 04:42	114359.8	0.0	None	None
12/13/2022 05:42	114360.6	0.8	None	None
12/13/2022 06:42	114363.2	2.6	None	None
12/13/2022 07:42	114363.2	0.0	None	None
12/13/2022 08:42	114363.4	0.2	None	None
12/13/2022 09:42	114368.7	5.3	None	None
12/13/2022 10:42	114368.7	0.0	None	None
12/13/2022 11:42	114368.8	0.1	None	None
12/13/2022 12:42	114374.9	6.1	None	None
12/13/2022 13:42	114387.4	12.5	None	None
12/13/2022 14:42	114427.5	40.1	None	None
12/13/2022 15:42	114427.9	0.4	None	None
12/13/2022 16:42	114428.0	0.1	None	None
12/13/2022 17:42	114428.1	0.1	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/13/2022 18:42	114428.1	0.0	None	None
12/13/2022 19:42	114431.9	3.8	None	None
12/13/2022 20:42	114432.0	0.1	None	None
12/13/2022 21:42	114432.0	0.0	None	None
12/13/2022 22:42	114432.1	0.1	None	None
12/13/2022 23:42	114435.4*	3.3*	None*	None*
12/14/2022 00:42	114438.6	3.2*	None	None
12/14/2022 01:42	114438.6	0.0	None	None
12/14/2022 02:42	114438.7	0.1	None	None
12/14/2022 03:42	114439.4*	0.7*	None*	None*
12/14/2022 04:42	114440.0*	0.6*	None*	None*
12/14/2022 05:42	114440.6*	0.6*	None*	None*
12/14/2022 06:42	114441.2	0.6*	None	None
12/14/2022 07:42	114441.3*	0.1*	None*	None*
12/14/2022 08:42	114441.3	0.0*	None	None
12/14/2022 09:42	114442.9	1.6	None	None
12/14/2022 10:42	114446.1	3.2	None	None
12/14/2022 11:42	114446.3	0.2	None	None
12/14/2022 12:42	114450.1	3.8	None	None
12/14/2022 13:42	114453.0	2.9	None	None
12/14/2022 14:42	114508.9	55.9	None	None
12/14/2022 15:42	114508.9	0.0	None	None
12/14/2022 16:42	114509.2	0.3	None	None
12/14/2022 17:42	114511.6	2.4	None	None
12/14/2022 18:42	114511.7	0.1	None	None
12/14/2022 19:42	114514.2	2.5	None	None
12/14/2022 20:42	114516.8	2.6	None	None
12/14/2022 21:42	114516.9	0.1	None	None
12/14/2022 22:42	114517.0	0.1	None	None
12/14/2022 23:42	114517.0	0.0	None	None
12/15/2022 00:42	114517.0	0.0	None	None
12/15/2022 01:42	114524.9	7.9	None	None
12/15/2022 02:42	114525.2	0.3	None	None
12/15/2022 03:42	114525.2	0.0	None	None
12/15/2022 04:42	114527.7	2.5	None	None
12/15/2022 05:42	114527.7	0.0	None	None
12/15/2022 06:42	114527.7	0.0	None	None
12/15/2022 07:42	114527.7	0.0	None	None
12/15/2022 08:42	114527.8	0.1	None	None
12/15/2022 09:42	114527.8	0.0	None	None
12/15/2022 10:42	114530.4	2.6	None	None
12/15/2022 11:42	114531.3	0.9	None	None
12/15/2022 12:42	114531.4	0.1	None	None
12/15/2022 13:42	114531.4	0.0	None	None
12/15/2022 14:42	114609.4	78.0	None	None
12/15/2022 15:42	114609.3	-0.1	None	None
12/15/2022 16:42	114609.4	0.1	None	None
12/15/2022 17:42	114610.4	1.0	None	None
12/15/2022 18:42	114621.6	11.2	None	None
12/15/2022 19:42	114621.6	0.0	None	None
12/15/2022 20:42	114621.6	0.0	None	None
12/15/2022 21:42	114628.5	6.9	None	None
12/15/2022 22:42	114628.5	0.0	None	None
12/15/2022 23:42	114628.5	0.0	None	None
12/16/2022 00:42	114628.5	0.0	None	None
12/16/2022 01:42	114628.6	0.1	None	None
12/16/2022 02:42	114634.0	5.4	None	None
12/16/2022 03:42	114634.0	0.0	None	None
12/16/2022 04:42	114634.0	0.0	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/16/2022 05:42	114634.0	0.0	None	None
12/16/2022 06:42	114634.0	0.0	None	None
12/16/2022 07:42	114634.1	0.1	None	None
12/16/2022 08:42	114634.1	0.0	None	None
12/16/2022 09:42	114639.5	5.4	None	None
12/16/2022 10:42	114647.7	8.2	None	None
12/16/2022 11:42	114649.0*	1.3*	None*	None*
12/16/2022 12:42	114650.2	1.2*	None	None
12/16/2022 13:42	114650.3	0.1	None	None
12/16/2022 14:42	114650.3	0.0	None	None
12/16/2022 15:42	114676.4	26.1	None	None
12/16/2022 16:42	114676.4	0.0	None	None
12/16/2022 17:42	114676.4	0.0	None	None
12/16/2022 18:42	114676.4	0.0	None	None
12/16/2022 19:42	114676.4	0.0	None	None
12/16/2022 20:42	114676.4	0.0	None	None
12/16/2022 21:42	114676.4	0.0	None	None
12/16/2022 22:42	114682.5	6.1	None	None
12/16/2022 23:42	114682.5	0.0	None	None
12/17/2022 00:42	114686.4*	3.9*	None*	None*
12/17/2022 01:42	114690.2*	3.8*	None*	None*
12/17/2022 02:42	114694.0	3.8*	None	None
12/17/2022 03:42	114694.0	0.0	None	None
12/17/2022 04:42	114694.0	0.0	None	None
12/17/2022 05:42	114696.5	2.5	None	None
12/17/2022 06:42	114696.5	0.0	None	None
12/17/2022 07:42	114696.5*	0.0*	None*	None*
12/17/2022 08:42	114696.5	0.0*	None	None
12/17/2022 09:42	114696.7	0.2	None	None
12/17/2022 10:42	114702.4	5.7	None	None
12/17/2022 11:42	114702.4	0.0	None	None
12/17/2022 12:42	114708.6	6.2	None	None
12/17/2022 13:42	114711.3	2.7	None	None
12/17/2022 14:42	114711.4	0.1	None	None
12/17/2022 15:42	114717.1	5.7	None	None
12/17/2022 16:42	114724.8	7.7	None	None
12/17/2022 17:42	114724.8	0.0	None	None
12/17/2022 18:42	114724.8	0.0	None	None
12/17/2022 19:42	114730.4	5.6	None	None
12/17/2022 20:42	114730.7	0.3	None	None
12/17/2022 21:42	114730.8	0.1	None	None
12/17/2022 22:42	114730.9	0.1	None	None
12/17/2022 23:42	114737.0	6.1	None	None
12/18/2022 00:42	114737.0	0.0	None	None
12/18/2022 01:42	114737.0	0.0	None	None
12/18/2022 02:42	114737.0	0.0	None	None
12/18/2022 03:42	114744.0	7.0	None	None
12/18/2022 04:42	114744.0	0.0	None	None
12/18/2022 05:42	114744.1	0.1	None	None
12/18/2022 06:42	114744.1	0.0	None	None
12/18/2022 07:42	114749.6	5.5	None	None
12/18/2022 08:42	114749.6	0.0	None	None
12/18/2022 09:42	114749.6	0.0	None	None
12/18/2022 10:42	114749.6	0.0	None	None
12/18/2022 11:42	114765.1	15.5	None	None
12/18/2022 12:42	114765.1	0.0	None	None
12/18/2022 13:42	114765.1	0.0	None	None
12/18/2022 14:42	114765.2	0.1	None	None
12/18/2022 15:42	114765.4	0.2	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/18/2022 16:42	114765.4	0.0	None	None
12/18/2022 17:42	114765.5	0.1	None	None
12/18/2022 18:42	114765.6	0.1	None	None
12/18/2022 19:42	114822.6	57.0	None	None
12/18/2022 20:42	114822.6	0.0	None	None
12/18/2022 21:42	114822.6	0.0	None	None
12/18/2022 22:42	114822.6	0.0	None	None
12/18/2022 23:42	114828.3	5.7	None	None
12/19/2022 00:42	114829.4	1.1	None	None
12/19/2022 01:42	114835.2	5.8	None	None
12/19/2022 02:42	114835.2	0.0	None	None
12/19/2022 03:42	114835.2	0.0	None	None
12/19/2022 04:42	114835.2	0.0	None	None
12/19/2022 05:42	114835.3	0.1	None	None
12/19/2022 06:42	114835.3	0.0	None	None
12/19/2022 07:42	114835.3	0.0	None	None
12/19/2022 08:42	114835.4	0.1	None	None
12/19/2022 09:42	114840.8	5.4	None	None
12/19/2022 10:42	114840.8	0.0	None	None
12/19/2022 11:42	114847.1	6.3	None	None
12/19/2022 12:42	114849.5	2.4	None	None
12/19/2022 13:42	114849.7	0.2	None	None
12/19/2022 14:42	114852.2	2.5	None	None
12/19/2022 15:42	114859.5	7.3	None	None
12/19/2022 16:42	114859.5	0.0	None	None
12/19/2022 17:42	114865.2	5.7	None	None
12/19/2022 18:42	114865.2	0.0	None	None
12/19/2022 19:42	114865.2	0.0	None	None
12/19/2022 20:42	114865.3	0.1	None	None
12/19/2022 21:42	114871.5	6.2	None	None
12/19/2022 22:42	114885.7	14.2	None	None
12/19/2022 23:42	114885.7	0.0	None	None
12/20/2022 00:42	114885.8	0.1	None	None
12/20/2022 01:42	114885.8	0.0	None	None
12/20/2022 02:42	114885.9	0.1	None	None
12/20/2022 03:42	114886.0	0.1	None	None
12/20/2022 04:42	114889.6	3.6	None	None
12/20/2022 05:42	114889.7	0.1	None	None
12/20/2022 06:42	114889.8	0.1	None	None
12/20/2022 07:42	114889.8	0.0	None	None
12/20/2022 08:42	114889.9	0.1	None	None
12/20/2022 09:42	114892.4	2.5	None	None
12/20/2022 10:42	114892.6	0.2	None	None
12/20/2022 11:42	114892.7	0.1	None	None
12/20/2022 12:42	114927.2	34.5	None	None
12/20/2022 13:42	114932.9	5.7	None	None
12/20/2022 14:42	114932.9	0.0	None	None
12/20/2022 15:42	114932.9	0.0	None	None
12/20/2022 16:42	114932.9	0.0	None	None
12/20/2022 17:42	114933.0	0.1	None	None
12/20/2022 18:42	114936.6	3.6	None	None
12/20/2022 19:42	114938.1	1.5	None	None
12/20/2022 20:42	114938.2	0.1	None	None
12/20/2022 21:42	114938.3	0.1	None	None
12/20/2022 22:42	114944.0	5.7	None	None
12/20/2022 23:42	114944.0	0.0	None	None
12/21/2022 00:42	114947.7	3.7	None	None
12/21/2022 01:42	114951.6	3.9	None	None
12/21/2022 02:42	114952.8	1.2	None	None

Data Log Report MIU# [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/21/2022 03:42	114958.4	5.6	None	None
12/21/2022 04:42	114958.9	0.5	None	None
12/21/2022 05:42	114958.9	0.0	None	None
12/21/2022 06:42	114961.3	2.4	None	None
12/21/2022 07:42	114961.3	0.0	None	None
12/21/2022 08:42	114961.3	0.0	None	None
12/21/2022 09:42	114961.4	0.1	None	None
12/21/2022 10:42	114963.7	2.3	None	None
12/21/2022 11:42	114964.4	0.7	None	None
12/21/2022 12:42	114964.4	0.0	None	None
12/21/2022 13:42	114972.0	7.6	None	None
12/21/2022 14:42	114979.6	7.6	None	None
12/21/2022 15:42	115011.8	32.2	None	None
12/21/2022 16:42	115011.9	0.1	None	None
12/21/2022 17:42	115017.6	5.7	None	None
12/21/2022 18:42	115024.1	6.5	None	None
12/21/2022 19:42	115024.1	0.0	None	None
12/21/2022 20:42	115029.6	5.5	None	None
12/21/2022 21:42	115038.3	8.7	None	None
12/21/2022 22:42	115038.4	0.1	None	None
12/21/2022 23:42	115041.3	2.9	None	None
12/22/2022 00:42	115041.8	0.5	None	None
12/22/2022 01:42	115041.9	0.1	None	None
12/22/2022 02:42	115041.9	0.0	None	None
12/22/2022 03:42	115041.9	0.0	None	None
12/22/2022 04:42	115042.0	0.1	None	None
12/22/2022 05:42	115045.2	3.2	None	None
12/22/2022 06:42	115045.2	0.0	None	None
12/22/2022 07:42	115052.8	7.6	None	None
12/22/2022 08:42	115052.9	0.1	None	None
12/22/2022 09:42	115056.0	3.1	None	None
12/22/2022 10:42	115056.1	0.1	None	None
12/22/2022 11:42	115056.2	0.1	None	None
12/22/2022 12:42	115056.4	0.2	None	None
12/22/2022 13:42	115056.5*	0.1*	None*	None*
12/22/2022 14:42	115056.6	0.1*	None	None
12/22/2022 15:42	115056.6	0.0	None	None
12/22/2022 16:42	115056.7	0.1	None	None
12/22/2022 17:42	115056.8	0.1	None	None
12/22/2022 18:42	115056.9	0.1	None	None
12/22/2022 19:42	115056.9	0.0	None	None
12/22/2022 20:42	115057.0	0.1	None	None
12/22/2022 21:42	115057.0	0.0	None	None
12/22/2022 22:42	115057.1	0.1	None	None
12/22/2022 23:42	115057.1	0.0	None	None
12/23/2022 00:42	115057.2	0.1	None	None
12/23/2022 01:42	115057.3	0.1	None	None
12/23/2022 02:42	115057.3	0.0	None	None
12/23/2022 03:42	115057.4	0.1	None	None
12/23/2022 04:42	115057.4	0.0	None	None
12/23/2022 05:42	115057.5	0.1	None	None
12/23/2022 06:42	115057.5	0.0	None	None
12/23/2022 07:42	115057.5	0.0	None	None
12/23/2022 08:42	115057.5	0.0	None	None
12/23/2022 09:42	115057.6	0.1	None	None
12/23/2022 10:42	115057.6	0.0	None	None
12/23/2022 11:42	115057.7	0.1	None	None
12/23/2022 12:42	115057.8*	0.1*	None*	None*
12/23/2022 13:42	115057.8	0.0*	None	None

