



WE KEEP LIFE FLOWING™

**Service Address:**

RICHARD JOUETT  
2379 HARRODS POINTE TRLR  
LEXINGTON, KY 40514-1449

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

- Want to get to know us better? Visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com) to learn more about the services we provide.
- 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.

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)

**Statement**

Account No. [REDACTED]

<b>Total Amount Due:</b>	<b>\$61.59</b>
<b>Payment Due By:</b>	<b>February 21, 2023</b>


Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

**Billing Date:** February 02, 2023  
**Service Period:** Dec 28 to Jan 30 (34 Days)  
**Total Gallons:** 6,732

**Account Summary – See page 3 for Account Detail**

Prior Billing:		\$36.59
Payments - Thank You!	-	\$36.59
<b>Balance Forward:</b>	=	<b>\$0.00</b>
Service Related Charges:	+	\$58.09
Taxes:	+	\$3.50
<b>Total Amount Due:</b>	=	<b>\$61.59</b>

 **View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://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]

<b>Total Amount Due:</b>	<b>\$61.59</b>
<b>Payment Due By:</b>	<b>February 21, 2023</b>

If paying after 2/21/23, pay this amount: \$64.67

**Amount Enclosed** \$ **Paid Electronically on Due Date**



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

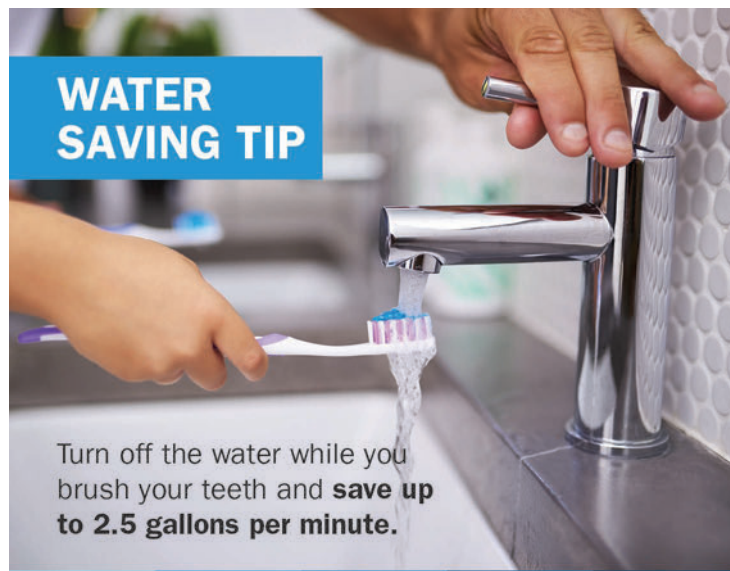
**Service to:** 2379 HARRODS POINTE TRLR  
 LEXINGTON, KY 40514-1449

RICHARD JOUETT  
2379 HARRODS POINTE TRCE  
LEXINGTON, KY 40514-1449

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](http://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](http://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](http://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](http://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](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay) (fee may apply).

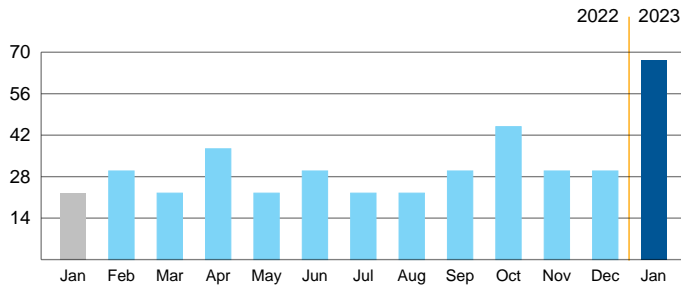
We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

## 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"	12/28/2022	01/30/2023	543 (A)	552 (A)	9	67.32	6,732
A = Actual E = Estimate			1 CF = 7.48 gallons		1 Billing Unit = 100 gallons		Total Gallons:		6,732

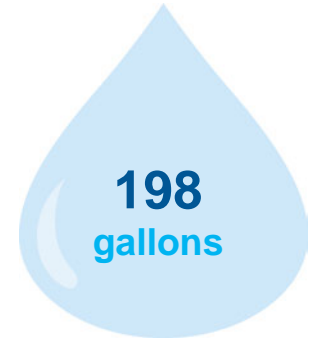
### Billed Usage History (graph shown in 100 gallons)

- 6,732 gallons = usage for this period
- 2,244 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about February 23, 2023  
**Account Type:** Residential

Average daily use for this period is: (34 days)



Year to Date Billed Usage: 6,732 gallons

### Account Detail

Service To: 2379 HARRODS POINTE TRLR LEXINGTON, KY 40514-1449

<b>Prior Billing</b>	<b>36.59</b>
<b>Payments</b>	<b>-36.59</b>
Total payments as of Jan 17. Thank you!	
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 12/28/22 to 01/30/23</b>	
<b>Water Service</b>	<b>53.76</b>
Water Service Charge	15.00
Water Usage Charge (67.32 x \$0.5757)	38.76
<b>Other Charges</b>	<b>4.33</b>
QIP Surcharge Water (\$53.76 x 4.61%)	2.48
KRA Withdrawal Fee (67.32 x \$0.0275)	1.85
<b>Total Service Related Charges</b>	<b>58.09</b>
<b>Taxes</b>	<b>3.50</b>
Franchise Taxes (\$58.09 x 3.000%)	1.75
School District Tax (\$58.09 x 3.000%)	1.75
<b>Total Current Period Charges</b>	<b>61.59</b>

**Total Amount Due**



**\$61.59**

### Understanding Your Bill

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

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- 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>

**From:** [REDACTED]  
**To:** [KAWC - Customer Advocacy](#)  
**Subject:** Re: Meter Data Log  
**Date:** Thursday, March 9, 2023 12:49:00 PM  
**Attachments:** [0013252546\\_2379\\_Harrods Pointe Tr.csv](#)  
[image001.png](#)

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**EXTERNAL EMAIL: The Actual Sender of this email is rhjouett@aol.com "Think before you click!"**

Please tell me how to read this spreadsheet. I do not see where this explains the significant consumption usage during the January billing cycle.

Richard Jouett

On Thursday, March 9, 2023 at 09:10:03 AM EST, KAWC - Customer Advocacy <kawc\_-\_customeradvocacy@amwater.com> wrote:

Mr. Jouett,

Attached you'll find a copy of the meter data log that you requested. If you have any further questions, feel free to reach out to us at the phone number or email below.