Data Log Report MIU# [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/23/2022 14:42	115057.8	0.0	None	None
12/23/2022 15:42	115057.8	0.0	None	None
12/23/2022 16:42	115057.9	0.1	None	None
12/23/2022 17:42	115057.9	0.0	None	None
12/23/2022 18:42	115057.9	0.0	None	None
12/23/2022 19:42	115057.9	0.0	None	None
12/23/2022 20:42	115057.9	0.0	None	None
12/23/2022 21:42	115057.9	0.0	None	None
12/23/2022 22:42	115057.9	0.0	None	None
12/23/2022 23:42	115057.9	0.0	None	None
12/24/2022 00:42	115058.0	0.1	None	None
12/24/2022 01:42	115058.0	0.0	None	None
12/24/2022 02:42	115058.0	0.0	None	None
12/24/2022 03:42	115058.0	0.0	None	None
12/24/2022 04:42	115058.1	0.1	None	None
12/24/2022 05:42	115058.1	0.0	None	None
12/24/2022 06:42	115058.1	0.0	None	None
12/24/2022 07:42	115058.1	0.0	None	None
12/24/2022 08:42	115058.1	0.0	None	None
12/24/2022 09:42	115058.1	0.0	None	None
12/24/2022 10:42	115058.1	0.0	None	None
12/24/2022 11:42	115058.1	0.0	None	None
12/24/2022 12:42	115058.1	0.0	None	None
12/24/2022 13:42	115058.1	0.0	None	None
12/24/2022 14:42	115058.1	0.0	None	None
12/24/2022 15:42	115058.1	0.0	None	None
12/24/2022 16:42	115058.1	0.0	None	None
12/24/2022 17:42	115058.1	0.0	None	None
12/24/2022 18:42	115058.1	0.0	None	None
12/24/2022 19:42	115058.1	0.0	None	None
12/24/2022 20:42	115058.1	0.0	None	None
12/24/2022 21:42	115058.1	0.0	None	None
12/24/2022 22:42	115058.1	0.0	None	None
12/24/2022 23:42	115058.1	0.0	None	None
12/25/2022 00:42	115058.1	0.0	None	None
12/25/2022 01:42	115058.1	0.0	None	None
12/25/2022 02:42	115058.1	0.0	None	None
12/25/2022 03:42	115058.1	0.0	None	None
12/25/2022 04:42	115058.1	0.0	None	None
12/25/2022 05:42	115058.2	0.1	None	None
12/25/2022 06:42	115058.2	0.0	None	None
12/25/2022 07:42	115058.2	0.0	None	None
12/25/2022 08:42	115058.2	0.0	None	None
12/25/2022 09:42	115058.2	0.0	None	None
12/25/2022 10:42	115058.2	0.0	None	None
12/25/2022 11:42	115058.2	0.0	None	None
12/25/2022 12:42	115058.2	0.0	None	None
12/25/2022 13:42	115058.2	0.0	None	None
12/25/2022 14:42	115058.2	0.0	None	None
12/25/2022 15:42	115058.2	0.0	None	None
12/25/2022 16:42	115058.2	0.0	None	None
12/25/2022 17:42	115058.2	0.0	None	None
12/25/2022 18:42	115058.2	0.0	None	None
12/25/2022 19:42	115058.2	0.0	None	None
12/25/2022 20:42	115058.2	0.0	None	None
12/25/2022 21:42	115058.2	0.0	None	None
12/25/2022 22:42	115058.2	0.0	None	None
12/25/2022 23:42	115058.2	0.0	None	None
12/26/2022 00:42	115058.2	0.0	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/26/2022 01:42	115058.2	0.0	None	None
12/26/2022 02:42	115058.2	0.0	None	None
12/26/2022 03:42	115058.2	0.0	None	None
12/26/2022 04:42	115058.2	0.0	None	None
12/26/2022 05:42	115058.3	0.1	None	None
12/26/2022 06:42	115058.3	0.0	None	None
12/26/2022 07:42	115058.3	0.0	None	None
12/26/2022 08:42	115058.3	0.0	None	None
12/26/2022 09:42	115058.3	0.0	None	None
12/26/2022 10:42	115058.3	0.0	None	None
12/26/2022 11:42	115058.3	0.0	None	None
12/26/2022 12:42	115058.3	0.0	None	None
12/26/2022 13:42	115058.3	0.0	None	None
12/26/2022 14:42	115058.3	0.0	None	None
12/26/2022 15:42	115058.3	0.0	None	None
12/26/2022 16:42	115058.3	0.0	None	None
12/26/2022 17:42	115058.3	0.0	None	None
12/26/2022 18:42	115058.3	0.0	None	None
12/26/2022 19:42	115058.4	0.1	None	None
12/26/2022 20:42	115668.5	610.1	None	None
12/26/2022 21:42	116395.9	727.4	None	None
12/26/2022 22:42	117125.2	729.3	None	None
12/26/2022 23:42	117869.1	743.9	None	None
12/27/2022 00:42	118601.3	732.2	None	None
12/27/2022 01:42	119341.7	740.4	None	None
12/27/2022 02:42	120088.8	747.1	None	None
12/27/2022 03:42	120837.9	749.1	None	None
12/27/2022 04:42	121588.8	750.9	None	None
12/27/2022 05:42	122338.7	749.9	None	None
12/27/2022 06:42	123089.0	750.3	None	None
12/27/2022 07:42	123831.6	742.6	None	None
12/27/2022 08:42	124566.0	734.4	None	Intermittent
12/27/2022 09:42	125295.3	729.3	None	Intermittent
12/27/2022 10:42	126030.0	734.7	None	Intermittent
12/27/2022 11:42	126761.6	731.6	None	Intermittent
12/27/2022 12:42	127516.2	754.6	None	Intermittent
12/27/2022 13:42	128278.0	761.8	None	Intermittent
12/27/2022 14:42	129040.8	762.8	None	Intermittent
12/27/2022 15:42	129790.6*	749.8*	None*	Intermittent*
12/27/2022 16:42	130540.4	749.8*	None	Intermittent
12/27/2022 17:42	131280.1	739.7	None	Intermittent
12/27/2022 18:42	132036.2	756.1	None	Intermittent
12/27/2022 19:42	132782.7	746.5	None	Continuous
12/27/2022 20:42	133531.9	749.2	None	Continuous
12/27/2022 21:42	134290.5	758.6	None	Continuous
12/27/2022 22:42	135046.6	756.1	None	Continuous
12/27/2022 23:42	135810.5	763.9	None	Continuous
12/28/2022 00:42	136559.6	749.1	None	Continuous
12/28/2022 01:42	137309.2	749.6	None	Continuous
12/28/2022 02:42	138063.8	754.6	None	Continuous
12/28/2022 03:42	138836.0	772.2	None	Continuous
12/28/2022 04:42	139606.9	770.9	None	Continuous
12/28/2022 05:42	140373.8	766.9	None	Continuous
12/28/2022 06:42	141129.9	756.1	None	Continuous
12/28/2022 07:42	141865.4	735.5	None	Continuous
12/28/2022 08:42	142588.7	723.3	None	Continuous
12/28/2022 09:42	143314.2	725.5	None	Continuous
12/28/2022 10:42	144054.5	740.3	None	Continuous
12/28/2022 11:42	144791.5	737.0	None	Continuous

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/28/2022 12:42	145529.8	738.3	None	Continuous
12/28/2022 13:42	146266.9	737.1	None	Continuous
12/28/2022 14:42	147013.1	746.2	None	Continuous
12/28/2022 15:42	147761.5	748.4	None	Continuous
12/28/2022 16:42	148516.5	755.0	None	Continuous
12/28/2022 17:42	149276.4	759.9	None	Continuous
12/28/2022 18:42	150034.3	757.9	None	Continuous
12/28/2022 19:42	150803.0	768.7	None	Continuous
12/28/2022 20:42	151562.4	759.4	None	Continuous
12/28/2022 21:42	152329.5	767.1	None	Continuous
12/28/2022 22:42	153085.2	755.7	None	Continuous
12/28/2022 23:42	153833.4	748.2	None	Continuous
12/29/2022 00:42	154586.2	752.8	None	Continuous
12/29/2022 01:42	155331.9	745.7	None	Continuous
12/29/2022 02:42	156085.8	753.9	None	Continuous
12/29/2022 03:42	156841.4	755.6	None	Continuous
12/29/2022 04:42	157595.3	753.9	None	Continuous
12/29/2022 05:42	158364.0	768.7	None	Continuous
12/29/2022 06:42	159116.1	752.1	None	Continuous
12/29/2022 07:42	159846.1	730.0	None	Continuous
12/29/2022 08:42	160574.7	728.6	None	Continuous
12/29/2022 09:42	161322.9	748.2	None	Continuous
12/29/2022 10:42	162074.4	751.5	None	Continuous
12/29/2022 11:42	162828.6	754.2	None	Continuous
12/29/2022 12:42	163573.2	744.6	None	Continuous
12/29/2022 13:42	164324.8	751.6	None	Continuous
12/29/2022 14:42	165078.3	753.5	None	Continuous
12/29/2022 15:42	165830.4	752.1	None	Continuous
12/29/2022 16:42	166592.9	762.5	None	Continuous
12/29/2022 17:42	167359.4	766.5	None	Continuous
12/29/2022 18:42	168128.4	769.0	None	Continuous
12/29/2022 19:42	168897.5	769.1	None	Continuous
12/29/2022 20:42	169667.4	769.9	None	Continuous
12/29/2022 21:42	170436.7*	769.3*	None*	Continuous*
12/29/2022 22:42	171205.9	769.2*	None	Continuous
12/29/2022 23:42	171953.0*	747.1*	None*	Continuous*
12/30/2022 00:42	172700.0	747.0*	None	Continuous
12/30/2022 01:42	173455.2	755.2	None	Continuous
12/30/2022 02:42	174213.8	758.6	None	Continuous
12/30/2022 03:42	174969.6	755.8	None	Continuous
12/30/2022 04:42	175751.3	781.7	None	Continuous
12/30/2022 05:42	176528.4	777.1	None	Continuous
12/30/2022 06:42	177298.7	770.3	None	Continuous
12/30/2022 07:42	178050.7	752.0	None	Continuous
12/30/2022 08:42	178812.0	761.3	None	Continuous
12/30/2022 09:42	179564.9	752.9	None	Continuous
12/30/2022 10:42	180320.9	756.0	None	Continuous
12/30/2022 11:42	181073.3	752.4	None	Continuous
12/30/2022 12:42	181827.7	754.4	None	Continuous
12/30/2022 13:42	182588.3	760.6	None	Continuous
12/30/2022 14:42	183353.7	765.4	None	Continuous
12/30/2022 15:42	184134.0	780.3	None	Continuous
12/30/2022 16:42	184893.3	759.3	None	Continuous
12/30/2022 17:42	185651.5	758.2	None	Continuous
12/30/2022 18:42	186410.2	758.7	None	Continuous
12/30/2022 19:42	187161.8	751.6	None	Continuous
12/30/2022 20:42	187910.5	748.7	None	Continuous
12/30/2022 21:42	188663.9	753.4	None	Continuous
12/30/2022 22:42	189418.6	754.7	None	Continuous

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/30/2022 23:42	190167.6	749.0	None	Continuous
12/31/2022 00:42	190919.7	752.1	None	Continuous
12/31/2022 01:42	191685.7	766.0	None	Continuous
12/31/2022 02:42	192455.1	769.4	None	Continuous
12/31/2022 03:42	193196.0	740.9	None	Continuous
12/31/2022 04:42	193922.1	726.1	None	Continuous
12/31/2022 05:42	194649.5	727.4	None	Continuous
12/31/2022 06:42	195383.9	734.4	None	Continuous
12/31/2022 07:42	196113.6	729.7	None	Continuous
12/31/2022 08:42	196854.1	740.5	None	Continuous
12/31/2022 09:42	197599.7	745.6	None	Continuous
12/31/2022 10:42	198339.5	739.8	None	Continuous
12/31/2022 11:42	199076.3	736.8	None	Continuous
12/31/2022 12:42	199822.6	746.3	None	Continuous
12/31/2022 13:42	200577.3	754.7	None	Continuous
12/31/2022 14:42	201320.5	743.2	None	Continuous
12/31/2022 15:42	202069.6	749.1	None	Continuous
12/31/2022 16:42	202812.7	743.1	None	Continuous
12/31/2022 17:42	203557.0	744.3	None	Continuous
12/31/2022 18:42	204301.2	744.2	None	Continuous
12/31/2022 19:42	205057.0	755.8	None	Continuous
12/31/2022 20:42	205813.7	756.7	None	Continuous
12/31/2022 21:42	206572.0	758.3	None	Continuous
12/31/2022 22:42	207320.9	748.9	None	Continuous
12/31/2022 23:42	208071.8	750.9	None	Continuous
01/01/2023 00:42	208821.6	749.8	None	Continuous
01/01/2023 01:42	209556.4	734.8	None	Continuous
01/01/2023 02:42	210293.6	737.2	None	Continuous
01/01/2023 03:42	211036.5	742.9	None	Continuous
01/01/2023 04:42	211804.6	768.1	None	Continuous
01/01/2023 05:42	212572.2	767.6	None	Continuous
01/01/2023 06:42	213312.9	740.7	None	Continuous
01/01/2023 07:42	214071.6	758.7	None	Continuous
01/01/2023 08:42	214826.2	754.6	None	Continuous
01/01/2023 09:42	215574.5	748.3	None	Continuous
01/01/2023 10:42	216319.5	745.0	None	Continuous
01/01/2023 11:42	217067.8	748.3	None	Continuous
01/01/2023 12:42	217813.7	745.9	None	Continuous
01/01/2023 13:42	218561.6	747.9	None	Continuous
01/01/2023 14:42	219307.6	746.0	None	Continuous
01/01/2023 15:42	220053.1	745.5	None	Continuous
01/01/2023 16:42	220801.2	748.1	None	Continuous
01/01/2023 17:42	221567.1	765.9	None	Continuous
01/01/2023 18:42	222358.7	791.6	None	Continuous
01/01/2023 19:42	223122.8	764.1	None	Continuous
01/01/2023 20:42	223872.0	749.2	None	Continuous
01/01/2023 21:42	224623.9	751.9	None	Continuous
01/01/2023 22:42	225379.6	755.7	None	Continuous
01/01/2023 23:42	226132.5	752.9	None	Continuous
01/02/2023 00:42	226888.8	756.3	None	Continuous
01/02/2023 01:42	227632.2	743.4	None	Continuous
01/02/2023 02:42	228375.9	743.7	None	Continuous
01/02/2023 03:42	229133.5	757.6	None	Continuous
01/02/2023 04:42	229897.4	763.9	None	Continuous
01/02/2023 05:42	230656.6	759.2	None	Continuous
01/02/2023 06:42	231390.0	733.4	None	Continuous
01/02/2023 07:42	232119.8	729.8	None	Continuous
01/02/2023 08:42	232846.5	726.7	None	Continuous
01/02/2023 09:42	233575.9	729.4	None	Continuous

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/02/2023 10:42	234301.5	725.6	None	Continuous
01/02/2023 11:42	235039.1	737.6	None	Continuous
01/02/2023 12:42	235785.0	745.9	None	Continuous
01/02/2023 13:42	236531.3	746.3	None	Continuous
01/02/2023 14:42	237279.3	748.0	None	Continuous
01/02/2023 15:42	238030.2	750.9	None	Continuous
01/02/2023 16:42	238788.9	758.7	None	Continuous
01/02/2023 17:42	239558.4	769.5	None	Continuous
01/02/2023 18:42	240323.6	765.2	None	Continuous
01/02/2023 19:42	241083.8	760.2	None	Continuous
01/02/2023 20:42	241845.4	761.6	None	Continuous
01/02/2023 21:42	242612.8	767.4	None	Continuous
01/02/2023 22:42	243382.6	769.8	None	Continuous
01/02/2023 23:42	244132.1	749.5	None	Continuous
01/03/2023 00:42	244888.4	756.3	None	Continuous
01/03/2023 01:42	245651.0	762.6	None	Continuous
01/03/2023 02:42	246399.5	748.5	None	Continuous
01/03/2023 03:42	247163.8	764.3	None	Continuous
01/03/2023 04:42	247917.6	753.8	None	Continuous
01/03/2023 05:42	248673.0	755.4	None	Continuous
01/03/2023 06:42	249411.4	738.4	None	Continuous
01/03/2023 07:42	250143.9	732.5	None	Continuous
01/03/2023 08:42	250886.2	742.3	None	Continuous
01/03/2023 09:42	251634.9	748.7	None	Continuous
01/03/2023 10:42	252394.8	759.9	None	Continuous
01/03/2023 11:42	253151.0	756.2	None	Continuous
01/03/2023 12:42	253898.4	747.4	None	Continuous
01/03/2023 13:42	254649.5	751.1	None	Continuous
01/03/2023 14:42	255407.1	757.6	None	Continuous
01/03/2023 15:42	256166.7	759.6	None	Continuous
01/03/2023 16:42	256947.3	780.6	None	Continuous
01/03/2023 17:42	257724.2	776.9	None	Continuous
01/03/2023 18:42	258498.6	774.4	None	Continuous
01/03/2023 19:42	259274.6	776.0	None	Continuous
01/03/2023 20:42	260055.9	781.3	None	Continuous
01/03/2023 21:42	260829.8	773.9	None	Continuous
01/03/2023 22:42	261598.2	768.4	None	Continuous
01/03/2023 23:42	262363.6	765.4	None	Continuous
01/04/2023 00:42	263113.9	750.3	None	Continuous
01/04/2023 01:42	263866.3	752.4	None	Continuous
01/04/2023 02:42	264610.0	743.7	None	Continuous
01/04/2023 03:42	265365.5	755.5	None	Continuous
01/04/2023 04:42	266144.3	778.8	None	Continuous
01/04/2023 05:42	266914.9	770.6	None	Continuous
01/04/2023 06:42	267640.4*	725.5*	None*	Continuous*
01/04/2023 07:42	268365.8	725.4*	None	Continuous
01/04/2023 08:42	269107.2	741.4	None	Continuous
01/04/2023 09:42	269832.9	725.7	None	Continuous
01/04/2023 10:42	270569.3*	736.4*	None*	Continuous*
01/04/2023 11:42	271305.6	736.3*	None	Continuous
01/04/2023 12:42	272060.1*	754.5*	None*	Continuous*
01/04/2023 13:42	272814.4*	754.3*	None*	Continuous*
01/04/2023 14:42	273568.7*	754.3*	None*	Continuous*
01/04/2023 15:42	274323.0	754.3*	None	Continuous
01/04/2023 16:42	275064.3	741.3	None	Continuous
01/04/2023 17:42	275804.8	740.5	None	Continuous
01/04/2023 18:42	276552.6	747.8	None	Continuous
01/04/2023 19:42	277300.8	748.2	None	Continuous
01/04/2023 20:42	278062.5	761.7	None	Continuous