Thank you,

**Erica Schreffler**

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)



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**From:** [Erica Schreffler](#)  
**To:** [REDACTED]  
**Subject:** RE: Data Log results  
**Date:** Thursday, March 16, 2023 2:04:42 PM  
**Attachments:** [image001.png](#)

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Perfect, I'll give you a call then. Have a good afternoon!

Thank you,

*Erica Schreffler*

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



**From:** [REDACTED]  
**Sent:** Thursday, March 16, 2023 2:04 PM  
**To:** Erica Schreffler <[Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)>  
**Subject:** RE: Data Log results

**EXTERNAL EMAIL:** The Actual Sender of this email is [rhjouett@aol.com](mailto:rhjouett@aol.com) "Think before you click!".

Anytime after noon tomorrow.

[REDACTED]  
Rick Jouett

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Erica Schreffler <[Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)>

Date: 3/16/23 2:01 PM (GMT-05:00)

[REDACTED]  
Subject: RE: Data Log results

If you have a time that is convenient for you and it is agreeable to you, I could call to speak with you about the other options that are available. We are in the office from 7:30 am to 4 pm Monday through Friday.

Thank you,

*Erica Schreffler*

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



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**From:** [REDACTED]

**Sent:** Thursday, March 16, 2023 1:51 PM

**To:** Erica Schreffler <[Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)>

**Subject:** Re: Data Log results

**EXTERNAL EMAIL:** The Actual Sender of this email is [rhjouett@aol.com](mailto:rhjouett@aol.com) "Think before you click!".

What do I have to do to satisfy you and the water company that I did not use that much water during the period in question?

Rick Jouett



On Thursday, March 16, 2023 at 01:48:01 PM EDT, Erica Schreffler <[erica.schreffler@amwater.com](mailto:erica.schreffler@amwater.com)> wrote:

Mr. Jouett,

I did not mean to insinuate you were confused about the data log. I was simply offering to send the entire log if that was what you wanted. My job as an advocate is to provide a meeting of the minds, so to speak, between our customers and our company. I am offering what options we have available to paint as broad a picture as is possible for you with the information and tools that I have available to me. I cannot tell you what specific event occurred on the 19<sup>th</sup> that cause that much usage. Unfortunately, I have no way of researching or knowing that because it occurred on the customer side of the meter. Again, I can have one of our technicians come and switch out your meter and do a meter test for accuracy on the meter you already have. If that is something you would like for us to do, please let me know.

Thank you,

**Erica Schreffler**

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



**From:** [REDACTED]  
**Sent:** Thursday, March 16, 2023 1:21 PM  
**To:** Erica Schreffler <[Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)>  
**Subject:** Re: Data Log results

**EXTERNAL EMAIL:** The Actual Sender of this email is [rhjouett@aol.com](mailto:rhjouett@aol.com) "Think before you click!".

Erica:

I don't think I am confused about the data log. The point that is being missed here is basically two-fold.

1. What explains how that much water was consumed in a 20 hour period of time when our usage was normal in the months prior and following the period in question?
2. How are you being an advocate for me, the customer? I thought as an advocate you would put yourself in my position. I see no evidence that we had a spike of more than triple the amount of usage. I have invested my time and resources trying to prove that I am innocent when you only justify that your equipment was functioning properly. Do I have to resort to posting on social media and news media? All I want is to be respected and treated the same way you would expect.

Rick Jouett

On Thursday, March 16, 2023 at 12:46:41 PM EDT, Erica Schreffler <[erica.schreffler@amwater.com](mailto:erica.schreffler@amwater.com)> wrote:

Mr. Jouett,

I'm sorry for the confusion on the data log. I am more than happy to resend the entire three month period if you would like to go over that. I simply cleaned up the way the data was presented so that we could deal with the time frame that coincided with the high bill you were concerned about. We have verified that the reading from the meter matches the reading on the bill in question. Our distribution system ends with the meter and we are unable to determine where the water usage occurs once it enters into the property owner's system. Having said that, I can also offer to have your meter changed and tested for accuracy if

you would like. Please let me know how you would like to proceed.

Thank you,

## Erica Schreffler

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



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**From:** [REDACTED]  
**Sent:** Thursday, March 16, 2023 11:56 AM  
**To:** Erica Schreffler <[Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)>  
**Subject:** RE: Data Log results

**EXTERNAL EMAIL:** The Actual Sender of this email is [rhjouett@aol.com](mailto:rhjouett@aol.com) "Think before you click!".

Erica:

I assume that this report which can encompass up to 90 days only shows this one 20 hour period of time when the amount of water consumed was significantly high. Our consumption returned to a normal rate after 11:00 on Jan. 19 and has remained at that level for nearly 2 months since. It is very clear to me after conducting every test I know about after researching the subject and talking to experts in the field that we do not have a leak. When conducting research on this matter, it is assumed there is a leak somewhere and how to make repairs, etc. I can find NO explanation regarding this extremely high consumption over 20 hours and not since. I continue to spend lots of personal time and resources trying to understand what happened and how. I am left with the impression that it's your word against mine. I am looking for a valid explanation of how this happened so I can take the necessary steps to ensure it never happens again.

Rick Jouett

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Erica Schreffler <[Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)>

Date: 3/10/23 10:36 AM (GMT-05:00)

To: [REDACTED]

Subject: Data Log results

Mr. Jouett,

Apologies, when I sent that I meant to simplify the view so we could just work with the time in question. I am sending a detailed version of the data log that deals with the bill specifically from 12-28-22 through 1-30-23. The areas highlighted in the pink color are areas of usage. If you look on the 19<sup>th</sup>, there appears to be pretty significant consecutive consumption. This one date accounts for a rather large portion of the bill for that month. Unfortunately, we are not able to determine where the water goes inside your property after it passes through the meter, but it does appear there was an event of some sort on that date. If you have any further questions please feel free to reach out via the email or phone number below.

Thank you,

**Erica Schreffler**

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



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American Water Works Company Inc., 1 Water St. Camden, NJ. 08102 [www.amwater.com](http://www.amwater.com)

**From:** [Oscar Portillo-Garcia](#)  
**To:** [Varney, Stacey L \(PSC\)](#)  
**Cc:** [KAWC - Customer Advocacy](#)  
**Subject:** RE: Jouett, Richard - complaint  
**Date:** Wednesday, March 22, 2023 7:57:35 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)

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Hello Stacey,

We received the complaint for Mr. Richard, I will follow up with him and you with more detail about his complaint.