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/04/2023 21:42	278815.3	752.8	None	Continuous
01/04/2023 22:42	279577.3	762.0	None	Continuous
01/04/2023 23:42	280321.9	744.6	None	Continuous
01/05/2023 00:42	281066.6	744.7	None	Continuous
01/05/2023 01:42	281812.0	745.4	None	Continuous
01/05/2023 02:42	282559.7	747.7	None	Continuous
01/05/2023 03:42	283331.9	772.2	None	Continuous
01/05/2023 04:42	284099.6	767.7	None	Continuous
01/05/2023 05:42	284867.7	768.1	None	Continuous
01/05/2023 06:42	285625.8	758.1	None	Continuous
01/05/2023 07:42	286378.0	752.2	None	Continuous
01/05/2023 08:42	287132.2	754.2	None	Continuous
01/05/2023 09:42	287888.9	756.7	None	Continuous
01/05/2023 10:42	288643.1	754.2	None	Continuous
01/05/2023 11:42	289394.7	751.6	None	Continuous
01/05/2023 12:42	290145.0	750.3	None	Continuous
01/05/2023 13:42	290891.4	746.4	None	Continuous
01/05/2023 14:42	291612.4	721.0	None	Continuous
01/05/2023 15:42	292336.2	723.8	None	Continuous
01/05/2023 16:42	293080.3	744.1	None	Continuous
01/05/2023 17:42	293819.2	738.9	None	Continuous
01/05/2023 18:42	294557.3	738.1	None	Continuous
01/05/2023 19:42	295297.9	740.6	None	Continuous
01/05/2023 20:42	296043.0	745.1	None	Continuous
01/05/2023 21:42	296787.1	744.1	None	Continuous
01/05/2023 22:42	297528.5	741.4	None	Continuous
01/05/2023 23:42	298284.3	755.8	None	Continuous
01/06/2023 00:42	299045.6	761.3	None	Continuous
01/06/2023 01:42	299812.4	766.8	None	Continuous
01/06/2023 02:42	300606.9	794.5	None	Continuous
01/06/2023 03:42	301381.0	774.1	None	Continuous
01/06/2023 04:42	302147.8	766.8	None	Continuous
01/06/2023 05:42	302908.4	760.6	None	Continuous
01/06/2023 06:42	303663.6	755.2	None	Continuous
01/06/2023 07:42	304404.9	741.3	None	Continuous
01/06/2023 08:42	305145.4	740.5	None	Continuous
01/06/2023 09:42	305894.0	748.6	None	Continuous
01/06/2023 10:42	306648.1	754.1	None	Continuous
01/06/2023 11:42	307399.9	751.8	None	Continuous
01/06/2023 12:42	308153.6	753.7	None	Continuous
01/06/2023 13:42	308913.1	759.5	None	Continuous
01/06/2023 14:42	309670.6	757.5	None	Continuous
01/06/2023 15:42	310425.2	754.6	None	Continuous
01/06/2023 16:42	311183.1	757.9	None	Continuous
01/06/2023 17:42	311947.3	764.2	None	Continuous
01/06/2023 18:42	312709.5	762.2	None	Continuous
01/06/2023 19:42	313470.4	760.9	None	Continuous
01/06/2023 20:42	314232.0	761.6	None	Continuous
01/06/2023 21:42	314991.4	759.4	None	Continuous
01/06/2023 22:42	315768.1	776.7	None	Continuous
01/06/2023 23:42	316550.0	781.9	None	Continuous
01/07/2023 00:42	317293.2	743.2	None	Continuous
01/07/2023 01:42	318029.6	736.4	None	Continuous
01/07/2023 02:42	318758.1	728.5	None	Continuous
01/07/2023 03:42	319486.2	728.1	None	Continuous
01/07/2023 04:42	320218.6	732.4	None	Continuous
01/07/2023 05:42	320948.6	730.0	None	Continuous
01/07/2023 06:42	321675.0	726.4	None	Continuous
01/07/2023 07:42	322429.5	754.5	None	Continuous

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/07/2023 08:42	323181.3	751.8	None	Continuous
01/07/2023 09:42	323917.4	736.1	None	Continuous
01/07/2023 10:42	324661.2	743.8	None	Continuous
01/07/2023 11:42	325402.1	740.9	None	Continuous
01/07/2023 12:42	326152.0	749.9	None	Continuous
01/07/2023 13:42	326913.1	761.1	None	Continuous
01/07/2023 14:42	327690.8	777.7	None	Continuous
01/07/2023 15:42	328471.7	780.9	None	Continuous
01/07/2023 16:42	329246.5	774.8	None	Continuous
01/07/2023 17:42	330027.7	781.2	None	Continuous
01/07/2023 18:42	330800.8	773.1	None	Continuous
01/07/2023 19:42	331574.6	773.8	None	Continuous
01/07/2023 20:42	332353.1	778.5	None	Continuous
01/07/2023 21:42	333140.1*	787.0*	None*	Continuous*
01/07/2023 22:42	333927.1	787.0*	None	Continuous
01/07/2023 23:42	334717.5	790.4	None	Continuous
01/08/2023 00:42	335501.1	783.6	None	Continuous
01/08/2023 01:42	336289.3	788.2	None	Continuous
01/08/2023 02:42	337053.2	763.9	None	Continuous
01/08/2023 03:42	337813.1	759.9	None	Continuous
01/08/2023 04:42	338580.7	767.6	None	Continuous
01/08/2023 05:42	339332.3	751.6	None	Continuous
01/08/2023 06:42	340087.4	755.1	None	Continuous
01/08/2023 07:42	340831.5	744.1	None	Continuous
01/08/2023 08:42	341558.1	726.6	None	Continuous
01/08/2023 09:42	342282.0	723.9	None	Continuous
01/08/2023 10:42	343007.4	725.4	None	Continuous
01/08/2023 11:42	343733.1*	725.7*	None*	Continuous*
01/08/2023 12:42	344458.7	725.6*	None	Continuous
01/08/2023 13:42	345188.1	729.4	None	Continuous
01/08/2023 14:42	345964.1	776.0	None	Continuous
01/08/2023 15:42	346754.7	790.6	None	Continuous
01/08/2023 16:42	347540.6	785.9	None	Continuous
01/08/2023 17:42	348326.9	786.3	None	Continuous
01/08/2023 18:42	349101.5	774.6	None	Continuous
01/08/2023 19:42	349867.3	765.8	None	Continuous
01/08/2023 20:42	350633.4	766.1	None	Continuous
01/08/2023 21:42	351403.2	769.8	None	Continuous
01/08/2023 22:42	352157.7	754.5	None	Continuous
01/08/2023 23:42	352927.2	769.5	None	Continuous
01/09/2023 00:42	353691.3	764.1	None	Continuous
01/09/2023 01:42	354451.6	760.3	None	Continuous
01/09/2023 02:42	355210.0	758.4	None	Continuous
01/09/2023 03:42	355961.0	751.0	None	Continuous
01/09/2023 04:42	356723.2	762.2	None	Continuous
01/09/2023 05:42	357498.4	775.2	None	Continuous
01/09/2023 06:42	358257.3	758.9	None	Continuous
01/09/2023 07:42	358997.5	740.2	None	Continuous
01/09/2023 08:42	359745.1	747.6	None	Continuous
01/09/2023 09:42	360496.1	751.0	None	Continuous
01/09/2023 10:42	361250.7	754.6	None	Continuous
01/09/2023 11:42	362014.9	764.2	None	Continuous
01/09/2023 12:42	362765.5	750.6	None	Continuous
01/09/2023 13:42	363506.4	740.9	None	Continuous
01/09/2023 14:42	364257.6	751.2	None	Continuous
01/09/2023 15:42	365020.2	762.6	None	Continuous
01/09/2023 16:42	365790.1	769.9	None	Continuous
01/09/2023 17:42	366548.5	758.4	None	Continuous
01/09/2023 18:42	367297.2	748.7	None	Continuous

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/09/2023 19:42	368059.4	762.2	None	Continuous
01/09/2023 20:42	368823.0	763.6	None	Continuous
01/09/2023 21:42	369573.5	750.5	None	Continuous
01/09/2023 22:42	370337.7	764.2	None	Continuous
01/09/2023 23:42	371101.3	763.6	None	Continuous
01/10/2023 00:42	371841.7	740.4	None	Continuous
01/10/2023 01:42	372592.9	751.2	None	Continuous
01/10/2023 02:42	373355.6	762.7	None	Continuous
01/10/2023 03:42	374126.0	770.4	None	Continuous
01/10/2023 04:42	374894.8	768.8	None	Continuous
01/10/2023 05:42	375641.2	746.4	None	Continuous
01/10/2023 06:42	376371.1	729.9	None	Continuous
01/10/2023 07:42	377099.9	728.8	None	Continuous
01/10/2023 08:42	377840.4	740.5	None	Continuous
01/10/2023 09:42	378586.9	746.5	None	Continuous
01/10/2023 10:42	379327.3	740.4	None	Continuous
01/10/2023 11:42	380065.2	737.9	None	Continuous
01/10/2023 12:42	380793.6	728.4	None	Continuous
01/10/2023 13:42	381518.5	724.9	None	Continuous
01/10/2023 14:42	382244.4	725.9	None	Continuous
01/10/2023 15:42	382974.4	730.0	None	Continuous
01/10/2023 16:42	383709.1	734.7	None	Continuous
01/10/2023 17:42	384454.0	744.9	None	Continuous
01/10/2023 18:42	385213.3	759.3	None	Continuous
01/10/2023 19:42	385952.8*	739.5*	None*	Continuous*
01/10/2023 20:42	386692.2	739.4*	None	Continuous
01/10/2023 21:42	387437.4	745.2	None	Continuous
01/10/2023 22:42	388183.5	746.1	None	Continuous
01/10/2023 23:42	388933.0	749.5	None	Continuous
01/11/2023 00:42	389679.3	746.3	None	Continuous
01/11/2023 01:42	390435.7	756.4	None	Continuous
01/11/2023 02:42	391201.9	766.2	None	Continuous
01/11/2023 03:42	391970.9	769.0	None	Continuous
01/11/2023 04:42	392696.5	725.6	None	Continuous
01/11/2023 05:42	393417.0	720.5	None	Continuous
01/11/2023 06:42	394133.4	716.4	None	Continuous
01/11/2023 07:42	394852.5	719.1	None	Continuous
01/11/2023 08:42	395578.1	725.6	None	Continuous
01/11/2023 09:42	396316.0	737.9	None	Continuous
01/11/2023 10:42	397044.4	728.4	None	Continuous
01/11/2023 11:42	397777.7	733.3	None	Continuous
01/11/2023 12:42	398517.8	740.1	None	Continuous
01/11/2023 13:42	399257.7	739.9	None	Continuous
01/11/2023 14:42	400001.1	743.4	None	Continuous
01/11/2023 15:42	400747.0	745.9	None	Continuous
01/11/2023 16:42	401495.4	748.4	None	Continuous
01/11/2023 17:42	402243.9	748.5	None	Continuous
01/11/2023 18:42	402987.6	743.7	None	Continuous
01/11/2023 19:42	403723.7	736.1	None	Continuous
01/11/2023 20:42	404457.2	733.5	None	Continuous
01/11/2023 21:42	405193.5*	736.3*	None*	Continuous*
01/11/2023 22:42	405929.7	736.2*	None	Continuous
01/11/2023 23:42	406672.1	742.4	None	Continuous
01/12/2023 00:42	407420.0	747.9	None	Continuous
01/12/2023 01:42	408176.1	756.1	None	Continuous
01/12/2023 02:42	408934.7	758.6	None	Continuous
01/12/2023 03:42	409700.8	766.1	None	Continuous
01/12/2023 04:42	410447.0	746.2	None	Continuous
01/12/2023 05:42	411185.5	738.5	None	Continuous

Data Log Report MIU# [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/12/2023 06:42	411907.3	721.8	None	Continuous
01/12/2023 07:42	412618.9	711.6	None	Continuous
01/12/2023 08:42	413345.6	726.7	None	Continuous
01/12/2023 09:42	414073.5	727.9	None	Continuous
01/12/2023 10:42	414801.8	728.3	None	Continuous
01/12/2023 11:42	415548.8	747.0	None	Continuous
01/12/2023 12:42	416311.4	762.6	None	Continuous
01/12/2023 13:42	417066.3	754.9	None	Continuous
01/12/2023 14:42	417812.6	746.3	None	Continuous
01/12/2023 15:42	418552.5	739.9	None	Continuous
01/12/2023 16:42	419292.5	740.0	None	Continuous
01/12/2023 17:42	420034.4	741.9	None	Continuous
01/12/2023 18:42	420772.1	737.7	None	Continuous
01/12/2023 19:42	421506.0	733.9	None	Continuous
01/12/2023 20:42	422246.4	740.4	None	Continuous
01/12/2023 21:42	423002.0	755.6	None	Continuous
01/12/2023 22:42	423750.7	748.7	None	Continuous
01/12/2023 23:42	424498.0	747.3	None	Continuous
01/13/2023 00:42	425250.8	752.8	None	Continuous
01/13/2023 01:42	426011.2	760.4	None	Continuous
01/13/2023 02:42	426769.9	758.7	None	Continuous
01/13/2023 03:42	427540.6	770.7	None	Continuous
01/13/2023 04:42	428308.1*	767.5*	None*	Continuous*
01/13/2023 05:42	429075.6	767.5*	None	Continuous
01/13/2023 06:42	429824.9	749.3	None	Continuous
01/13/2023 07:42	430571.6	746.7	None	Continuous
01/13/2023 08:42	431319.3	747.7	None	Continuous
01/13/2023 09:42	432066.8	747.5	None	Continuous
01/13/2023 10:42	432820.4	753.6	None	Continuous
01/13/2023 11:42	433594.9	774.5	None	Continuous
01/13/2023 12:42	434322.9	728.0	None	Continuous
01/13/2023 13:42	435052.8	729.9	None	Continuous
01/13/2023 14:42	435796.7*	743.9*	None*	Continuous*
01/13/2023 15:42	436540.5*	743.8*	None*	Continuous*
01/13/2023 16:42	437284.3	743.8*	None	Continuous
01/13/2023 17:42	438030.2	745.9	None	Continuous
01/13/2023 18:42	438779.7	749.5	None	Continuous
01/13/2023 19:42	439526.3	746.6	None	Continuous
01/13/2023 20:42	440273.9	747.6	None	Continuous
01/13/2023 21:42	441020.0	746.1	None	Continuous
01/13/2023 22:42	441769.9	749.9	None	Continuous
01/13/2023 23:42	442530.2	760.3	None	Continuous
01/14/2023 00:42	443268.6	738.4	None	Continuous
01/14/2023 01:42	444014.4	745.8	None	Continuous
01/14/2023 02:42	444738.3	723.9	None	Continuous
01/14/2023 03:42	445455.8	717.5	None	Continuous
01/14/2023 04:42	446189.0	733.2	None	Continuous
01/14/2023 05:42	446947.9	758.9	None	Continuous
01/14/2023 06:42	447713.2	765.3	None	Continuous
01/14/2023 07:42	448475.9	762.7	None	Continuous
01/14/2023 08:42	449226.1	750.2	None	Continuous
01/14/2023 09:42	449962.1	736.0	None	Continuous
01/14/2023 10:42	450699.1	737.0	None	Continuous
01/14/2023 11:42	451431.6	732.5	None	Continuous
01/14/2023 12:42	452165.8	734.2	None	Continuous
01/14/2023 13:42	452896.9	731.1	None	Continuous
01/14/2023 14:42	453635.2	738.3	None	Continuous
01/14/2023 15:42	454371.8	736.6	None	Continuous
01/14/2023 16:42	455106.5	734.7	None	Continuous

Data Log Report MIU#: [REDACTED] 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/14/2023 17:42	455845.5	739.0	None	Continuous
01/14/2023 18:42	456589.0*	743.5*	None*	Continuous*
01/14/2023 19:42	457332.4	743.4*	None	Continuous
01/14/2023 20:42	458080.1	747.7	None	Continuous
01/14/2023 21:42	458827.7	747.6	None	Continuous
01/14/2023 22:42	459563.5	735.8	None	Continuous
01/14/2023 23:42	460297.8	734.3	None	Continuous
01/15/2023 00:42	461034.5	736.7	None	Continuous
01/15/2023 01:42	461751.3	716.8	None	Continuous
01/15/2023 02:42	462486.0	734.7	None	Continuous
01/15/2023 03:42	463233.6	747.6	None	Continuous
01/15/2023 04:42	463979.9	746.3	None	Continuous
01/15/2023 05:42	464723.2	743.3	None	Continuous
01/15/2023 06:42	465449.5	726.3	None	Continuous
01/15/2023 07:42	466171.7	722.2	None	Continuous
01/15/2023 08:42	466901.5	729.8	None	Continuous
01/15/2023 09:42	467635.5	734.0	None	Continuous
01/15/2023 10:42	468362.6	727.1	None	Continuous
01/15/2023 11:42	469094.5	731.9	None	Continuous
01/15/2023 12:42	469823.2	728.7	None	Continuous
01/15/2023 13:42	470554.2	731.0	None	Continuous
01/15/2023 14:42	471292.7	738.5	None	Continuous
01/15/2023 15:42	472043.1	750.4	None	Continuous
01/15/2023 16:42	472796.7	753.6	None	Continuous
01/15/2023 17:42	473555.4	758.7	None	Continuous
01/15/2023 18:42	474298.4	743.0	None	Continuous
01/15/2023 19:42	475037.3	738.9	None	Continuous
01/15/2023 20:42	475774.4	737.1	None	Continuous
01/15/2023 21:42	476520.9	746.5	None	Continuous
01/15/2023 22:42	477248.0	727.1	None	Continuous
01/15/2023 23:42	477981.0	733.0	None	Continuous
01/16/2023 00:42	478709.9	728.9	None	Continuous
01/16/2023 01:42	479443.5	733.6	None	Continuous
01/16/2023 02:42	480174.4	730.9	None	Continuous
01/16/2023 03:42	480916.4*	742.0*	None*	Continuous*
01/16/2023 04:42	481658.4	742.0*	None	Continuous
01/16/2023 05:42	482393.7*	735.3*	None*	Continuous*
01/16/2023 06:42	483128.8*	735.1*	None*	Continuous*
01/16/2023 07:42	483863.9*	735.1*	None*	Continuous*
01/16/2023 08:42	484599.0*	735.1*	None*	Continuous*
01/16/2023 09:42	485334.1	735.1*	None	Continuous
01/16/2023 10:42	486071.9	737.8	None	Continuous
01/16/2023 11:42	486805.7	733.8	None	Continuous
01/16/2023 12:42	487550.1	744.4	None	Continuous
01/16/2023 13:42	488284.4	734.3	None	Continuous
01/16/2023 14:42	489015.2	730.8	None	Continuous
01/16/2023 15:42	489747.5	732.3	None	Continuous
01/16/2023 16:42	490490.9	743.4	None	Continuous
01/16/2023 17:42	491231.8	740.9	None	Continuous
01/16/2023 18:42	491970.1	738.3	None	Continuous
01/16/2023 19:42	492713.2	743.1	None	Continuous
01/16/2023 20:42	493465.6	752.4	None	Continuous
01/16/2023 21:42	494216.1	750.5	None	Continuous
01/16/2023 22:42	494967.7	751.6	None	Continuous
01/16/2023 23:42	495713.3	745.6	None	Continuous
01/17/2023 00:42	496452.0	738.7	None	Continuous
01/17/2023 01:42	497198.6	746.6	None	Continuous
01/17/2023 02:42	497946.8	748.2	None	Continuous
01/17/2023 03:42	498695.3	748.5	None	Continuous