*Kind Regards,*

*Oscar Portillo*

Specialist Service Delivery | Kentucky American Water

☎ 859-268-6724

✉ [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

📍 2300 Richmond Rd, Lexington, KY 40502



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**From:** Varney, Stacey L (PSC) <stacey.varney@ky.gov>  
**Sent:** Wednesday, March 22, 2023 7:52 AM  
**To:** KAWC - Customer Advocacy <KAWC\_-\_CustomerAdvocacy@amwater.com>  
**Subject:** Jouett, Richard - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Richard Hall Jouett

(Your Full Name)

COMPLAINANT

VS.

Kentucky American Water Company

(Name of Utility)

DEFENDANT

RECEIVED

APR 03 2023

PUBLIC SERVICE  
COMMISSION

COMPLAINT

The complaint of Richard Hall Jouett respectfully shows:  
(Your Full Name)

(a) Richard Hall Jouett  
(Your Full Name)

2379 Harrods Pointe Trace, Lexington, KY 40514  
(Your Address)

(b) Kentucky American Water Company  
(Name of Utility)

2300 Richmond Road, Lexington, KY 40502  
(Address of Utility)

(c) That: Kentucky American Water Company issued my monthly billing  
(Describe here, attaching additional sheets if necessary,  
statement on 2/3/2023 reflecting a consumption rate over triple for the same  
the specific act, fully and clearly, or facts that are the reason  
period from the same period one year ago and after many weeks of research  
and basis for the complaint.)  
no reasonable explanation has been offered

Continued on Next Page



Formal Complaint

Richard Hall Jouett vs. Kentucky American Water Company

Page 2 of 2

I have attached copies of all pertinent information, including an organized timeline of events and communications. In addition, I would refer to an article published in the Lexington Herald Leader on 2/22/2023 by Aaron Mudd. This article sites many examples of problems similar to my experience. When I brought this to the attention of the KAWC Customer Advocate, Erica's only response was that she was not employed by KAWC in December. Note that my post on the social, \*\*  
Wherefore, complainant asks for reasonable adjustment to my bill to reflect  
(Specifically state the relief desired.)  
the normal usage at our address for the past 34 years except for this one 20 hour period.

\*\* neighborhood application, NEXTDOOR has received nearly 150 reactions and comments along with over 13,000 views

Dated at Lexington, Kentucky, this 29th day  
(Your City)  
of March, 20 23.  
(Month)

*Richard Hall Jouett*  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)

\_\_\_\_\_  
Date

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

# KY PSC Utility Inquiry

From: KY Public Service Commission (pscfilings@ky.gov)

To: [REDACTED]

Date: Tuesday, March 21, 2023 at 10:46 PM EDT

Below is the result of your feedback form. It was submitted by (rhjouett@aol.com) on Tuesday, March 21, 2023 at 10:45 [REDACTED]

Name: Richard Jouett

Address: 2379 Harrods Pointe Trace

City: Lexington

State: Kentucky

Zip Code: 40514

Phone number where you can be reached: [REDACTED]

Home phone: [REDACTED]

Utility Name: Kentucky American Water

State the nature of your concern: Richard H. Jouett 2379 Harrods Pointe Trace Lexington, Kentucky 40514 [REDACTED]

[REDACTED] KAWC Account No. [REDACTED] Re: Billing Period 12/28/2022 – 1/30/2023 February 2, 2023 • Received monthly email advising that my new statement is available for viewing. • Statement showed consumption of 6732 gallons, more than 3 times the amount used during the same period one year prior. • Inspected all sources of water usage in the house, all faucets, sinks, toilets, dishwasher, washing machine, hot water heater and surveyed the yard above outside water pipes. • Called KAWC to request assistance. 1st available inspection appointment set for 2/17/23. February 17, 2023 • KAWC representative came out to read our meter. He did not call in advance. I only knew he was here because I looked out our side window. He told me that the meter appears to be functioning properly and offered that he would request a data log for the period in question. I was told to expect to hear from someone locally within 72 business hours. February 24, 2023 • When I still had not heard from my data log request, I called what I thought was the local Lexington, KY office at (859) 269-2386 but was connected to a customer service call center in North Carolina. The folks in this office can quote company policy and procedure, but are not equipped or authorized to give customer service. I insisted that I wanted to speak with someone in the Lexington, KY office to no avail. March 1, 2023 • I wrote and mailed a letter to the Lexington, KY office of KAWC detailing my frustrating experience thus far. • At this point, I am simply trying to be able to discuss this matter with someone in our local office who is likely to be familiar with the local environment and proceedings. • I received a phone call from Erica Schreffler in the Customer Advocacy department in the Lexington, KY office. She assured me that she would forward me a copy of the data log for a 90 day period ending at the end of the billing period in question. March 7, 2023 • I received an email from Customer Advocate Erica Schreffler with an attachment showing the data log dated from 9/13/2022 – 3/3/2023. The print out is 170 pages and not in a format that shows the actual consumption amounts. Erica resent an attachment showing the consumption amounts. The data log shows a major spike in our consumption during a 20-hour period from 14:47 on 1/18/23 until 10:47 on 1/19/23 showing a consumption of 2,940 gallons. March 10 – 16, 2023 • Several emails with Erica. She has stated several times that KAWC is not able to determine where the water goes after it passes through the meter, but apparently there was a significant event on 1/19/2023. I agreed to schedule a meter replacement and testing on March 20, 2023. March 20, 2023 • Technician Richard Young arrived and replaced the meter. March 21, 2023 • Received email from Erica stating that our meter passed the bench test which means it was functioning correctly. Comments • We have lived at this address since our house was built in 1989. The meter reading for the 20-hour period in question is extremely excessive. KAWC admits that they do not have an explanation for the cause, but there was a significant event during this period. • What could explain that for 34 years, our consumption has remained consistent before and after the period in question and has resumed at the same rate for two months since. • Research of both the news media and social media indicates that there was some type of incident with some equipment at KAWC in December 2022 and according to the technician at our house today, there are still over 300 unresolved cases as a result. • We have spent considerable personal time and resources to determine that we do not have a leak on our property. • KAWC insists that because their tests indicate the meter was working properly, they are not responsible for the unexplained, excessive amount of water supposedly consumed during the 20 hour period in question. Yet, they are aware of a significant event that occurred in December 2022 that adversely affected 1000's of customers. Unanswered Question • How could we have possibly consumed nearly 3,000 gallons of water in just 20 hours? And yet our consumption rate is currently near 75 gallons per day or 2500 per billing period. After the 20 hour period in question passed, our consumption rate returned to what has been normal for 34 years. Don't you think we would know if we used that much water in such a short period of time?