Data Log Report [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/17/2023 04:42	499435.5	740.2	None	Continuous
01/17/2023 05:42	500172.9	737.4	None	Continuous
01/17/2023 06:42	500892.9	720.0	None	Continuous
01/17/2023 07:42	501615.0	722.1	None	Continuous
01/17/2023 08:42	502358.1	743.1	None	Continuous
01/17/2023 09:42	503106.1	748.0	None	Continuous
01/17/2023 10:42	503857.9	751.8	None	Continuous
01/17/2023 11:42	504617.9	760.0	None	Continuous
01/17/2023 12:42	505366.9	749.0	None	Continuous
01/17/2023 13:42	506118.5	751.6	None	Continuous
01/17/2023 14:42	506872.2	753.7	None	Continuous
01/17/2023 15:42	507610.3	738.1	None	Continuous
01/17/2023 16:42	508350.1	739.8	None	Continuous
01/17/2023 17:42	509091.1	741.0	None	Continuous
01/17/2023 18:42	509826.3	735.2	None	Continuous
01/17/2023 19:42	510572.5	746.2	None	Continuous
01/17/2023 20:42	511315.2	742.7	None	Continuous
01/17/2023 21:42	512051.7	736.5	None	Continuous
01/17/2023 22:42	512792.9	741.2	None	Continuous
01/17/2023 23:42	513519.6	726.7	None	Continuous
01/18/2023 00:42	514248.0	728.4	None	Continuous
01/18/2023 01:42	514979.1	731.1	None	Continuous
01/18/2023 02:42	515714.4	735.3	None	Continuous
01/18/2023 03:42	516463.3	748.9	None	Continuous
01/18/2023 04:42	517209.5	746.2	None	Continuous
01/18/2023 05:42	517949.6	740.1	None	Continuous
01/18/2023 06:42	518673.0	723.4	None	Continuous
01/18/2023 07:42	519396.8	723.8	None	Continuous
01/18/2023 08:42	520128.1	731.3	None	Continuous
01/18/2023 09:42	520866.1	738.0	None	Continuous
01/18/2023 10:42	521595.4	729.3	None	Continuous
01/18/2023 11:42	522352.9	757.5	None	Continuous
01/18/2023 12:42	523095.7	742.8	None	Continuous
01/18/2023 13:42	523841.0	745.3	None	Continuous
01/18/2023 14:42	524584.4	743.4	None	Continuous
01/18/2023 15:42	525333.9	749.5	None	Continuous
01/18/2023 16:42	526074.4	740.5	None	Continuous
01/18/2023 17:42	526823.9	749.5	None	Continuous
01/18/2023 18:42	527572.8	748.9	None	Continuous
01/18/2023 19:42	528317.8	745.0	None	Continuous
01/18/2023 20:42	529046.5	728.7	None	Continuous
01/18/2023 21:42	529778.0	731.5	None	Continuous
01/18/2023 22:42	530521.2	743.2	None	Continuous
01/18/2023 23:42	531256.0	734.8	None	Continuous
01/19/2023 00:42	531996.4	740.4	None	Continuous
01/19/2023 01:42	532739.3	742.9	None	Continuous
01/19/2023 02:42	533486.6	747.3	None	Continuous
01/19/2023 03:42	534267.6	781.0	None	Continuous
01/19/2023 04:42	535051.4	783.8	None	Continuous
01/19/2023 05:42	535817.5*	766.1*	None*	Continuous*
01/19/2023 06:42	536583.5	766.0*	None	Continuous
01/19/2023 07:42	537323.9*	740.4*	None*	Continuous*
01/19/2023 08:42	538064.2*	740.3*	None*	Continuous*
01/19/2023 09:42	538804.5*	740.3*	None*	Continuous*
01/19/2023 10:42	539544.8	740.3*	None	Continuous
01/19/2023 11:42	540277.5	732.7	None	Continuous
01/19/2023 12:42	541009.6	732.1	None	Continuous
01/19/2023 13:42	541745.0	735.4	None	Continuous
01/19/2023 14:42	542480.9	735.9	None	Continuous

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/19/2023 15:42	543217.3	736.4	None	Continuous
01/19/2023 16:42	543949.7	732.4	None	Continuous
01/19/2023 17:42	544681.8	732.1	None	Continuous
01/19/2023 18:42	545407.4	725.6	None	Continuous
01/19/2023 19:42	546133.2	725.8	None	Continuous
01/19/2023 20:42	546861.7	728.5	None	Continuous
01/19/2023 21:42	547601.2	739.5	None	Continuous
01/19/2023 22:42	548335.9	734.7	None	Continuous
01/19/2023 23:42	549072.0	736.1	None	Continuous
01/20/2023 00:42	549806.2	734.2	None	Continuous
01/20/2023 01:42	550543.7	737.5	None	Continuous
01/20/2023 02:42	551291.7	748.0	None	Continuous
01/20/2023 03:42	552039.6	747.9	None	Continuous
01/20/2023 04:42	552782.3	742.7	None	Continuous
01/20/2023 05:42	553518.8*	736.5*	None*	Continuous*
01/20/2023 06:42	554255.2	736.4*	None	Continuous
01/20/2023 07:42	554977.5	722.3	None	Continuous
01/20/2023 08:42	555711.7	734.2	None	Continuous
01/20/2023 09:42	556445.2	733.5	None	Continuous
01/20/2023 10:42	557169.6	724.4	None	Continuous
01/20/2023 11:42	557904.2	734.6	None	Continuous
01/20/2023 12:42	558649.4	745.2	None	Continuous
01/20/2023 13:42	559394.2	744.8	None	Continuous
01/20/2023 14:42	560141.9	747.7	None	Continuous
01/20/2023 15:42	560879.2	737.3	None	Continuous
01/20/2023 16:42	561617.5	738.3	None	Continuous
01/20/2023 17:42	562354.0	736.5	None	Continuous
01/20/2023 18:42	563091.6	737.6	None	Continuous
01/20/2023 19:42	563832.1	740.5	None	Continuous
01/20/2023 20:42	564576.5	744.4	None	Continuous
01/20/2023 21:42	565321.9	745.4	None	Continuous
01/20/2023 22:42	566070.7	748.8	None	Continuous
01/20/2023 23:42	566820.8	750.1	None	Continuous
01/21/2023 00:42	567553.4	732.6	None	Continuous
01/21/2023 01:42	568282.5	729.1	None	Continuous
01/21/2023 02:42	569014.5	732.0	None	Continuous
01/21/2023 03:42	569739.0	724.5	None	Continuous
01/21/2023 04:42	570467.7	728.7	None	Continuous
01/21/2023 05:42	571204.4	736.7	None	Continuous
01/21/2023 06:42	571946.7	742.3	None	Continuous
01/21/2023 07:42	572689.1	742.4	None	Continuous
01/21/2023 08:42	573422.1	733.0	None	Continuous
01/21/2023 09:42	574161.7	739.6	None	Continuous
01/21/2023 10:42	574905.0	743.3	None	Continuous
01/21/2023 11:42	575634.4	729.4	None	Continuous
01/21/2023 12:42	576360.2	725.8	None	Continuous
01/21/2023 13:42	577089.9	729.7	None	Continuous
01/21/2023 14:42	577822.9	733.0	None	Continuous
01/21/2023 15:42	578560.4	737.5	None	Continuous
01/21/2023 16:42	579295.3	734.9	None	Continuous
01/21/2023 17:42	580030.9	735.6	None	Continuous
01/21/2023 18:42	580770.2	739.3	None	Continuous
01/21/2023 19:42	581499.8	729.6	None	Continuous
01/21/2023 20:42	582244.9	745.1	None	Continuous
01/21/2023 21:42	582998.0	753.1	None	Continuous
01/21/2023 22:42	583761.0	763.0	None	Continuous
01/21/2023 23:42	584529.9	768.9	None	Continuous
01/22/2023 00:42	585292.8	762.9	None	Continuous
01/22/2023 01:42	586056.1	763.3	None	Continuous

Data Log Report MIU# [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/22/2023 02:42	586813.5	757.4	None	Continuous
01/22/2023 03:42	587566.5	753.0	None	Continuous
01/22/2023 04:42	588312.0	745.5	None	Continuous
01/22/2023 05:42	589067.4	755.4	None	Continuous
01/22/2023 06:42	589808.0	740.6	None	Continuous
01/22/2023 07:42	590541.7	733.7	None	Continuous
01/22/2023 08:42	591273.0	731.3	None	Continuous
01/22/2023 09:42	592003.5	730.5	None	Continuous
01/22/2023 10:42	592734.7	731.2	None	Continuous
01/22/2023 11:42	593472.5	737.8	None	Continuous
01/22/2023 12:42	594211.5	739.0	None	Continuous
01/22/2023 13:42	594965.9	754.4	None	Continuous
01/22/2023 14:42	595706.6	740.7	None	Continuous
01/22/2023 15:42	596451.4	744.8	None	Continuous
01/22/2023 16:42	597196.2	744.8	None	Continuous
01/22/2023 17:42	597941.5	745.3	None	Continuous
01/22/2023 18:42	598681.9	740.4	None	Continuous
01/22/2023 19:42	599420.6	738.7	None	Continuous
01/22/2023 20:42	600153.9	733.3	None	Continuous
01/22/2023 21:42	600898.3	744.4	None	Continuous
01/22/2023 22:42	601636.5	738.2	None	Continuous
01/22/2023 23:42	602374.5	738.0	None	Continuous
01/23/2023 00:42	603111.7	737.2	None	Continuous
01/23/2023 01:42	603859.4	747.7	None	Continuous
01/23/2023 02:42	604592.4	733.0	None	Continuous
01/23/2023 03:42	605342.7	750.3	None	Continuous
01/23/2023 04:42	606102.5	759.8	None	Continuous
01/23/2023 05:42	606845.1	742.6	None	Continuous
01/23/2023 06:42	607572.3	727.2	None	Continuous
01/23/2023 07:42	608294.6	722.3	None	Continuous
01/23/2023 08:42	609034.9	740.3	None	Continuous
01/23/2023 09:42	609774.6	739.7	None	Continuous
01/23/2023 10:42	610513.3	738.7	None	Continuous
01/23/2023 11:42	611253.0	739.7	None	Continuous
01/23/2023 12:42	611991.5	738.5	None	Continuous
01/23/2023 13:42	612725.7	734.2	None	Continuous
01/23/2023 14:42	613459.8	734.1	None	Continuous
01/23/2023 15:42	614188.2	728.4	None	Continuous
01/23/2023 16:42	614922.9	734.7	None	Continuous
01/23/2023 17:42	615672.4	749.5	None	Continuous
01/23/2023 18:42	616419.7	747.3	None	Continuous
01/23/2023 19:42	617158.6	738.9	None	Continuous
01/23/2023 20:42	617899.1	740.5	None	Continuous
01/23/2023 21:42	618647.0	747.9	None	Continuous
01/23/2023 22:42	619393.2	746.2	None	Continuous
01/23/2023 23:42	620149.7	756.5	None	Continuous
01/24/2023 00:42	620910.1	760.4	None	Continuous
01/24/2023 01:42	621673.1	763.0	None	Continuous
01/24/2023 02:42	622452.1	779.0	None	Continuous
01/24/2023 03:42	623238.4	786.3	None	Continuous
01/24/2023 04:42	624011.3	772.9	None	Continuous
01/24/2023 05:42	624764.7	753.4	None	Continuous
01/24/2023 06:42	625509.1	744.4	None	Continuous
01/24/2023 07:42	626239.7	730.6	None	Continuous
01/24/2023 08:42	626983.9	744.2	None	Continuous
01/24/2023 09:42	627729.3	745.4	None	Continuous
01/24/2023 10:42	628472.8	743.5	None	Continuous
01/24/2023 11:42	629210.6	737.8	None	Continuous
01/24/2023 12:42	629944.6	734.0	None	Continuous

Data Log Report MIU# [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/24/2023 13:42	630679.5	734.9	None	Continuous
01/24/2023 14:42	631422.0	742.5	None	Continuous
01/24/2023 15:42	632166.0	744.0	None	Continuous
01/24/2023 16:42	632902.6	736.6	None	Continuous
01/24/2023 17:42	633634.0	731.4	None	Continuous
01/24/2023 18:42	634364.1	730.1	None	Continuous
01/24/2023 19:42	635092.3	728.2	None	Continuous
01/24/2023 20:42	635834.5	742.2	None	Continuous
01/24/2023 21:42	636583.4	748.9	None	Continuous
01/24/2023 22:42	637329.3	745.9	None	Continuous
01/24/2023 23:42	638085.1	755.8	None	Continuous
01/25/2023 00:42	638850.5	765.4	None	Continuous
01/25/2023 01:42	639619.9	769.4	None	Continuous
01/25/2023 02:42	640382.8	762.9	None	Continuous
01/25/2023 03:42	641115.5	732.7	None	Continuous
01/25/2023 04:42	641852.1	736.6	None	Continuous
01/25/2023 05:42	642587.7	735.6	None	Continuous
01/25/2023 06:42	643319.6	731.9	None	Continuous
01/25/2023 07:42	644044.1	724.5	None	Continuous
01/25/2023 08:42	644782.0	737.9	None	Continuous
01/25/2023 09:42	645528.9	746.9	None	Continuous
01/25/2023 10:42	646276.1	747.2	None	Continuous
01/25/2023 11:42	647019.5	743.4	None	Continuous
01/25/2023 12:42	647760.5	741.0	None	Continuous
01/25/2023 13:42	648495.3	734.8	None	Continuous
01/25/2023 14:42	649223.5	728.2	None	Continuous
01/25/2023 15:42	649955.9	732.4	None	Continuous
01/25/2023 16:42	650697.9	742.0	None	Continuous
01/25/2023 17:42	651440.8	742.9	None	Continuous
01/25/2023 18:42	652189.3	748.5	None	Continuous
01/25/2023 19:42	652944.9	755.6	None	Continuous
01/25/2023 20:42	653706.0	761.1	None	Continuous
01/25/2023 21:42	654453.2	747.2	None	Continuous
01/25/2023 22:42	655204.5	751.3	None	Continuous
01/25/2023 23:42	655962.3	757.8	None	Continuous
01/26/2023 00:42	656754.5	792.2	None	Continuous
01/26/2023 01:42	657526.7	772.2	None	Continuous
01/26/2023 02:42	658301.9	775.2	None	Continuous
01/26/2023 03:42	659085.1	783.2	None	Continuous
01/26/2023 04:42	659858.7	773.6	None	Continuous
01/26/2023 05:42	660624.3	765.6	None	Continuous
01/26/2023 06:42	661359.9	735.6	None	Continuous
01/26/2023 07:42	662088.4	728.5	None	Continuous
01/26/2023 08:42	662819.1	730.7	None	Continuous
01/26/2023 09:42	663554.9	735.8	None	Continuous
01/26/2023 10:42	664282.4	727.5	None	Continuous
01/26/2023 11:42	665024.2	741.8	None	Continuous
01/26/2023 12:42	665761.7	737.5	None	Continuous
01/26/2023 13:42	666499.4	737.7	None	Continuous
01/26/2023 14:42	667234.9	735.5	None	Continuous
01/26/2023 15:42	667965.7	730.8	None	Continuous
01/26/2023 16:42	668703.4	737.7	None	Continuous
01/26/2023 17:42	669454.7	751.3	None	Continuous
01/26/2023 18:42	670198.4	743.7	None	Continuous
01/26/2023 19:42	670937.2	738.8	None	Continuous
01/26/2023 20:42	671671.3	734.1	None	Continuous
01/26/2023 21:42	672407.1	735.8	None	Continuous
01/26/2023 22:42	673143.9	736.8	None	Continuous
01/26/2023 23:42	673904.6	760.7	None	Continuous

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/27/2023 00:42	674662.6	758.0	None	Continuous
01/27/2023 01:42	675430.4	767.8	None	Continuous
01/27/2023 02:42	676202.3	771.9	None	Continuous
01/27/2023 03:42	676978.1	775.8	None	Continuous
01/27/2023 04:42	677734.2	756.1	None	Continuous
01/27/2023 05:42	678499.5	765.3	None	Continuous
01/27/2023 06:42	679246.8	747.3	None	Continuous
01/27/2023 07:42	680006.0	759.2	None	Continuous
01/27/2023 08:42	680771.6	765.6	None	Continuous
01/27/2023 09:42	681536.9	765.3	None	Continuous
01/27/2023 10:42	682297.8	760.9	None	Continuous
01/27/2023 11:42	683068.0	770.2	None	Continuous
01/27/2023 12:42	683840.7	772.7	None	Continuous
01/27/2023 13:42	684621.0	780.3	None	Continuous
01/27/2023 14:42	685407.2	786.2	None	Continuous
01/27/2023 15:42	686198.2	791.0	None	Continuous
01/27/2023 16:42	686983.6	785.4	None	Continuous
01/27/2023 17:42	687724.2	740.6	None	Continuous
01/27/2023 18:42	688461.5	737.3	None	Continuous
01/27/2023 19:42	689197.3	735.8	None	Continuous
01/27/2023 20:42	689939.1	741.8	None	Continuous
01/27/2023 21:42	690701.6	762.5	None	Continuous
01/27/2023 22:42	691457.6	756.0	None	Continuous
01/27/2023 23:42	692225.5	767.9	None	Continuous
01/28/2023 00:42	692984.3	758.8	None	Continuous
01/28/2023 01:42	693750.0	765.7	None	Continuous
01/28/2023 02:42	694518.9	768.9	None	Continuous
01/28/2023 03:42	695284.1	765.2	None	Continuous
01/28/2023 04:42	696054.7	770.6	None	Continuous
01/28/2023 05:42	696815.9	761.2	None	Continuous
01/28/2023 06:42	697596.8	780.9	None	Continuous
01/28/2023 07:42	698368.4	771.6	None	Continuous
01/28/2023 08:42	699119.9	751.5	None	Continuous
01/28/2023 09:42	699854.1	734.2	None	Continuous
01/28/2023 10:42	700590.7	736.6	None	Continuous
01/28/2023 11:42	701327.6	736.9	None	Continuous
01/28/2023 12:42	702064.3	736.7	None	Continuous
01/28/2023 13:42	702801.2	736.9	None	Continuous
01/28/2023 14:42	703542.4	741.2	None	Continuous
01/28/2023 15:42	704283.8	741.4	None	Continuous
01/28/2023 16:42	705035.5	751.7	None	Continuous
01/28/2023 17:42	705771.9	736.4	None	Continuous
01/28/2023 18:42	706515.4	743.5	None	Continuous
01/28/2023 19:42	707266.8	751.4	None	Continuous
01/28/2023 20:42	708019.2	752.4	None	Continuous
01/28/2023 21:42	708758.1	738.9	None	Continuous
01/28/2023 22:42	709516.3	758.2	None	Continuous
01/28/2023 23:42	710279.8	763.5	None	Continuous
01/29/2023 00:42	711012.8	733.0	None	Continuous
01/29/2023 01:42	711750.7	737.9	None	Continuous
01/29/2023 02:42	712511.2	760.5	None	Continuous
01/29/2023 03:42	713271.8	760.6	None	Continuous
01/29/2023 04:42	714038.8	767.0	None	Continuous
01/29/2023 05:42	714779.6	740.8	None	Continuous
01/29/2023 06:42	715525.8	746.2	None	Continuous
01/29/2023 07:42	716270.5	744.7	None	Continuous
01/29/2023 08:42	717010.7	740.2	None	Continuous
01/29/2023 09:42	717748.2	737.5	None	Continuous
01/29/2023 10:42	718488.1	739.9	None	Continuous

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/29/2023 11:42	719235.5	747.4	None	Continuous
01/29/2023 12:42	719970.6	735.1	None	Continuous
01/29/2023 13:42	720708.0	737.4	None	Continuous
01/29/2023 14:42	721450.6	742.6	None	Continuous
01/29/2023 15:42	722201.6	751.0	None	Continuous
01/29/2023 16:42	722953.6	752.0	None	Continuous
01/29/2023 17:42	723702.2	748.6	None	Continuous
01/29/2023 18:42	724445.4	743.2	None	Continuous
01/29/2023 19:42	725194.4	749.0	None	Continuous
01/29/2023 20:42	725944.5	750.1	None	Continuous
01/29/2023 21:42	726694.1	749.6	None	Continuous
01/29/2023 22:42	727430.6	736.5	None	Continuous
01/29/2023 23:42	728178.6	748.0	None	Continuous
01/30/2023 00:42	728930.1	751.5	None	Continuous
01/30/2023 01:42	729681.8	751.7	None	Continuous
01/30/2023 02:42	730423.3	741.5	None	Continuous
01/30/2023 03:42	731152.7	729.4	None	Continuous
01/30/2023 04:42	731885.3	732.6	None	Continuous
01/30/2023 05:42	732616.0	730.7	None	Continuous
01/30/2023 06:42	733330.8	714.8	None	Continuous
01/30/2023 07:42	734044.4	713.6	None	Continuous
01/30/2023 08:42	734768.8	724.4	None	Continuous
01/30/2023 09:42	735497.8	729.0	None	Continuous
01/30/2023 10:42	736222.9	725.1	None	Continuous
01/30/2023 11:42	736950.0	727.1	None	Continuous
01/30/2023 12:42	737670.0	720.0	None	Continuous
01/30/2023 13:42	738399.1	729.1	None	Continuous
01/30/2023 14:42	739141.0	741.9	None	Continuous
01/30/2023 15:42	739886.2	745.2	None	Continuous
01/30/2023 16:42	740626.5	740.3	None	Continuous
01/30/2023 17:42	741364.4	737.9	None	Continuous
01/30/2023 18:42	742108.9	744.5	None	Continuous
01/30/2023 19:42	742852.8	743.9	None	Continuous
01/30/2023 20:42	743600.2	747.4	None	Continuous
01/30/2023 21:42	744321.3	721.1	None	Continuous
01/30/2023 22:42	745055.0	733.7	None	Continuous
01/30/2023 23:42	745797.9	742.9	None	Continuous
01/31/2023 00:42	746572.0	774.1	None	Continuous
01/31/2023 01:42	747347.9	775.9	None	Continuous
01/31/2023 02:42	748105.9	758.0	None	Continuous
01/31/2023 03:42	748866.6	760.7	None	Continuous
01/31/2023 04:42	749630.8	764.2	None	Continuous
01/31/2023 05:42	750382.5	751.7	None	Continuous
01/31/2023 06:42	751106.6	724.1	None	Continuous
01/31/2023 07:42	751836.4	729.8	None	Continuous
01/31/2023 08:42	752564.9	728.5	None	Continuous
01/31/2023 09:42	753295.3	730.4	None	Continuous
01/31/2023 10:42	754029.2	733.9	None	Continuous
01/31/2023 11:42	754764.3	735.1	None	Continuous
01/31/2023 12:42	755515.1	750.8	None	Continuous
01/31/2023 13:42	756254.2	739.1	None	Continuous
01/31/2023 14:42	756994.0	739.8	None	Continuous
01/31/2023 15:42	757736.4	742.4	None	Continuous
01/31/2023 16:42	758481.3	744.9	None	Continuous
01/31/2023 17:42	759221.0	739.7	None	Continuous
01/31/2023 18:42	759955.0	734.0	None	Continuous
01/31/2023 19:42	760687.5	732.5	None	Continuous
01/31/2023 20:42	761423.6	736.1	None	Continuous
01/31/2023 21:42	762162.5	738.9	None	Continuous

Data Log Report MIU# [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/31/2023 22:42	762903.9	741.4	None	Continuous
01/31/2023 23:42	763654.0	750.1	None	Continuous
02/01/2023 00:42	764411.1	757.1	None	Continuous
02/01/2023 01:42	765178.4	767.3	None	Continuous
02/01/2023 02:42	765953.0	774.6	None	Continuous
02/01/2023 03:42	766739.6	786.6	None	Continuous
02/01/2023 04:42	767457.3	717.7	None	Continuous
02/01/2023 05:42	768191.6	734.3	None	Continuous
02/01/2023 06:42	768918.3	726.7	None	Continuous
02/01/2023 07:42	769650.7	732.4	None	Continuous
02/01/2023 08:42	770377.1	726.4	None	Continuous
02/01/2023 09:42	770412.4	35.3	None	Intermittent
02/01/2023 10:42	770412.4	0.0	None	Intermittent
02/01/2023 11:42	770412.4	0.0	None	Intermittent
02/01/2023 12:42	770412.4	0.0	None	Intermittent
02/01/2023 13:42	770412.4	0.0	None	Intermittent
02/01/2023 14:42	770412.4	0.0	None	Intermittent
02/01/2023 15:42	770412.4	0.0	None	Intermittent
02/01/2023 16:42	770412.4	0.0	None	Intermittent
02/01/2023 17:42	770412.4	0.0	None	Intermittent
02/01/2023 18:42	770412.4	0.0	None	Intermittent
02/01/2023 19:42	770412.4	0.0	None	Intermittent
02/01/2023 20:42	770412.4	0.0	None	None
02/01/2023 21:42	770412.4	0.0	None	None
02/01/2023 22:42	770412.4	0.0	None	None
02/01/2023 23:42	770412.4	0.0	None	None
02/02/2023 00:42	770412.4	0.0	None	None
02/02/2023 01:42	770412.4	0.0	None	None
02/02/2023 02:42	770412.4	0.0	None	None
02/02/2023 03:42	770412.4	0.0	None	None
02/02/2023 04:42	770412.4	0.0	None	None
02/02/2023 05:42	770412.4	0.0	None	None
02/02/2023 06:42	770412.4	0.0	None	None
02/02/2023 07:42	770412.4	0.0	None	None
02/02/2023 08:42	770412.4	0.0	None	None
02/02/2023 09:42	770412.4	0.0	None	None
02/02/2023 10:42	770412.4	0.0	None	None
02/02/2023 11:42	770412.4	0.0	None	None
02/02/2023 12:42	770412.4	0.0	None	None
02/02/2023 13:42	770412.4	0.0	None	None
02/02/2023 14:42	770412.4	0.0	None	None
02/02/2023 15:42	770428.3	15.9	None	None
02/02/2023 16:42	770435.7	7.4	None	None
02/02/2023 17:42	770458.7	23.0	None	None
02/02/2023 18:42	770476.9	18.2	None	None
02/02/2023 19:42	770485.8	8.9	None	None
02/02/2023 20:42	770494.2	8.4	None	None
02/02/2023 21:42	770498.5	4.3	None	None
02/02/2023 22:42	770502.5	4.0	None	None
02/02/2023 23:42	770503.0	0.5	None	None
02/03/2023 00:42	770510.4	7.4	None	None
02/03/2023 01:42	770510.9	0.5	None	None
02/03/2023 02:42	770512.3	1.4	None	None
02/03/2023 03:42	770514.0	1.7	None	None
02/03/2023 04:42	770514.4	0.4	None	None
02/03/2023 05:42	770554.2	39.8	None	None
02/03/2023 06:42	770572.3	18.1	None	Intermittent
02/03/2023 07:42	770574.0	1.7	None	Intermittent
02/03/2023 08:42	770574.5	0.5	None	Intermittent

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/03/2023 09:42	770574.8	0.3	None	Intermittent
02/03/2023 10:42	770575.2	0.4	None	Intermittent
02/03/2023 11:42	770581.7	6.5	None	Intermittent
02/03/2023 12:42	770582.3	0.6	None	Intermittent
02/03/2023 13:42	770582.6	0.3	None	Intermittent
02/03/2023 14:42	770594.1	11.5	None	Intermittent
02/03/2023 15:42	770594.2	0.1	None	Intermittent
02/03/2023 16:42	770595.6	1.4	None	Intermittent
02/03/2023 17:42	770596.1	0.5	None	Intermittent
02/03/2023 18:42	770596.3	0.2	None	Intermittent
02/03/2023 19:42	770596.7	0.4	None	Intermittent
02/03/2023 20:42	770597.1	0.4	None	Intermittent
02/03/2023 21:42	770597.5	0.4	None	Intermittent
02/03/2023 22:42	770597.9	0.4	None	Intermittent
02/03/2023 23:42	770598.3	0.4	None	Intermittent
02/04/2023 00:42	770598.6	0.3	None	Intermittent
02/04/2023 01:42	770598.9	0.3	None	Intermittent
02/04/2023 02:42	770599.2	0.3	None	Intermittent
02/04/2023 03:42	770599.4	0.2	None	Intermittent
02/04/2023 04:42	770599.7	0.3	None	Intermittent
02/04/2023 05:42	770600.0	0.3	None	Intermittent
02/04/2023 06:42	770600.2	0.2	None	Intermittent
02/04/2023 07:42	770600.5	0.3	None	Intermittent
02/04/2023 08:42	770600.8	0.3	None	Intermittent
02/04/2023 09:42	770601.2	0.4	None	Intermittent
02/04/2023 10:42	770601.5	0.3	None	Intermittent
02/04/2023 11:42	770608.7	7.2	None	Intermittent
02/04/2023 12:42	770608.7	0.0	None	Intermittent
02/04/2023 13:42	770608.9	0.2	None	Intermittent
02/04/2023 14:42	770609.2	0.3	None	Intermittent
02/04/2023 15:42	770609.5	0.3	None	Intermittent
02/04/2023 16:42	770615.5	6.0	None	Intermittent
02/04/2023 17:42	770615.6	0.1	None	Intermittent
02/04/2023 18:42	770615.9	0.3	None	Intermittent
02/04/2023 19:42	770616.1	0.2	None	Intermittent
02/04/2023 20:42	770616.3	0.2	None	Intermittent
02/04/2023 21:42	770622.4	6.1	None	Intermittent
02/04/2023 22:42	770622.4	0.0	None	Intermittent
02/04/2023 23:42	770622.6	0.2	None	Intermittent
02/05/2023 00:42	770622.8	0.2	None	Intermittent
02/05/2023 01:42	770622.9	0.1	None	Intermittent
02/05/2023 02:42	770623.1	0.2	None	Intermittent
02/05/2023 03:42	770628.7	5.6	None	Intermittent
02/05/2023 04:42	770629.0	0.3	None	Intermittent
02/05/2023 05:42	770629.1	0.1	None	Intermittent
02/05/2023 06:42	770629.3	0.2	None	Intermittent
02/05/2023 07:42	770629.5	0.2	None	None
02/05/2023 08:42	770629.6	0.1	None	None
02/05/2023 09:42	770629.8	0.2	None	None
02/05/2023 10:42	770630.0	0.2	None	None
02/05/2023 11:42	770630.2	0.2	None	None
02/05/2023 12:42	770636.4	6.2	None	None
02/05/2023 13:42	770636.5	0.1	None	None
02/05/2023 14:42	770636.7	0.2	None	None
02/05/2023 15:42	770636.8	0.1	None	None
02/05/2023 16:42	770637.4	0.6	None	None
02/05/2023 17:42	770698.7	61.3	None	None
02/05/2023 18:42	770720.9	22.2	None	None
02/05/2023 19:42	770721.0	0.1	None	None

Data Log Report [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/05/2023 20:42	770721.2	0.2	None	None
02/05/2023 21:42	770721.3	0.1	None	None
02/05/2023 22:42	770721.5	0.2	None	None
02/05/2023 23:42	770721.6	0.1	None	None
02/06/2023 00:42	770721.7	0.1	None	None
02/06/2023 01:42	770728.1	6.4	None	None
02/06/2023 02:42	770728.5	0.4	None	None
02/06/2023 03:42	770728.5	0.0	None	None
02/06/2023 04:42	770728.5	0.0	None	None
02/06/2023 05:42	770728.6	0.1	None	None
02/06/2023 06:42	770728.6	0.0	None	None
02/06/2023 07:42	770728.7	0.1	None	None
02/06/2023 08:42	770728.9	0.2	None	None
02/06/2023 09:42	770729.0	0.1	None	None
02/06/2023 10:42	770735.0	6.0	None	None
02/06/2023 11:42	770735.0	0.0	None	None
02/06/2023 12:42	770735.6	0.6	None	None
02/06/2023 13:42	770735.7	0.1	None	None
02/06/2023 14:42	770738.9	3.2	None	None
02/06/2023 15:42	770739.0	0.1	None	None
02/06/2023 16:42	770739.2	0.2	None	None
02/06/2023 17:42	770739.3	0.1	None	None
02/06/2023 18:42	770739.4	0.1	None	None
02/06/2023 19:42	770745.6	6.2	None	None
02/06/2023 20:42	770746.3	0.7	None	None
02/06/2023 21:42	770766.3	20.0	None	None
02/06/2023 22:42	770776.5	10.2	None	None
02/06/2023 23:42	770776.5	0.0	None	None
02/07/2023 00:42	770776.5	0.0	None	None
02/07/2023 01:42	770776.5	0.0	None	None
02/07/2023 02:42	770776.6	0.1	None	None
02/07/2023 03:42	770782.2	5.6	None	None
02/07/2023 04:42	770799.5	17.3	None	None
02/07/2023 05:42	770799.5	0.0	None	None
02/07/2023 06:42	770799.5	0.0	None	None
02/07/2023 07:42	770799.6	0.1	None	None
02/07/2023 08:42	770799.8	0.2	None	None
02/07/2023 09:42	770800.0	0.2	None	None
02/07/2023 10:42	770806.5	6.5	None	None
02/07/2023 11:42	770806.5	0.0	None	None
02/07/2023 12:42	770806.5	0.0	None	None
02/07/2023 13:42	770818.2	11.7	None	None
02/07/2023 14:42	770824.5	6.3	None	None
02/07/2023 15:42	770824.5	0.0	None	None
02/07/2023 16:42	770830.3	5.8	None	None
02/07/2023 17:42	770830.3	0.0	None	None
02/07/2023 18:42	770833.6	3.3	None	None
02/07/2023 19:42	770883.3	49.7	None	None
02/07/2023 20:42	770887.2	3.9	None	None
02/07/2023 21:42	770887.3	0.1	None	None
02/07/2023 22:42	770888.3	1.0	None	None
02/07/2023 23:42	770890.8	2.5	None	None
02/08/2023 00:42	770890.8	0.0	None	None
02/08/2023 01:42	770890.9	0.1	None	None
02/08/2023 02:42	770891.0	0.1	None	None
02/08/2023 03:42	770891.0	0.0	None	None
02/08/2023 04:42	770891.0	0.0	None	None
02/08/2023 05:42	770891.1	0.1	None	None
02/08/2023 06:42	770897.5	6.4	None	None

Data Log Report MIU#: [REDACTED] for 11/04/2022 - 02/08/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/08/2023 07:42	770897.5	0.0	None	None
02/08/2023 08:42	770897.5	0.0	None	None
02/08/2023 09:42	770897.6	0.1	None	None



Modern Property Management Inc.
 1501 North Limestone St.
 Lexington, KY 40505
 Phone - (859) 388-2000
 Fax - (859) 373-0428

To:
Modern Property Management Inc.
 1501 North Limestone St.
 Lexington, KY 40505
 Phone - (859) 388-2000
 Fax - (859) 373-0428

Work Order #	45883-3
Status	Completed
Created On	02/02/2023
Estimate Requested On	--
Estimate Amount	--
Estimated On	--
Scheduled On	--
Completed On	02/01/2023
Tenant(s) Notified	--
Permission to Enter	Yes
Job Site	GRV169 [REDACTED] Lexington, KY 40515
Pet(s)	--
Maintenance Limit	\$250.00

Tenant(s)

Gentell P. Esters [REDACTED]
 Jayla B. Watkins [REDACTED]

Description

Technician performed water pump-out of flood in crawl space resulting from burst water line -- 2 pumps and 2 laborers.