Have you contacted the utility about the problem: Yes

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

502-564-3460

Richard H. Jouett  
2379 Harrods Pointe Trace  
Lexington, Kentucky 40514

March 1, 2023

Kentucky American Water  
2300 Richmond Road  
Lexington, Kentucky 40502

Re: Account # [REDACTED] - Case # [REDACTED]

I am writing today to review the status of my request to investigate my recent meter reading.

On 2/2/23 while out of town for two weeks I received an email alerting me that my current statement was available online. I immediately noticed that our water consumption usage amount for January 2023 was more than triple the same period in 2022. Realizing that we were out of town for at least 5 days during that billing period, I was very concerned that we could have encountered a leak somewhere. I called my neighbor who has access to our home and immediately went to our house and conducted an inspection both inside and outside and found nothing suspicious. I called Kentucky American Water to report these findings and request further investigative inspection be conducted. I was informed that the earliest appointment would be in 15 days on 2/17/23 and that I would receive a phone call from the representative. Further, he would need access to the yard and inside of the house, specifically the location of our main water shut off valve. I never received a phone call on 2/17/23 and it was only because I looked outside and saw your company truck that I knew to go outside and see what this person was doing. He said that there is nothing wrong with the meter and that it is functioning properly. He suggested I do a dye test on each toilet to determine if we have an otherwise undetectable leak. Those tests all proved negative. He offered that he was going to request a daily usage report for the previous 3 months and that someone from our local office would be in contact within 72 business hours.

I was not contacted as promised so I called the tollfree number for customer service. These folks are not given the tools and resources to handle this type of customer service issue. Again, I was promised that someone from our local office would reach out to me. I called again today, still no answers as to what is going on, saying it can take up to 30 days to complete such an investigation. Then why was I told to expect to be contacted by someone in our local office? Why was I informed that I would receive a daily usage report within 72 hours? Why was I told to be prepared to show the meter reading representative the location of our main shut off valve?

I have attached a copy of the current reading information found on my profile page online. It clearly shows that the billing period in question is way off and has since returned to a more normal reading. I am the customer here, yet I have found it necessary to spend my time and resources to defend myself. Where is the spirit of sincere customer service? Like everywhere else I turn these days, everyone has become so impersonal. I or my family have been water customers here in Lexington for well over 100 years and I have been the sole resident at my current address since this house was built in 1989. We are talking about a spike in my water bill of \$25 and sewer bill through LFUCG of \$30. Why should it take nearly 6 weeks to determine where the problem is? Why is it so difficult for someone in the local office who knows far more about this matter to reach out to me?

Let me conclude by saying that I spent all of my adult life working in customer service, so I dislike writing a letter like this as much as you for receiving it. I look forward to your prompt response.

Sincerely,

Richard H. Jouett

Richard H. Jouett  
2379 Harrods Pointe Trace  
Lexington, Kentucky 40514

KAWC Account No. [REDACTED]

Re: Billing Period 12/28/2022 -- 1/30/2023

February 2, 2023

- Received monthly email advising that my new statement is available for viewing.
- Statement showed consumption of 6732 gallons, more than 3 times the amount used during the same period one year prior.
- Inspected all sources of water usage in the house, all faucets, sinks, toilets, dishwasher, washing machine, hot water heater and surveyed the yard above outside water pipes.
- Called KAWC to request assistance. 1<sup>st</sup> available inspection appointment set for 2/17/23.

February 17, 2023

- KAWC representative came out to read our meter. He did not call in advance. I only knew he was here because I looked out our side window. He told me that the meter appears to be functioning properly and offered that he would request a data log for the period in question. I was told to expect to hear from someone locally within 72 business hours.

February 24, 2023

- When I still had not heard from my data log request, I called what I thought was the local Lexington, KY office at (859) 269-2386 but was connected to a customer service call center in North Carolina. The folks in this office can quote company policy and procedure, but are not equipped or authorized to give customer service. I insisted that I wanted to speak with someone in the Lexington, KY office to no avail.

March 1, 2023

- I wrote and mailed a letter to the Lexington, KY office of KAWC detailing my frustrating experience thus far.
- At this point, I am simply trying to be able to discuss this matter with someone in our local office who is likely to be familiar with the local environment and proceedings.
- I received a phone call from Erica Schreffler in the Customer Advocacy department in the Lexington, KY office. She assured me that she would forward me a copy of the data log for a 90 day period ending at the end of the billing period in question.

March 7, 2023

- I received an email from Customer Advocate Erica Schreffler with an attachment showing the data log dated from 9/13/2022 – 3/3/2023. The print out is 170 pages and not in a format that shows the actual consumption amounts. Erica resent an attachment showing the consumption amounts. The data log shows a major spike in our consumption during a 20-hour period from 14:47 on 1/18/23 until 10:47 on 1/19/23 showing a consumption of 2,940 gallons.

March 10– 16, 2023

- Several emails with Erica. She has stated several times that KAWC is not able to determine where the water goes after it passes through the meter, but apparently there was a significant event on 1/19/2023. I agreed to schedule a meter replacement and testing on March 20, 2023.

March 20, 2023

- Technician Richard Young arrived and replaced the meter.

March 21, 2023

- Received email from Erica stating that our meter passed the bench test which means it was functioning correctly.

## Comments

- We have lived at this address since our house was built in 1989. The meter reading for the 20-hour period in question is extremely excessive. KAWC admits that they do not have an explanation for the cause, but there was a significant event during this period.
- What could explain that for 34 years, our consumption has remained consistent before and after the period in question and has resumed at the same rate for two months since.
- Research of both the news media and social media indicates that there was some type of incident with some equipment at KAWC in December 2022 and according to the technician at our house today, there are still over 300 unresolved cases as a result.
- We have spent considerable personal time and resources to determine that we do not have a leak on our property.
- KAWC insists that because their tests indicate the meter was working properly, they are not responsible for the unexplained, excessive amount of water supposedly consumed during the 20 hour period in question. Yet, they are aware of a significant event that occurred in December 2022 that adversely affected 1000's of customers.

## Unanswered Question

- How could we have possibly consumed nearly 3,000 gallons of water in just 20 hours? And yet our consumption rate is currently near 75 gallons per day or 2500 per billing period. After the 20 hour period in question passed, our consumption rate returned to what has been normal for 34 years. Don't you think we would know if we used that much water in such a short period of time?

Re: Billing Period 12/28/2022 – 1/30/2023 Kentucky American Water February 2, 2023 • Received monthly email advising that my new statement is available for viewing. • Statement showed consumption of 6732 gallons, more than 3 times the amount used during the same period one year prior. • Inspected all sources of water usage in the house, all faucets, sinks, toilets, dishwasher, washing machine, hot water heater and surveyed the yard above outside water pipes. • Called KAWC to request assistance. 1st available inspection appointment set for 2/17/23. February 17, 2023 • KAWC representative came out to read our meter. He did not call in advance. I only knew he was here because I looked out our side window. He told me that the meter appears to be functioning properly and offered that he would request a data log for the period in question. I was told to expect to hear from someone locally within 72 business hours. February 24, 2023 • When I still had not heard from my data log request, I called what I thought was the local Lexington, KY office at (859) 269-2386 but was connected to a customer service call center in North Carolina. The folks in this office can quote company policy and procedure, but are not equipped or authorized to give customer service. I insisted that I wanted to speak with someone in the Lexington, KY office to no avail. March 1, 2023 • I wrote and mailed a letter to the Lexington, KY office of KAWC detailing my frustrating experience thus far. • At this point, I am simply trying to be able to discuss this matter with someone in our local office who is likely to be familiar with the local environment and proceedings. • I received a phone call from Erica Schreffler in the Customer Advocacy department in the Lexington, KY office. She assured me that she would forward me a copy of the data log for a 90 day period ending at the end of the billing period in question. March 7, 2023 • I received an email from Customer Advocate Erica Schreffler with an attachment showing the data log dated from 9/13/2022 – 3/3/2023. The print out is 170 pages and not in a format that shows the actual consumption amounts. Erica resent an attachment showing the consumption amounts. The data log shows a major spike in our consumption during a 20-hour period from 14:47 on 1/18/23 until 10:47 on 1/19/23 showing a consumption of 2,940 gallons. March 10 – 16, 2023 • Several emails with Erica. She has stated several times that KAWC is not able to determine where the water goes after it passes through the meter, but apparently there was a significant event on 1/19/2023. I agreed to schedule a meter replacement and testing on March 20, 2023. March 20, 2023 • Technician Richard Young arrived and replaced the meter. March 21, 2023 • Received email from Erica stating that our meter passed the bench test which means it was functioning correctly. Comments • We have lived at this address since our house was built in 1989. The meter reading for the 20-hour period in question is extremely excessive. KAWC admits that they do not have an explanation for the cause, but there was a significant event during this period. • What could explain that for 34 years, our consumption has remained consistent before and after the period in question and has resumed at the same rate for two months since. • Research of both the news media and social media indicates that there was some type of incident with some equipment at KAWC in December 2022 and according to the technician at our house today, there are still over 300 unresolved cases as a result. • We have spent considerable personal time and resources to determine that we do not have a leak on our property. • KAWC insists that because their tests indicate the meter was working properly, they are not responsible for the unexplained, excessive amount of water supposedly consumed during the 20 hour period in question. Yet, they are aware of a significant event that occurred in December 2022 that adversely affected 1000's of customers. Unanswered Question • How could we have possibly consumed nearly 3,000 gallons of water in just 20 hours? And yet our consumption rate is currently near 75 gallons per day or 2500 per billing period. After the 20 hour period in question passed, our consumption rate returned to what has been normal for 34 years. Don't you think we would know if we used that much water in such a short period of time?



WE KEEP LIFE FLOWING™

**Service Address:**

RICHARD JOUETT  
2379 HARRODS POINTE TRLR  
LEXINGTON, KY 40514-1449

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

- Want to get to know us better? Visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com) to learn more about the services we provide.
- 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.

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)

**Statement**

Total Amount Due:	<b>\$61.59</b>
Payment Due By:	<b>February 21, 2023</b>


Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.


<b>Billing Date:</b>	February 02, 2023
<b>Service Period:</b>	Dec 28 to Jan 30 (34 Days)
<b>Total Gallons:</b>	6,732

**Account Summary – See page 3 for Account Detail**

Prior Billing:	\$36.59
Payments - Thank You!	\$36.59
<b>Balance Forward:</b>	<b>\$0.00</b>
Service Related Charges:	\$58.09
Taxes:	\$3.50
<b>Total Amount Due:</b>	<b>\$61.59</b>

 View your account information or pay your bill anytime at: [www.kawwater.com/MyAccount](http://www.kawwater.com/MyAccount)

 Pay by Phone\*: Pay anytime at 1-855-748-6068  
\*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 8029  
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: 2379 HARRODS POINTE TRLR  
LEXINGTON, KY 40514-1449

RICHARD JOUETT  
2379 HARRODS POINTE TRCE  
LEXINGTON, KY 40514-1449

Total Amount Due:	<b>\$61.59</b>
Payment Due By:	<b>February 21, 2023</b>

If paying after 2/21/23, pay this amount: **\$64.67**

**Amount Enclosed** \$ **Paid Electronically on Due Date**

**KENTUCKY AMERICAN WATER**  
PO BOX 8029  
CAROL STREAM, IL 60197-6029

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
H013252546	100 CF	5/8"	12/28/2022	01/30/2023	543 (A)	552 (A)	9	67.32	6,732

A = Actual E = Estimate

1 CF = 7.48 gallons

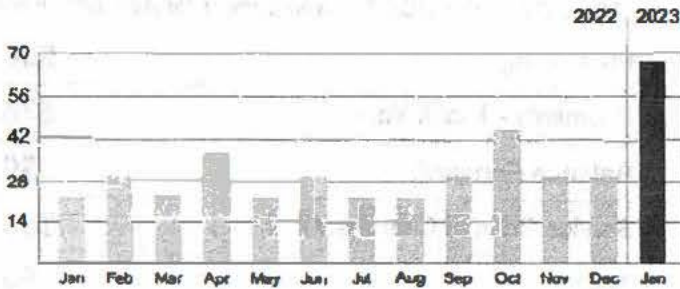
1 Billing Unit = 100 gallons

Total Gallons:

6,732

**Billed Usage History (graph shown in 100 gallons)**

- 6,732 gallons = usage for this period
- 2,244 gallons = usage for same period last year


**Next Scheduled Read Date:** on or about February 23, 2023  
**Account Type:** Residential

Average daily use for this period is: (34 days)

**198**  
gallons

Year to Date Billed Usage: 6,732 gallons

**Account Detail**

Service To: 2379 HARRODS POINT TRLR LEXINGTON, KY 40514-1449

Prior Billing		36.59
Payments		-36.59
Total payments as of Jan 17. Thank you!		-36.59
<b>Balance Forward</b>		<b>0.00</b>
<b>Service Related Charges - 12/28/22 to 01/30/23</b>		
<b>Water Service</b>		53.76
Water Service Charge		15.00
Water Usage Charge	(67.32 x \$0.5757)	38.76
<b>Other Charges</b>		4.33
QIP Surcharge Water	(\$53.76 x 4.61%)	2.48
KRA Withdrawal Fee	(67.32 x \$0.0275)	1.85
<b>Total Service Related Charges</b>		<b>58.09</b>
<b>Taxes</b>		3.50
Franchise Taxes (\$58.09 x 3.000%)		1.75
School District Tax (\$58.09 x 3.000%)		1.75
<b>Total Current Period Charges</b>		<b>61.59</b>

**Total Amount Due**

**\$61.59**
**Understanding Your Bill**

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

- **Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Surcharges:** Surcharges are used to recover 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/kvaw/rates>



**From:** [Erica Schreffler](#)  
**To:** [Roderick Sherman](#)  
**Subject:** RE: Richard Hall Jouett PSC Complaint  
**Date:** Tuesday, April 4, 2023 9:16:54 AM  
**Attachments:** [image002.png](#)  
[image004.png](#)

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I also have a folder that contains the entire email chain with Mr. Jouett and all information pertaining to my dealings with him, as I was concerned this was going to be an ongoing issue. I'll get it all put together

Thank you,

*Erica Schreffler*

Customer Advocacy  
Kentucky American Water  
2300 Richmond Rd. Lexington, KY 40502  
Advocate Office: 859.269.2386 option 6  
Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)  
Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



---

**From:** Roderick Sherman <[Roderick.Sherman@amwater.com](mailto:Roderick.Sherman@amwater.com)>  
**Sent:** Tuesday, April 4, 2023 9:14 AM  
**To:** Erica Schreffler <[Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)>  
**Subject:** Fwd: Richard Hall Jouett PSC Complaint

Hey Erica,

Since I know you have been working on this, could you please start to gather any pertinent information on this. There is a formal complaints filing folder in our customer advocacy TEAMS site. Maybe placing it there in a new folder for this case would be a great place to gather the details and share with Molly.

I know we usually have a lot of the information already gathered and stored it in the informal complaints folder located in our customer advocated folder in our shared drive. That could be a

great starting point.

I know you are in the office by yourself today. Don't feel overwhelmed to get this all gathered by today.

I plan to call you to discuss this today. Once all the information is gathered, I will review and pull anything else that may be necessary for Molly.

Best regards,

**RJ Sherman (He/Him/His), MBA**

Manager, Operational Excellence

Kentucky American Water | 2300 Richmond Road Lexington, KY 40502

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



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**From:** Roderick Sherman <[Roderick.Sherman@amwater.com](mailto:Roderick.Sherman@amwater.com)>

**Sent:** Tuesday, April 4, 2023 9:03:16 AM

**To:** Molly M Van Over <[Molly.VanOver@amwater.com](mailto:Molly.VanOver@amwater.com)>; Meriah A Osbourne <[Meriah.Osbourne@amwater.com](mailto:Meriah.Osbourne@amwater.com)>; Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>; Josh D Riley <[Joshua.Riley@amwater.com](mailto:Joshua.Riley@amwater.com)>; Erica Schreffler <[Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)>

**Cc:** David L Phippen <[David.Phippen@amwater.com](mailto:David.Phippen@amwater.com)>; l.ingram\_skofirm.com <[l.ingram@skofirm.com](mailto:l.ingram@skofirm.com)>; Jeffrey Newcomb <[Jeffrey.Newcomb@amwater.com](mailto:Jeffrey.Newcomb@amwater.com)>

**Subject:** Re: Richard Hall Jouett PSC Complaint

Molly,

I'll work with the team to gather the necessary information.

Best regards,

**RJ Sherman (He/Him/His), MBA**

Manager, Operational Excellence

Kentucky American Water | 2300 Richmond Road Lexington, KY 40502

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



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**From:** Molly M Van Over <[Molly.VanOver@amwater.com](mailto:Molly.VanOver@amwater.com)>

**Sent:** Tuesday, April 4, 2023 8:14:35 AM

**To:** Meriah A Osbourne <[Meriah.Osbourne@amwater.com](mailto:Meriah.Osbourne@amwater.com)>; Roderick Sherman <[Roderick.Sherman@amwater.com](mailto:Roderick.Sherman@amwater.com)>; Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>; Josh D Riley <[Joshua.Riley@amwater.com](mailto:Joshua.Riley@amwater.com)>; Erica Schreffler <[Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)>

**Cc:** David L Pippen <[David.Pippen@amwater.com](mailto:David.Pippen@amwater.com)>; l.ingram\_skofirm.com <[l.ingram@skofirm.com](mailto:l.ingram@skofirm.com)>; Jeffrey Newcomb <[Jeffrey.Newcomb@amwater.com](mailto:Jeffrey.Newcomb@amwater.com)>

**Subject:** Richard Hall Jouett PSC Complaint

Good morning everyone,

Happy Wednesday. Please find attached the complaint that was filed by Mr. Jouett at the PSC yesterday.

He directly calls out the Herald Leader news article from February. He has posted on social media, and I will keep Susan in the loop on this one.

Could someone from the Customer Advocacy team pull the account information, communication records, any notes, or letters from the account. He specifically says that he spoke with a KAWC employee who was going to request the data logs from the meter, hopefully we have that.

We will need to respond to the complaint.

I will set up a call for some time this week to discuss this account. Thank you.