Vendor Instructions

Justice, John (Justice's Enterprises)

Details

Account	Statement Description	Amount
6220: WO Maintenance, Repairs	Technician performed water pump-out of flood in crawl space resulting from burst water line -- 2 pumps and 2 laborers.	558.00
Exceeds the maintenance limit		Total: 558.00

PSC Consumer Inquiry System

3/14/2023

Complaint: 2023-00412 Entry Date: 3/14/2023 Closed Date: Contact Type: Hotline
Name: Esters, Gentell Utility: Kentucky-American Water Company
Address: 169 South Eagle Creek Utility Nbr: 15800 Location: Residence
Lexington, KY 40515 Utility Type: Investor-
County: Fayette Reason: Rates/Policies (Objects to utility
Home: Work: policy/practices)
Fax: CBR Nbr: (none) ((none))
Cell: Email: Complaint referred by:
Contacted Utility? Spoke with: Customer Service
Cust Relations: Failed To Correct Problem

Utility Contact: Contact's [REDACTED]
Preliminary Description: Other Contacts:
water leak policy
Processor: ROSEMARY
See File Case Related Staff Referral Confidential
Info Only Formal Forms Ref to Util Customer Satisfied Yes
No

PSC Narratives:

Investigator: ROSEMARY

Date: 3/14/2023 4:07:02 PM

Customer's landlord told her to call the PSC to get assistance with a \$10,000.00 water bill. Apparently the leak was not fixed for over a month, which resulted in the large bill. Please provide background on this account to the PSC, thank you.

From: [KAWC - Customer Advocacy](#)
To: [KAWC - Customer Advocacy](#); [Tutt, Rosemary \(PSC\)](#)
Subject: RE: 2023_412.pdf Esters
Date: Wednesday, March 15, 2023 10:13:18 AM
Attachments: [169 S Eagle Creek Hourly Usage.pdf](#)
[image001.png](#)
[169 S Eagle Creek Leak Repair Document.pdf](#)
[Bill February.pdf](#)
[Bill March.pdf](#)
[Denial Letter.pdf](#)

Rosemary,

Good morning, here is what we found while reviewing this account. On 1/26/23 we mailed the first high bill. On 1/30/23 the customer called to inquire about the high bill and a service order was created. On 2/1/23 a second high bill was mailed to the customer. Our service order was worked on 2/8/23 and an hourly usage report was collected. That report shows continual usage from 12/26/22 through 2/1/23. We did call the customer to discuss the service order and email her the report. The customer shared with us a leak was repaired and she would fill out the leak adjustment request form, the type of leak was not discussed on this call. We received the adjustment request on 02/28/23 and the documentation submitted showed the customer had a leak repaired in the crawl space of the property on 2/1/23. We called the customer on 2/28/23 to let her know that we do not adjust for crawl space leaks but were unable to contact the customer due to the voicemail inbox being full. We did also send a letter that stated the leak type was not covered.

I tried calling the customer this morning, but the inbox was still full preventing me from leaving a voicemail. I had hoped to discuss an installment plan and help agencies with the customer if I had been able to speak with her. I have attached the 2 high bills, the hourly usage report, the leak repair document and denial letter to this email for your review. Please let me know if you need anything further to help close this case.

- 1/26/23 – first high bill mailed
- 1/30/23 – customer called and requested a service order in response to the high bill
- 2/1/23 – second high bill mailed
- 2/8/23 – service order completed and Hourly Usage Report collected
 - report shows usage from 12/26/22 – 2/1/23
- 2/8/23 – customer was called to share Hourly Usage Report
 - customer shared a leak was repaired and she would fill out the adjustment request form
- 2/28/23 – leak adjustment request form was received
 - Request was denied due to the leak being in the crawl space
 - customer was called but the voicemail was full

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: KAWC - Customer Advocacy <KAWC_-_CustomerAdvocacy@amwater.com>
Sent: Wednesday, March 15, 2023 8:13 AM
To: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>; KAWC - Customer Advocacy <KAWC_-_CustomerAdvocacy@amwater.com>
Subject: RE: 2023_412.pdf Esters

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

Customer Advocacy

Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502

Advocate Office 859.269.2386 option 6 | kawc_customeradvocacy@amwater.com



From: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>
Sent: Tuesday, March 14, 2023 4:08 PM
To: KAWC - Customer Advocacy <KAWC_-_CustomerAdvocacy@amwater.com>
Subject: 2023_412.pdf Esters

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

PSC Consumer Inquiry System

1/30/2023

Complaint: 2023-00195 **Entry Date:** 1/30/2023 **Closed Date:** **Contact Type:** Hotline
Name: Haley, Roberta **Utility:** Kentucky-American Water Company
Address: 3514 Willowood **Utility Nbr:** 15800 **Location:** Residence
Lexington, KY 40517
County: Fayette **Utility Type:** Investor-
Home: [REDACTED] **Work:** **Reason:** Service quality/repair (Service
outage/interruption)
Fax: **CBR Nbr:** (none) ((none))
Cell: **Email:** **Complaint referred by:**
Contacted Utility? **Spoke with:**
Cust Relations: Not accessible

Utility Contact: **Contact's** [REDACTED]

Preliminary Description: meter issue **Other Contacts:**

Processor: ROSEMARY

See File **Case Related** **Staff Referral** **Confidential**
Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes
No

PSC Narratives:

Investigator: ROSEMARY

Date: 1/30/2023 11:13:03 AM

Customer states she has been dealing with this issue since Christmas and is not getting anywhere with KAW. Had water coming out of ceiling and Fire Dept had to come and turn the meter off. When the meter box was opened it was full of mud and trash, customer would call and was told it was scheduled for a call, no one has shown up. Now KAW will not take customer's call, please investigate and contact customer to discuss.

From: [Oscar Portillo-Garcia](#)
To: [Tutt, Rosemary \(PSC\)](#)
Subject: RE: 2023_195.pdf Haley
Date: Tuesday, January 31, 2023 8:11:00 AM
Attachments: [image001.png](#)
[image002.png](#)

Hello Rosemary,

Good Morning, the work at 3514 Willwood Rd has been completed. I spoke with Mrs. Haley and she stated everything has been completed. I will close her case, thank you.

Have a Great Day!

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>
Sent: Monday, January 30, 2023 2:57 PM
To: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Subject: RE: 2023_195.pdf Haley

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

You too stay safe

Rosemary Tutt
Kentucky Public Service Commission
Consumer Service Branch Manager
211 Sewer Blvd.
Frankfort, KY 40601
502-782-2576

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Monday, January 30, 2023 2:56 PM
To: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>
Subject: RE: 2023_195.pdf Haley

Will do! Thanks so much!

Have a great day!

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>
Sent: Monday, January 30, 2023 2:54 PM
To: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Subject: RE: 2023_195.pdf Haley

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

Let's do that since it has taken a little longer to get fixed, just to play it safe and the customer is ok with the work.

*Rosemary Tutt
Kentucky Public Service Commission
Consumer Service Branch Manager
211 Sower Blvd.
Frankfort, KY 40601
502-782-2576*

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Monday, January 30, 2023 2:53 PM
To: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>
Subject: RE: 2023_195.pdf Haley

Hello Rosemary,

Unfortunately not, but can ask later today or first thing in the morning. Mrs. Haley will know once this work is complete it.

Kind Regards,

Oscar Portillo
Specialist Service Delivery, Kentucky American Water
P 859-268-6724
E oscar.portillo-garcia@amwater.com
A 2300 Richmond Rd, Lexington, KY 40502



From: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>
Sent: Monday, January 30, 2023 2:50 PM
To: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Subject: RE: 2023_195.pdf Haley

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

Oscar do they let you know when the job is finished or if a part or something else has to be done?

*Rosemary Tutt
Kentucky Public Service Commission
Consumer Service Branch Manager
211 Sower Blvd.
Frankfort, KY 40601
502-782-2576*

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Monday, January 30, 2023 1:30 PM
To: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>
Subject: RE: 2023_195.pdf Haley

Hello rosemary,

I received the following,

RE: Roberta Haley 3514 Willowwood Rd



Daniel Prater

To Oscar Portillo-Garcia; KAWC - T&D

Cc Meriah A Osbourne

General

I'll have a crew out there today, thank you. I apologize for the delay in service, we've had several leaks and hit hydrants come in over the past few weeks.

I spoke with Mrs. Haley and she stated they are working on her meter box as of now, please let me know if I need to have her case open till tomorrow once the work has been completed, thanks.

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



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

Sent: Monday, January 30, 2023 11:33 AM

To: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>

Subject: RE: 2023_195.pdf Haley

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

Got it

Rosemary Tutt

Kentucky Public Service Commission

Consumer Service Branch Manager

211 Sower Blvd.

Frankfort, KY 40601

502-782-2576

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>

Sent: Monday, January 30, 2023 11:23 AM

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

Cc: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>

Subject: RE: 2023_195.pdf Haley

Hello Rosemary,

I will follow up with Mrs. Haley and you once I have more information about this inquiry, thanks.

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>
Sent: Monday, January 30, 2023 11:14 AM
To: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>
Subject: 2023_195.pdf Haley

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

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From: [Daniel Prater](#)
To: [Oscar Portillo-Garcia](#); [KAWC - T&D](#)
Cc: [Meriah A Osbourne](#)
Subject: RE: Roberta Haley 3514 Willowood Rd
Date: Monday, January 30, 2023 11:53:35 AM
Attachments: [image001.png](#)

I'll have a crew out there today, thank you. I apologize for the delay in service, we've had several leaks and hit hydrants come in over the past few weeks.

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Monday, January 30, 2023 11:29 AM
To: KAWC - T&D <kawc.t&d@amwater.com>
Cc: Meriah A Osbourne <Meriah.Osbourne@amwater.com>
Subject: Roberta Haley 3514 Willowood Rd

Please see the complaint attached and let me know when WO# 1089679 will be work. I need to call the customer and share any update with the officer in charge of Mrs. Haley complaint.

See below,

SO# 525533443 David Winer

"Complete:

- Status - COMP

- Miscellaneous/Review Comments - customer stopped me and said has called several times about meter pit and visited office. meter pit abovegrade and ring has busted notch in it. meter pit full of gravel and dirt. fire dept could not shut off water during freeze. fire fighters found valve in plumbing to shut off frozen spigot. attached pictures sent to local dispatch"

"0349798616 Billing Bill/Balance Inquiry

Note

12/29/2022 13:44:42 ROSEMA

Customer needs her meter box cleaned out. Says she had fire department over when pipe in ceiling burst to turn off water and they told her to have us come out to clean out or replace her box. Sent email to T&D to schedule work

Business Agreement number - 210008989492

Business Partner Number - 1100857911

Business Partner Name - Roberta Haley

Premise - 9120007362

Premise Address - 3514 Willowood Rd Lexington 40517-2760 US"

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Tutt, Rosemary (PSC) [REDACTED]

Sent: Monday, January 30, 2023 11:14 AM

To: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>

Subject: 2023_195.pdf Haley

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

PSC Inquiry Followup

Case # 2022 - 02930

Name Connor Evanoff

Account Number [REDACTED]

Received by advocate team 11, 16, 22 2:02 AM (PM)

Initial response to PSC 11, 16, 22 3:15 AM (PM)

Customer Contacted 11, 16, 22 3:42 AM (PM)

PUC BPEM Case Created? Yes No BPEM #: [REDACTED]

Shut off letter? Yes No

Pending order to cancel? Yes No

Hold Placed? Yes No Hold Through / /

Meter test needed? Yes No

Address associated with complaint 541 Euclid Ave 1

Type of Complaint

Contact Date

Contact Notes

Estimated Reading

11, 16, 22 Spoke w/customer

High Consumption/ Leak

 / /

Stuck Meter

 / /

Customer Service

 / /

Pressure/ Outage

 / /

Fees

 / /

Water Quality:

 / /

Other:

 / /

Closed / Final Resolution with PSC 11, 17, 22 8:45 (AM) PM

Advocate Initials OP

Oscar Portillo-Garcia

From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Sent: Thursday, November 17, 2022 8:45 AM
To: Oscar Portillo-Garcia
Subject: RE: Evanoff, Connor - complaint

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

Thanks Oscar. I will close this complaint.

Have a great day.

Stacey Varney
KY Public Service Commission
Consumer Services
(502) 782-2574
[*stacey.varney@ky.gov*](mailto:stacey.varney@ky.gov)

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Thursday, November 17, 2022 8:42 AM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Subject: RE: Evanoff, Connor - complaint

Hello Stacey,

Good morning, I hope this message finds you well.

I spoke with Mr. Evanoff yesterday afternoon about the issues he is having, he stated he was able to spoke with someone with more knowledge from the call center and she was able to fixed the issues he had. I asked what other issue he is having regarding new contracts, new tenants moving in, tenants moving out, etc.

His concerns are when tenants move out, tenants move in, new service, end service, and final bills he never receives notification from us. I explained several scenarios on how the calls are manage and what he should do to be on top of all his tenants.

I explained that when customers call to end services we do what the customer is telling us, if the customer give us the wrong information there is nothing we can do because we following the customer request. I also explained if a new tenant move is and the water is ON it is the customer responsibility to set up services, but they procrastinate, we cut the water off for Inactive with Consumption, than the customer comes to the office complaining because we cut the water off. We reconnect the water but later they received a back bill which make the customer upset.

As I mention above I shared with him several scenarios why and how the tenants (Students) are the ones making these mistakes. I suggest he should ask for a Move In letter before giving them the keys to verify they have call us to set up service, if they don't have this letter is because they have not call us to set up service and this will help both of us. Please let me know if there is anything I can do, thanks.

Have a Great Day!

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Oscar Portillo-Garcia

Sent: Wednesday, November 16, 2022 3:15 PM

To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>

Cc: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>

Subject: RE: Evanoff, Connor - complaint

Hello Stacey,

We received this customer inquiry and we will follow up with the customer, thanks.

Kind Regards,

Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>

Sent: Wednesday, November 16, 2022 2:02 PM

To: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>

Subject: Evanoff, Connor - complaint

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

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of American Water Works Company Inc. or its affiliates. The recipient should check this email and any attachments for the presence of viruses. American Water accepts no liability for any damage caused by any virus transmitted by this email. American Water Works Company Inc., 1 Water St. Camden, NJ. 08102
www.amwater.com

PSC Consumer Inquiry System

3/15/2023

Complaint: 2023-00414 **Entry Date:** 3/15/2023 **Closed Date:** **Contact Type:** E-Mail
Name: Houston, Steve **Utility:** Kentucky-American Water Company
Address: 1687 Kilkenny Drive **Utility Nbr:** 15800 **Location:** Residence
Lexington, KY 40505 **Utility Type:** Investor-
County: Fayette **Reason:** Rates/Policies (Objects to utility
policy/practices)
Home: [REDACTED] **Work:** (none) ((none))
Fax: **CBR Nbr:** **Complaint referred by:**
Cell: **Email:** [REDACTED]
Contacted Utility? **Spoke with:** Customer Service
Cust Relations: Failed To Correct Problem

Utility Contact: **Contact's** [REDACTED]

Preliminary Description: **Other Contacts:**
Meter issue

Processor: STACEY

See File **Case Related** **Staff Referral** **Confidential**
Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes
No

PSC Narratives:

Investigator: STACEY

Date: 3/15/2023 7:57:40 AM

Email from Customer:

Bad water meter readings and overcharges since November 2022. Was promised a meter replacement, but issue has not been resolved. Have been in contact with both KAWC, and LexServe City Services.

From: [Varney, Stacey L \(PSC\)](#)
To: [Oscar Portillo-Garcia](#)
Subject: RE: Houston, Steve - complaint
Date: Thursday, March 16, 2023 9:29:08 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

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

Thanks. I'll go ahead and close this.

Stacey Varney
KY Public Service Commission
Consumer Services
(502) 782-2574
stacey.varney@ky.gov

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Thursday, March 16, 2023 9:25 AM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Cc: KAWC - Customer Advocacy <KAWC_-_CustomerAdvocacy@amwater.com>
Subject: RE: Houston, Steve - complaint

Hello Stacey,

I finally spoke with Mr. Houston, he requested to have meter change. He was frustrated because he asked to have it change few months ago. I created a service order for Monday 3/20/2023 to change his meter.

Kind Regards,

Oscar Portillo
Specialist Service Delivery | Kentucky American Water
☎ 859-268-6724
✉ oscar.portillo-garcia@amwater.com
📍 2300 Richmond Rd, Lexington, KY 40502



From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Sent: Thursday, March 16, 2023 8:09 AM
To: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Subject: RE: Houston, Steve - complaint

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

Okay, thanks.

Stacey Varney
KY Public Service Commission
Consumer Services
(502) 782-2574
stacey.varney@ky.gov

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Thursday, March 16, 2023 8:06 AM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Subject: RE: Houston, Steve - complaint

Hello Stacy,

Good morning, I called Mr. Houston several times yesterday and left three voice mails, but I never receive a call back from him. I will continue call him through the day today.

Kind Regards,

Oscar Portillo
Specialist Service Delivery | Kentucky American Water
☎ 859-268-6724
✉ oscar.portillo-garcia@amwater.com
📍 2300 Richmond Rd, Lexington, KY 40502



From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Sent: Thursday, March 16, 2023 8:00 AM
To: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Subject: RE: Houston, Steve - complaint

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

Oscar,

Have you been able to speak to Mr. Houston yet?

Thanks.

Stacey Varney
KY Public Service Commission
Consumer Services
(502) 782-2574
stacey.varney@ky.gov

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Wednesday, March 15, 2023 10:06 AM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Cc: KAWC - Customer Advocacy <KAWC_-_CustomerAdvocacy@amwater.com>
Subject: RE: Houston, Steve - complaint

Hello Stacey,

I called Mr. Houston earlier and I left a voice mail. Mr. Houston received a miss read back in November. On 12/16/2022 a service order confirmed a misread and his statement was adjusted.