Respectfully,

Molly

**Molly M. Van Over**

Paralegal and Government Affairs Liaison

American Water

2300 Richmond Road | Lexington, Kentucky 40502 |

Mobile: (859) 699-9073 | [molly.vanover@amwater.com](mailto:molly.vanover@amwater.com)



**From:** [Meriah A Osbourne](#)  
**To:** [Molly M Van Over](#); [Roderick Sherman](#); [Josh D Riley](#); [Oscar Portillo-Garcia](#); [Erica Schreffler](#)  
**Subject:** RE: Jouett Case  
**Date:** Tuesday, May 2, 2023 3:19:16 PM

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Thanks, Molly!

*Meriah Osbourne*

*She/ Her/ Hers*

*Supervisor Customer Advocacy*

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

Visit our website: [www.amwater.com/kyaw/](http://www.amwater.com/kyaw/)

Advocate Office: 859.269.2386 option 6 | [KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)

Office: 859.268.6701 | Cell: 859.447.3968 | [Meriah.Osbourne@amwater.com](mailto:Meriah.Osbourne@amwater.com)

---

**From:** Molly M Van Over <[Molly.VanOver@amwater.com](mailto:Molly.VanOver@amwater.com)>

**Sent:** Tuesday, May 2, 2023 2:56 PM

**To:** Roderick Sherman <[Roderick.Sherman@amwater.com](mailto:Roderick.Sherman@amwater.com)>; Meriah A Osbourne <[Meriah.Osbourne@amwater.com](mailto:Meriah.Osbourne@amwater.com)>; Josh D Riley <[Joshua.Riley@amwater.com](mailto:Joshua.Riley@amwater.com)>; Oscar Portillo-Garcia <[oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)>; Erica Schreffler <[Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)>

**Subject:** Jouett Case

Just an FYI:

[Request for Complainant Documents \(ky.gov\)](#)

Nothing for us to do but wait and see if Mr. Jouett submits the information the PSC has requested.

Thank you!

Respectfully,

Molly



PSC Consumer Inquiry System

3/22/2023

**Complaint:** 2023-00447 **Entry Date:** 3/22/2023 **Closed Date:** **Contact Type:** E-Mail  
**Name:** Jouett, Richard **Utility:** Kentucky-American Water Company  
**Address:** ██████████ **Utility Nbr:** 15800 **Location:** Residence  
 Lexington, KY 40514 **Utility Type:** Investor-  
**County:** Fayette **Reason:** Billing ( High bill/consumption )  
 (none) ( (none) )  
**Home:** ██████████ **Work:**  
**Fax:** **CBR Nbr:** **Complaint referred by:**  
**Cell:** ██████████ **Email:** ██████████  
**Contacted Utility?**  **Spoke with:** Erica  
**Cust Relations:** None

**Utility Contact:** **Contact's** ██████████  
**Preliminary Description:** **Other Contacts:**  
 Bill is high  
**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:** 3/22/2023 7:50:44 AM

Email from Customer:

Richard H. Jouett ██████████ Kentucky 40514 (██████████) KAWC  
 ██████████ Re: Billing Period 12/28/2022 – 1/30/2023 February 2, 2023 • Received monthly email  
 advising that my new statement is available for viewing. • Statement showed consumption of 6732 gallons, more than 3  
 times the amount used during the same period one year prior. • Inspected all sources of water usage in the house, all  
 faucets, sinks, toilets, dishwasher, washing machine, hot water heater and surveyed the yard above outside water pipes. •  
 Called KAWC to request assistance. 1st available inspection appointment set for 2/17/23. February 17, 2023 • KAWC  
 representative came out to read our meter. He did not call in advance. I only knew he was here because I looked out our  
 side window. He told me that the meter appears to be functioning properly and offered that he would request a data log for  
 the period in question. I was told to expect to hear from someone locally within 72 business hours. February 24, 2023 •  
 When I still had not heard from my data log request, I called what I thought was the local Lexington, KY office at ██████████  
 ██████████ but was connected to a customer service call center in North Carolina. The folks in this office can quote  
 company policy and procedure, but are not equipped or authorized to give customer service. I insisted that I wanted to  
 speak with someone in the Lexington, KY office to no avail. March 1, 2023 • I wrote and mailed a letter to the Lexington,  
 KY office of KAWC detailing my frustrating experience thus far. • At this point, I am simply trying to be able to discuss this  
 matter with someone in our local office who is likely to be familiar with the local environment and proceedings. • I received  
 a phone call from Erica Schreffler in the Customer Advocacy department in the Lexington, KY office. She assured me that  
 she would forward me a copy of the data log for a 90 day period ending at the end of the billing period in question. March  
 7, 2023 • I received an email from Customer Advocate Erica Schreffler with an attachment showing the data log dated  
 from 9/13/2022 – 3/3/2023. The print out is 170 pages and not in a format that shows the actual consumption amounts.  
 Erica resent an attachment showing the consumption amounts. The data log shows a major spike in our consumption  
 during a 20-hour period from 14:47 on 1/18/23 until 10:47 on 1/19/23 showing a consumption of 2,940 gallons. March 10 –  
 16, 2023 • Several emails with Erica. She has stated several times that KAWC is not able to determine where the water  
 goes after it passes through the meter, but apparently there was a significant event on 1/19/2023. I agreed to schedule a  
 meter replacement and testing on March 20, 2023. March 20, 2023 • Technician Richard Young arrived and replaced the  
 meter. March 21, 2023 • Received email from Erica stating that our meter passed the bench test which means it was  
 functioning correctly. Comments • We have lived at this address since our house was built in 1989. The meter reading for  
 the 20-hour period in question is extremely excessive. KAWC admits that they do not have an explanation for the cause,  
 but there was a significant event during this period. • What could explain that for 34 years, our consumption has remained

**2023-00447 (Continued)**

consistent before and after the period in question and has resumed at the same rate for two months since. • Research of both the news media and social media indicates that there was some type of incident with some equipment at KAWC in December 2022 and according to the technician at our house today, there are still over 300 unresolved cases as a result. • We have spent considerable personal time and resources to determine that we do not have a leak on our property. • KAWC insists that because their tests indicate the meter was working properly, they are not responsible for the unexplained, excessive amount of water supposedly consumed during the 20 hour period in question. Yet, they are aware of a significant event that occurred in December 2022 that adversely affected 1000's of customers. Unanswered Question • How could we have possibly consumed nearly 3,000 gallons of water in just 20 hours? And yet our consumption rate is currently near 75 gallons per day or 2500 per billing period. After the 20 hour period in question passed, our consumption rate returned to what has been normal for 34 years. Don't you think we would know if we used that much water in such a short period of time?