As of now Mr. Houston has credit of \$356. 19. Once I speak with him, I will let you know, thanks.

Kind Regards,

Oscar Portillo
Specialist Service Delivery | Kentucky American Water
☎ 859-268-6724
✉ oscar.portillo-garcia@amwater.com
📍 2300 Richmond Rd, Lexington, KY 40502



From: Oscar Portillo-Garcia
Sent: Wednesday, March 15, 2023 8:10 AM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Cc: KAWC - Customer Advocacy <KAWC_-_CustomerAdvocacy@amwater.com>
Subject: RE: Houston, Steve - complaint

Hello Stacey,

Good morning, we had received Mr. Houston complaint. We will research his account and follow up with you and Mr. Houston, thanks.

Kind Regards,

Oscar Portillo

Specialist Service Delivery | Kentucky American Water

☎ 859-268-6724

✉ oscar.portillo-garcia@amwater.com

📍 2300 Richmond Rd, Lexington, KY 40502



From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Sent: Wednesday, March 15, 2023 7:59 AM
To: KAWC - Customer Advocacy <KAWC_-_CustomerAdvocacy@amwater.com>
Subject: Houston, Steve - complaint

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

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of American Water Works Company Inc. or its affiliates. The recipient should check this email and any attachments for the presence of viruses. American Water accepts no liability for any damage caused by any virus transmitted by this email. American Water Works Company Inc., 1 Water St. Camden, NJ. 08102 www.amwater.com

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of American Water Works Company Inc. or its affiliates. The recipient should check this email and any attachments for the presence of viruses. American Water accepts no liability for any damage caused by any virus transmitted by this email. American Water Works Company Inc., 1 Water St. Camden, NJ. 08102 www.amwater.com

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of American Water Works Company Inc. or its affiliates. The recipient should check this email and any attachments for the presence of viruses. American Water accepts no liability for any damage caused by any virus transmitted by this email. American Water Works Company Inc., 1 Water St. Camden, NJ. 08102 www.amwater.com

From: [Erin G Hall](#)
To: [Oscar Portillo-Garcia](#)
Subject: RE: Houston, Steve - complaint
Date: Monday, March 20, 2023 1:27:00 PM

This has been completed.

From: Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>
Sent: Thursday, March 16, 2023 9:22 AM
To: Erin G Hall <Erin.Hall@amwater.com>
Subject: FW: Houston, Steve - complaint

Erin,

Can you please have this [REDACTED] work on Monday 3/20/2023. This customer filed a PSC complaint because we didn't change the meter when it was requested, thanks.

OP

From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Sent: Wednesday, March 15, 2023 7:59 AM
To: KAWC - Customer Advocacy <KAWC_-_CustomerAdvocacy@amwater.com>
Subject: Houston, Steve - complaint

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



WE KEEP LIFE FLOWING™

Service Address:

KATHY ISON
2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

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



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. ▼



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

Service to: 2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

KATHY ISON
2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

Statement

Account No. [REDACTED]

Total Amount Due:	\$25.99
Payment Due By:	July 14, 2022

Billing Date: June 28, 2022
Service Period: May 25 to Jun 22 (29 Days)
Total Gallons: 1,496

Account Summary – See page 3 for Account Detail

Prior Billing:		\$30.90
Payments - Thank You!	-	\$30.90
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$24.53
Taxes:	+	\$1.46
Total Amount Due:	=	\$25.99

Account No. [REDACTED]

Total Amount Due:	\$25.99
Payment Due By:	July 14, 2022

If paying after 7/14/22, pay this amount: \$27.29

Amount Enclosed \$

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



Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE: 2021 Kentucky American Water annual water quality report is available.** This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2021 annual water quality report or to request a paper copy call 800-678-6301.



CUSTOMER SERVICE


1-800-678-6301





HOURS: M-F, 7am-7pm • Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED:
 711 (and then reference Customer Service
 number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington


SERVICES


 **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.


 **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.


 **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.


EXPLANATION OF OTHER TERMS

 **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

 **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.

 **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!

 **Rates:** A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.

 **Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s) _____

Name _____

Address _____

City _____

State _____

Zip Code _____

(____) _____
 Phone Number

Mobile Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

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

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



WE KEEP LIFE FLOWING™

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"	05/25/2022	06/22/2022	312 (E)	314 (A)	2	14.96	1,496

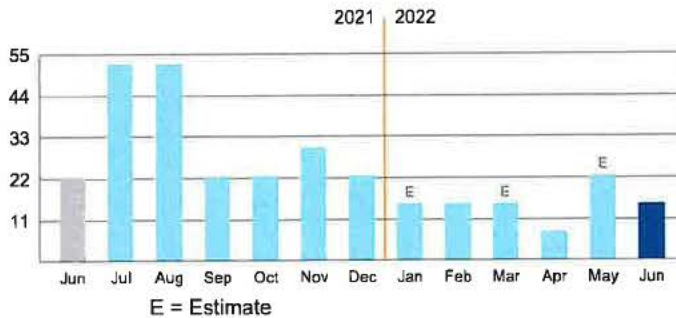
A = Actual E = Estimate

1 CF = 7.48 gallons 1 Billing Unit = 100 gallons

Total Gallons: 1,496

Billed Usage History (graph shown in 100 gallons)

- 1,496 gallons = usage for this period
- 2,244 gallons = usage for same period last year



Next Scheduled Read Date: on or about July 26, 2022
Account Type: Residential

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

52
gallons

Year to Date Billed Usage: 8,976 gallons

Account Detail

Account No. [REDACTED]

Service To: 2400 CREEKVIEW CT LEXINGTON, KY 40514-1417

Prior Billing	30.90
Payments	-30.90
Total payments as of Jun 8. Thank you!	
Balance Forward	0.00

Service Related Charges - 05/25/22 to 06/22/22

Water Service	23.61
Water Service Charge	15.00
Water Usage Charge (14.96 x \$0.5757)	8.61
Other Charges	0.92
QIP Surcharge Water (\$23.61 x 2.14%)	0.51
KRA Withdrawal Fee (14.96 x \$0.0275)	0.41
Total Service Related Charges	24.53
Taxes	1.46
Franchise Taxes (\$24.53 x 3.000%)	0.73
School District Tax (\$24.53 x 3.000%)	0.73
Total Current Period Charges	25.99

Total Amount Due

**\$25.99**

Understanding Your Bill

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

- Service Related Charges:** This section includes charges for services related to water (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/kyaw/rates>



WE KEEP LIFE FLOWING™

Service Address:

KATHY ISON
2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- 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.
- Your charges contain a change in pricing that was effective on 07/01/22. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckynamwater.com



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. ▼



WE KEEP LIFE FLOWING™



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

Service to: 2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

KATHY ISON
2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

Statement

Account No. [REDACTED]

Total Amount Due:	\$165.64
Payment Due By:	August 18, 2022

Billing Date: August 02, 2022
Service Period: Jun 23 to Jul 30 (38 Days)
Total Gallons: 22,440

Account Summary – See page 3 for Account Detail

Prior Billing:		\$25.99
Payments - Thank You!	-	\$25.99
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$156.26
Taxes:	+	\$9.38
Total Amount Due:	=	\$165.64

Account No. [REDACTED]

Total Amount Due:	\$165.64
Payment Due By:	August 18, 2022

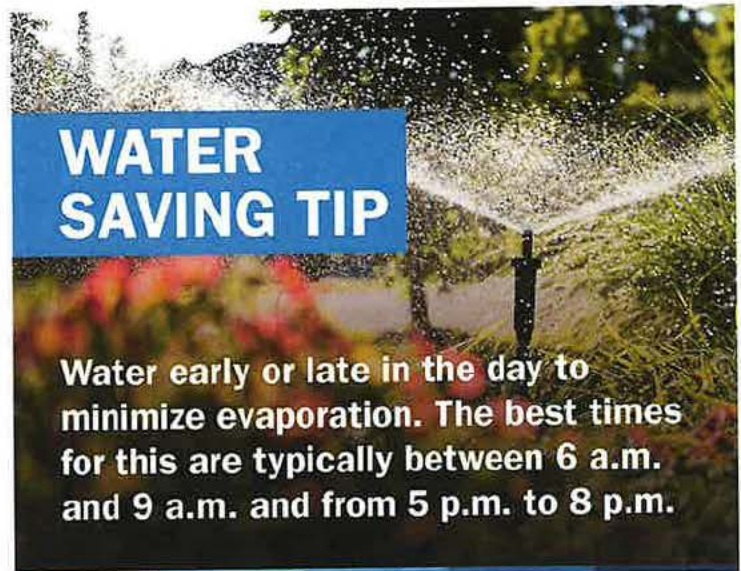
If paying after 8/18/22, pay this amount: \$173.92

Amount Enclosed \$

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

Messages from Kentucky American Water

- Follow these wise water use tips to save time and money this summer:
 - Water your lawn only when it needs it. Generally, lawns only need an inch or so of water per week during the summer months.
 - Make the most of your watering by watering in the early morning or evening hours. As much as 30 percent of water can be lost to evaporation by watering during midday.
 - Use a broom instead of a hose to clean your sidewalk, driveway, or patio.
 - Set your lawn mower one notch higher to make your lawn more drought tolerant. Taller grass needs less water.
 - Mulch garden beds to help retain moisture.
 - Wash cars using a bucket of soapy water rather than leaving a hose running.
 - Plant appropriately for your local climate. Check with local nurseries for non-invasive, drought-tolerant plants.
- *****IMPORTANT WATER QUALITY MESSAGE:** 2021 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water.



CUSTOMER SERVICE

1-800-678-6301



HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service
number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.

Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.

H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.

EXPLANATION OF OTHER TERMS

Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.

Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!

Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.

Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$ _____ with my payment.
- I'd like to add a recurring contribution to each bill of \$ _____. I understand this amount will be added to each bill.

Address Change(s) _____

Name _____

Address _____

City _____

State _____

Zip Code _____

() _____
Phone Number

Mobile Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

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

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



WE KEEP LIFE FLOWING™

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"	06/23/2022	07/30/2022	314 (A)	344 (A)	30	224.40	22,440

A = Actual E = Estimate

1 CF = 7.48 gallons

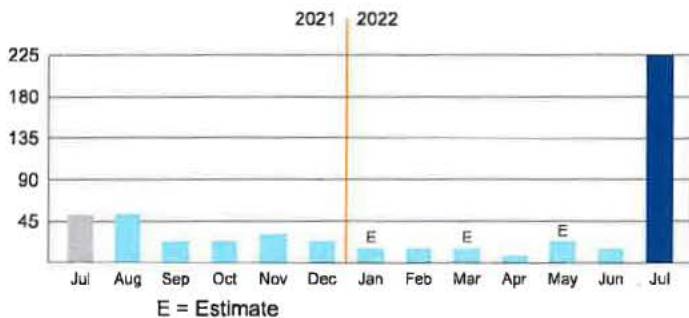
1 Billing Unit = 100 gallons

Total Gallons:

22,440

Billed Usage History (graph shown in 100 gallons)

- 22,440 gallons = usage for this period
- 5,236 gallons = usage for same period last year



Next Scheduled Read Date: on or about August 24, 2022
Account Type: Residential

Average daily use for this period is: (38 days)

591 gallons

Year to Date Billed Usage: 31,416 gallons

Account Detail

Account No. [REDACTED]

Service To: 2400 CREEKVIEW CT LEXINGTON, KY 40514-1417

Prior Billing	25.99
Payments	-25.99
Total payments as of Jul 13. Thank you!	-25.99
Balance Forward	0.00

Service Related Charges - 06/23/22 to 07/30/22

Water Service	144.19
Water Service Charge	
06/23/22 to 06/30/22	3.16
07/01/22 to 07/30/22	11.84
Water Usage Charge	
06/23/22 to 06/30/22 (47.24 x \$0.5757)	27.20
07/01/22 to 07/30/22 (177.16 x \$0.5757)	101.99
Other Charges	12.07
QIP Surcharge Water	
06/23/22 to 06/30/22 (\$30.36 x 2.14%)	0.65
07/01/22 to 07/30/22 (\$113.83 x 4.61%)	5.25
KRA Withdrawal Fee (224.4 x \$0.0275)	6.17
Total Service Related Charges	156.26
Taxes	9.38
Franchise Taxes (\$156.26 x 3.00%)	4.69
School District Tax (\$156.26 x 3.00%)	4.69
Total Current Period Charges	165.64

Total Amount Due

**\$165.64**

Understanding Your Bill

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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>



WE KEEP LIFE FLOWING™

Service Address:

KATHY ISON
2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

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



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. ▼



WE KEEP LIFE FLOWING™



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

Service to: 2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

KATHY ISON
2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

Statement

Account No. [REDACTED]

Total Amount Due:	\$16.59
Payment Due By:	September 15, 2022

Billing Date: August 30, 2022
Service Period: Jul 31 to Aug 29 (30 Days)
Total Gallons: 2,992

Account Summary – See page 3 for Account Detail

Prior Billing:		\$165.64
Payments - Thank You!	-	\$185.64
Balance Forward:	=	-\$20.00
Service Related Charges:	+	\$34.53
Taxes:	+	\$2.06
Total Amount Due:	=	\$16.59

Account No. [REDACTED]

Total Amount Due:	\$16.59
Payment Due By:	September 15, 2022

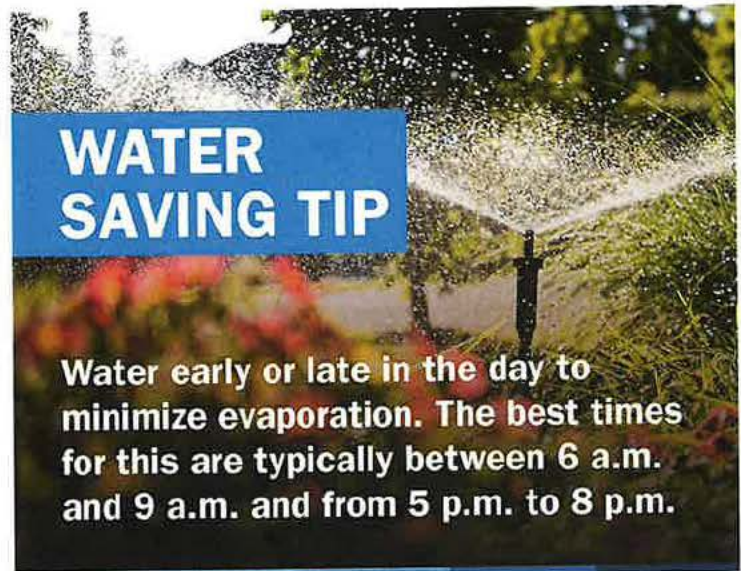
If paying after 9/15/22, pay this amount: \$18.42

Amount Enclosed \$

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

Messages from Kentucky American Water

- Follow these wise water use tips to save time and money this summer:
 - Water your lawn only when it needs it. Generally, lawns only need an inch or so of water per week during the summer months.
 - Make the most of your watering by watering in the early morning or evening hours. As much as 30 percent of water can be lost to evaporation by watering during midday.
 - Use a broom instead of a hose to clean your sidewalk, driveway, or patio.
 - Set your lawn mower one notch higher to make your lawn more drought tolerant. Taller grass needs less water.
 - Mulch garden beds to help retain moisture.
 - Wash cars using a bucket of soapy water rather than leaving a hose running.
 - Plant appropriately for your local climate. Check with local nurseries for non-invasive, drought-tolerant plants.
- ***IMPORTANT WATER QUALITY MESSAGE: 2021 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water.



CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service
number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington



EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.



Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.



H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s) _____

Name _____

Address _____

City _____

State _____

Zip Code _____

(____) _____
Phone Number

Mobile Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

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

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
	100 CF	5/8"	07/31/2022	08/29/2022	344 (A)	348 (A)	4	29.92	2,992

A = Actual E = Estimate

1 CF = 7.48 gallons

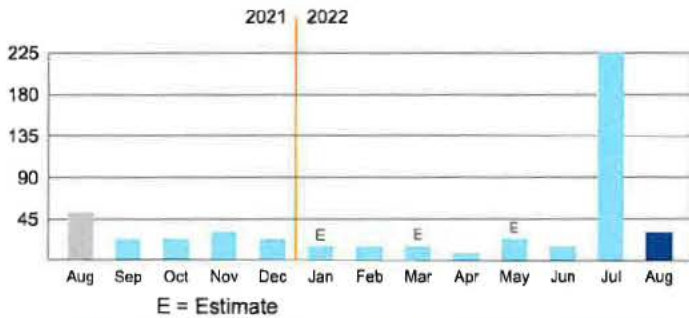
1 Billing Unit = 100 gallons

Total Gallons:

2,992

Billed Usage History (graph shown in 100 gallons)

- 2,992 gallons = usage for this period
- 5,236 gallons = usage for same period last year



Next Scheduled Read Date: on or about September 27, 2022
Account Type: Residential

Average daily use for this period is: (30 days)

100 gallons

Year to Date Billed Usage: 34,408 gallons

Account Detail

Account No. [REDACTED]

Service To: 2400 CREEKVIEW CT LEXINGTON, KY 40514-1417

Prior Billing	165.64
Payments	-185.64
Total payments as of Aug 12. Thank you!	-185.64
Balance Forward	-20.00
Service Related Charges - 07/31/22 to 08/29/22	
Water Service	32.22
Water Service Charge	15.00
Water Usage Charge (29.92 x \$0.5757)	17.22
Other Charges	2.31
QIP Surcharge Water (\$32.22 x 4.61%)	1.49
KRA Withdrawal Fee (29.92 x \$0.0275)	0.82
Total Service Related Charges	34.53
Taxes	2.06
Franchise Taxes (\$34.53 x 3.000%)	1.03
School District Tax (\$34.53 x 3.000%)	1.03
Total Current Period Charges	36.59

Total Amount Due



\$16.59

Understanding Your Bill

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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>



WE KEEP LIFE FLOWING™

Service Address:
KATHY ISON
2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

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.
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For more information, visit www.kentuckyamwater.com

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.



P.O. BOX 91623
RANTOUL, IL 61866-8823

Service to: 2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

KATHY ISON
2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

Statement

Account No [Redacted]

Table with 2 columns: Description, Amount. Total Amount Due: \$-38.37, Payment Due By: October 21, 2022

A credit balance exists on the account. No payment is required at this time.

Billing Date: October 05, 2022
Service Period: Aug 30 to Sep 27 (29 Days)
Total Gallons: 2,244

Account Summary - See page 3 for Account Detail

Table with 2 columns: Description, Amount. Rows include Prior Billing (\$16.59), Payments - Thank You! (\$86.59), Balance Forward (\$-70.00), Service Related Charges (\$29.83), Taxes (\$1.80), Total Amount Due (\$-38.37)

Account No [Redacted]

Table with 2 columns: Description, Amount. Total Amount Due: \$-38.37, Payment Due By: October 21, 2022

Amount Enclosed \$ Payment Not Required

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

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2021 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2021 annual water quality report or to request a paper copy call 800-678-6301.



CUSTOMER SERVICE
1-800-678-6301
 HOURS: M-F, 7am-7pm • Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED:
 711 (and then reference Customer Service number listed above)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS

- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
- Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$_____ with my payment.

I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s) _____

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

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

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[REDACTED]	100 CF	5/8"	08/30/2022	09/27/2022	348 (A)	351 (E)	3	22.44	2,244

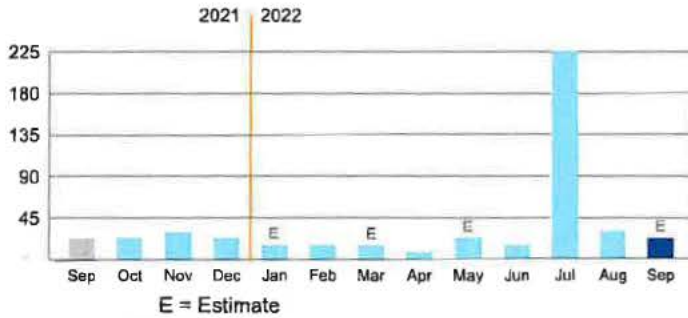
A = Actual E = Estimate

1 CF = 7.48 gallons 1 Billing Unit = 100 gallons

Total Gallons: 2,244

Billed Usage History (graph shown in 100 gallons)

- 2,244 gallons = usage for this period
- 2,244 gallons = usage for same period last year



Next Scheduled Read Date: on or about October 26, 2022
Account Type: Residential

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

77
gallons

Year to Date Billed Usage: 36,652 gallons

Account Detail

Account No. [REDACTED]

Service To: 2400 CREEKVIEW CT LEXINGTON, KY 40514-1417

Prior Billing	16.59
Payments	-86.59
Total payments as of Sep 13. Thank you!	
Balance Forward	-70.00
Service Related Charges - 08/30/22 to 09/27/22	
Water Service	27.92
Water Service Charge	15.00
Water Usage Charge (22.44 x \$0.5757)	12.92
Other Charges	1.91
QIP Surcharge Water (\$27.92 x 4.61%)	1.29
KRA Withdrawal Fee (22.44 x \$0.0275)	0.62
Total Service Related Charges	29.83
Taxes	1.80
Franchise Taxes (\$29.83 x 3.000%)	0.90
School District Tax (\$29.83 x 3.000%)	0.90
Total Current Period Charges	31.63

Total Amount Due



\$-38.37

Understanding Your Bill

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



WE KEEP LIFE FLOWING™

Service Address:
KATHY ISON
2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

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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.



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

Service to: 2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

KATHY ISON
2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

Statement

Account No [redacted]
Total Amount Due: \$-16.72
Payment Due By: November 14, 2022

A credit balance exists on the account. No payment is required at this time.

Billing Date: October 28, 2022
Service Period: Sep 28 to Oct 27 (30 Days)
Total Gallons: 748

Account Summary - See page 3 for Account Detail

Table with 2 columns: Description and Amount. Rows include Prior Billing (-\$38.37), Payments (\$0.00), Balance Forward (-\$38.37), Service Related Charges (\$20.41), Taxes (\$1.24), and Total Amount Due (-\$16.72).

Account No [redacted]

Total Amount Due: \$-16.72
Payment Due By: November 14, 2022

Amount Enclosed \$ Payment Not Required

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

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2021 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2021 annual water quality report or to request a paper copy call 800-678-6301.



FALL INTO PAPERLESS

Enroll in **Paperless Billing** and **Auto Pay**.
It's simple, secure and clutter-free.

CUSTOMER SERVICE

1-800-678-6301





HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7


TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service
number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

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EXPLANATION OF OTHER TERMS



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- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s) _____

Name _____

Address _____

City _____

State _____

Zip Code _____

() _____
Phone Number

Mobile Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

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We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
	100 CF	5/8"	09/28/2022	10/27/2022	351 (E)	352 (A)	1	7.48	748

A = Actual E = Estimate

1 CF = 7.48 gallons

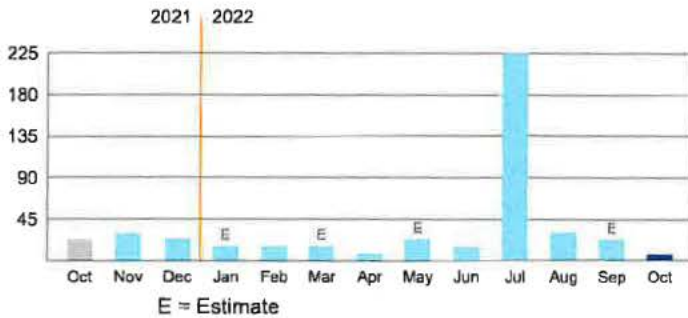
1 Billing Unit = 100 gallons

Total Gallons:

748

Billed Usage History (graph shown in 100 gallons)

- 748 gallons = usage for this period
- 2,244 gallons = usage for same period last year


Next Scheduled Read Date: on or about November 23, 2022
Account Type: Residential

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

25
gallons

Year to Date Billed Usage: 37,400 gallons

Account Detail

Account No.

Service To: 2400 CREEKVIEW CT LEXINGTON, KY 40514-1417

Prior Billing	-38.37
Payments	0.00
Balance Forward	-38.37
Service Related Charges - 09/28/22 to 10/27/22	
Water Service	19.31
Water Service Charge	15.00
Water Usage Charge (7.48 x \$0.5757)	4.31
Other Charges	1.10
QIP Surcharge Water (\$19.31 x 4.61%)	0.89
KRA Withdrawal Fee (7.48 x \$0.0275)	0.21
Total Service Related Charges	20.41
Taxes	1.24
Franchise Taxes (\$20.41 x 3.000%)	0.62
School District Tax (\$20.41 x 3.000%)	0.62
Total Current Period Charges	21.65

Total Amount Due

\$-16.72

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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- 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/kyaw/rates>



WE KEEP LIFE FLOWING™

Service Address:

KATHY ISON
2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

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

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.



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

Service to: 2400 CREEKVIEW CT LEXINGTON, KY 40514-1417

KATHY ISON
2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

Statement

Account No

Table with 2 columns: Description, Amount. Total Amount Due: \$19.87, Payment Due By: December 16, 2022

Billing Date: November 30, 2022
Service Period: Oct 28 to Nov 29 (33 Days)
Total Gallons: 2,992

Account Summary - See page 3 for Account Detail

Table with 2 columns: Description, Amount. Rows include Prior Billing (-\$16.72), Payments (\$0.00), Balance Forward (-\$16.72), Service Related Charges (\$34.53), Taxes (\$2.06), Total Amount Due (\$19.87)

Account No

Table with 2 columns: Description, Amount. Total Amount Due: \$19.87, Payment Due By: December 16, 2022

If paying after 12/16/22, pay this amount: \$21.70

Amount Enclosed \$

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

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2021 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2021 annual water quality report or to request a paper copy call 800-678-6301.



PREPARE YOUR HOME FOR COLD WEATHER

Prepare your pipes and prevent them from freezing.

For cold weather tips, go to www.kentuckyamwater.com.

 KENTUCKY AMERICAN WATER

CUSTOMER SERVICE

1-800-678-6301





HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7


TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service
number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington


SERVICES


 **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.


 **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.


 **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.


EXPLANATION OF OTHER TERMS

 **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

 **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.

 **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!

 **Rates:** A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.

 **Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s) _____

Name _____

Address _____

City _____

State _____

Zip Code _____

() _____
Phone Number

Mobile Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

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

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

WE KEEP LIFE FLOWING™

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"	10/28/2022	11/29/2022	352 (A)	356 (A)	4	29.92	2,992

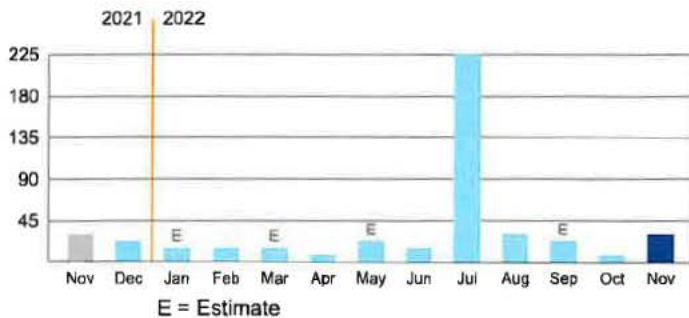
A = Actual E = Estimate

1 CF = 7.48 gallons 1 Billing Unit = 100 gallons

Total Gallons: 2,992

Billed Usage History (graph shown in 100 gallons)

- 2,992 gallons = usage for this period
- 2,992 gallons = usage for same period last year


Next Scheduled Read Date: on or about December 27, 2022
Account Type: Residential

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

91
gallons

Year to Date Billed Usage: 40,392 gallons

Account Detail

Account No. [REDACTED]

Service To: 2400 CREEKVIEW CT LEXINGTON, KY 40514-1417

Prior Billing	-16.72
Payments	0.00
Balance Forward	-16.72

Service Related Charges - 10/28/22 to 11/29/22

Water Service	32.22
Water Service Charge	15.00
Water Usage Charge (29.92 x \$0.5757)	17.22
Other Charges	2.31
QIP Surcharge Water (\$32.22 x 4.61%)	1.49
KRA Withdrawal Fee (29.92 x \$0.0275)	0.82
Total Service Related Charges	34.53
Taxes	2.06
Franchise Taxes (\$34.53 x 3.000%)	1.03
School District Tax (\$34.53 x 3.000%)	1.03
Total Current Period Charges	36.59

Total Amount Due

\$19.87

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WE KEEP LIFE FLOWING™

Service Address:

KATHY ISON
2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

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.
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**A convenience fee may apply*



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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. ▼



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

Service to: 2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

KATHY ISON
2400 CREEKVIEW CT
LEXINGTON, KY 40514-1417

Statement

Account No [REDACTED]

Total Amount Due:	\$121.31
Payment Due By:	January 23, 2023

Billing Date:	January 06, 2023
Service Period:	Nov 30 to Dec 29 (30 Days)
Total Gallons:	21,692

Account Summary – See page 3 for Account Detail

Prior Billing:		\$19.87
Payments - Thank You!	-	\$60.00
Balance Forward:	=	-\$40.13
Service Related Charges:	+	\$152.30
Taxes:	+	\$9.14
Total Amount Due:	=	\$121.31

Account No [REDACTED]

Total Amount Due:	\$121.31
Payment Due By:	January 23, 2023

If paying after 1/23/23, pay this amount: \$129.38

Amount Enclosed \$

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

Messages from Kentucky American Water

- Frozen pipes can leave you without water in the worst of weather. And can cost a lot to repair. Follow these steps to preserve both your budget and your peace of mind.

When temperatures stay below freezing:

- If pipes run through cabinets or vanities, open the doors to let warmer room temperatures flow in.
- Keep water moving through the pipes by allowing a small trickle of water to run.

If your pipes freeze:

- Shut off the water immediately.
- Thaw pipes with warm air, with a hair dryer or space heater.
- Once pipes are thawed, slowly turn the water back on and check pipes and joints for any cracks.

SIMPLIFY LIFE.

Enroll in **Paperless Billing** and **Auto Pay** at myaccount.amwater.com





CUSTOMER SERVICE


1-800-678-6301


HOURS: M-F, 7am-7pm • Emergencies: 24/7


TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington


SERVICES


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I'm adding a one time contribution of \$_____ with my payment.

I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s) _____

Name _____

Address _____

City _____

State _____ Zip Code _____

Phone Number _____ Mobile Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

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

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
	100 CF	5/8"	11/30/2022	12/29/2022	356 (A)	385 (A)	29	216.92	21,692

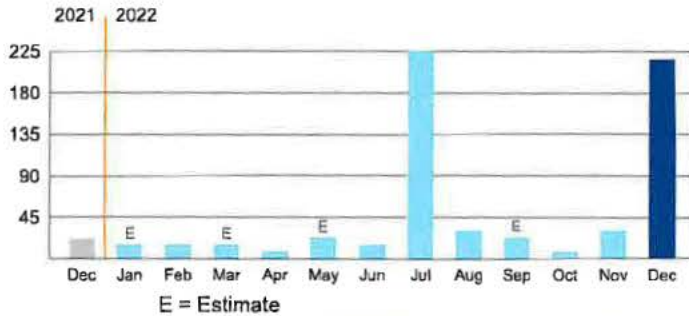
A = Actual E = Estimate

1 CF = 7.48 gallons 1 Billing Unit = 100 gallons

Total Gallons: 21,692

Billed Usage History (graph shown in 100 gallons)

- 21,692 gallons = usage for this period
- 2,244 gallons = usage for same period last year



Next Scheduled Read Date: on or about January 26, 2023
Account Type: Residential

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

**723
gallons**

Year to Date Billed Usage: 62,084 gallons

Account Detail

Account No. [REDACTED]

Service To: 2400 CREEKVIEW CT LEXINGTON, KY [REDACTED]

Prior Billing	19.87
Payments	-60.00
Total payments as of Dec 14. Thank you!	-60.00
Balance Forward	-40.13
Service Related Charges - 11/30/22 to 12/29/22	
Water Service	139.88
Water Service Charge	15.00
Water Usage Charge (216.92 x \$0.5757)	124.88
Other Charges	12.42
QIP Surcharge Water (\$139.88 x 4.61%)	6.45
KRA Withdrawal Fee (216.92 x \$0.0275)	5.97
Total Service Related Charges	152.30
Taxes	9.14
Franchise Taxes (\$152.30 x 3.000%)	4.57
School District Tax (\$152.30 x 3.000%)	4.57
Total Current Period Charges	161.44

Total Amount Due



\$121.31

Understanding Your Bill

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

PSC Inquiry Followup

Case # 2023 - 00312

Name Kathy Ison

Account Number [REDACTED]

Received by advocate team	2/27/2023	12:38 PM	
Initial response to PSC	2/27/2023	3:11 PM	
Customer Contacted	2/28/2023	10:48 AM	
PUC BPEM Case Created?	Yes	BPEM #:	[REDACTED]
Shut off letter?	No		
Pending order to cancel?	No		
Comm. Complaint Hold Placed?	Yes	Hold Through	3/27/2023
Hold Placed?	Yes	Hold Through	3/15/2023 hold already on account
Meter test needed?	Yes	Meter was already tested	
Address associated with complaint	[REDACTED]		

<u>Type of Complaint</u>	<u>Contact Date</u>	<u>Notes* contact must be within 3 days</u>
<input type="checkbox"/> Estimated Reading	2/28/2023	called customer and left a voicemail
<input checked="" type="checkbox"/> High Consumption/ Leak	3/6/2023	spoke with customer and advised we are not re distributing her usage
<input type="checkbox"/> Stuck Meter	___ / ___ / ___	
<input type="checkbox"/> Customer Service	___ / ___ / ___	
<input type="checkbox"/> Pressure/ Outage	___ / ___ / ___	
<input type="checkbox"/> Fees	___ / ___ / ___	
<input type="checkbox"/> Water Quality: _____	___ / ___ / ___	
<input type="checkbox"/> Other: _____	___ / ___ / ___	

Closed / Final Resolution with PSC 3/6/2023 12:00 PM

Advocate Initials _____

Kentucky American Water - Customer Meter Test Form

BENCH 2 (5/8") Only

CUSTOMER NAME: Kathy Ison ACCT # [REDACTED]

SERVICE ADDRESS: 2400 Creekview Ct PREMISE [REDACTED]

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

FIRST TEST READINGS

<u>Volume / Test</u>	<u>GPM</u>	<u>Adj. Read</u>	<u>Final Read</u>	<u>Test %</u>	<u>Required Accuracy</u>
<u>1 CF / LOW</u>	<u>1/4</u>	<u>389.9014</u>	<u>389.9115</u>	<u>101</u>	<u>95%-101%</u>
<u>1 CF / MED</u>	<u>2</u>	<u>389.9115</u>	<u>389.9215</u>	<u>100</u>	<u>98.5%-101.5%</u>
<u>10 CF / HIGH</u>	<u>15</u>	<u>389.9215</u>	<u>390.0208</u>	<u>99.3</u>	<u>98.5%-101.5%</u>

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

SECOND TEST READINGS

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

First Test Series % Average: 100.1 Second Test Series % Average: _____

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

Before Test Reading: 0389.90 After Test Reading: 0390.02

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 the RF device was cut off. Meter passed bench test.

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