---

**From:** [KAWC - Customer Advocacy](#)  
**To:** ["Varney, Stacey L \(PSC\)"](#)  
**Subject:** RE: Jouett, Richard - complaint  
**Date:** Wednesday, March 22, 2023 2:00:37 PM  
**Attachments:** [image001.png](#)

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Stacey,

Thank you for letting me know! I have contacted the meter shop and advised them to retain that meter in case you need it.

*Erica Schreffler*

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



---

**From:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Sent:** Wednesday, March 22, 2023 1:44 PM  
**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** RE: Jouett, Richard - complaint

**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!"**

Erica,

You have done everything that is required of you for Mr. Jouett. I emailed him and let him know that the next step would be for us to test the meter. He has to request this in writing. Once he sends us this request, we will then test the meter. If he still is not satisfied, he may then file a formal complaint.

Please keep everything on file in case he does file a formal complaint.

Thanks.

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

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**From:** KAWC - Customer Advocacy <[KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)>  
**Sent:** Wednesday, March 22, 2023 12:41 PM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Subject:** RE: Jouett, Richard - complaint

**\*\*CAUTION\*\* PDF attachments may contain links to malicious sites. Please contact the COT Service Desk [ServiceCorrespondence@ky.gov](mailto:ServiceCorrespondence@ky.gov) for any assistance.**

Hi Stacey,

Thank you for sending us this case.

I have already spoken with Mr. Jouett at length about his concerns. Here is a summary of our conversations and my research:

- 2/17/2023: Mr. Jouett worked with our call center to get a service order scheduled. This order was to check for movement on his meter and to obtain a data log. While Mr. Jouett initially stated on the call that no one from KAW showed up, we have documented notes from our technician. The technician notes that there was no movement on the meter while he was there and that all equipment was functioning properly. This meter type cannot be data logged by our standard field technician, so a request was placed to have a meter reader come back to the property to obtain the data log.
- 3/2/2023: Mr. Jouett spoke with our call center and his concerns were escalated to our local office. After receiving this, I attempted to contact the customer twice, but was unable to speak with him or leave a voicemail as his voicemail was full.
- 3/9/2023: I received the data log results and was able to share that information with Mr. Jouett via email. That same day, he replied expressing some confusion with interpreting the results, so I narrowed down and highlighted the data to be more reflective of the time frame in question (12/28-1/30.)
  - Over email, Mr. Jouett continued to ask *where* the water was used, however that is not information KAW is able to provide. I advised that once the water passes through the meter, it is the customer's responsibility, and we would not be able to tell him *where* the water was used. I did offer to set-up a meter test at this point. Eventually, the customer agreed to a phone call on 3/17 to discuss his concerns further.
- 3/17/2023: I spoke with Mr. Jouett and we agreed to set-up a service order for 3/20. This



service order was to pull the meter for testing and to do a meter-to-premise verification, which ensures that we have the correct meter connected to his home.

- 3/20/2023: The service order was completed, and the technician verified the meter-to-premise information. The technician brought the meter to our shop for testing.
- 3/21/2023: Mr. Jouett emailed me again, asking for additional clarification on his data log. I replied with that clarification as well as the completed meter test results which show that meter was functioning correctly and passed the test at all three flows.
- 3/22/2023: Mr. Jouett emailed me with his timeline document (the same that was included in his PSC Inquiry.) Upon receiving the PSC Inquiry, I called Mr. Jouett to let him know I would be sending everything that I have already shared with him to the Commission. He understood and again asked me to explain *where* the water went. I reiterated that this was still not information we could provide for him.

Attached to this email you will find:

- The meter test, which passed at all three flows.
- The customer's data log (hourly usage report)
  - As you can see, there was consistent high usage between 1/18 around 3:47pm and 1/19 around 10:47am. His usage before and after that time frame appear "normal."
- A copy of the customer's bill, which shows higher-than-normal usage consistent with our data log.
  - This bill was for \$61.59.
  - His prior bill was for \$36.59, and the following bill was \$31.63.

If I can offer any further information or assistance, please let me know.

Thank you,

*Erica Schreffler*

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



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**From:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Sent:** Wednesday, March 22, 2023 7:52 AM  
**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** Jouett, Richard - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

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**From:** [Oscar Portillo-Garcia](#)  
**To:** [Erica Schreffler](#)  
**Subject:** [REDACTED] Jouett, Richard - complaint  
**Date:** Wednesday, March 22, 2023 7:55:35 AM  
**Attachments:** [2023\\_447.pdf](#)  
[image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)

---

Hello Erica,

Just sharing this with you, I will respond to the complaint.

*Kind Regards,*

*Oscar Portillo*

Specialist Service Delivery | Kentucky American Water

☎ 859-268-6724

✉ [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

📍 2300 Richmond Rd, Lexington, KY 40502



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**From:** Varney, Stacey L (PSC) <stacey.varney@ky.gov>  
**Sent:** Wednesday, March 22, 2023 7:52 AM  
**To:** KAWC - Customer Advocacy <KAWC\_-\_CustomerAdvocacy@amwater.com>  
**Subject:** Jouett, Richard - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

Richard H. Jouett  
2379 Harrods Pointe Trace  
Lexington, Kentucky 40514

KAWC Account No. [REDACTED]

Re: Billing Period 12/28/2022 – 1/30/2023

February 2, 2023

- Received monthly email advising that my new statement is available for viewing.
- Statement showed consumption of 6732 gallons, more than 3 times the amount used during the same period one year prior.
- Inspected all sources of water usage in the house, all faucets, sinks, toilets, dishwasher, washing machine, hot water heater and surveyed the yard above outside water pipes.
- Called KAWC to request assistance. 1<sup>st</sup> available inspection appointment set for 2/17/23.

February 17, 2023

- KAWC representative came out to read our meter. He did not call in advance. I only knew he was here because I looked out our side window. He told me that the meter appears to be functioning properly and offered that he would request a data log for the period in question. I was told to expect to hear from someone locally within 72 business hours.

February 24, 2023

- When I still had not heard from my data log request, I called what I thought was the local Lexington, KY office [REDACTED] but was connected to a customer service call center in North Carolina. The folks in this office can quote company policy and procedure, but are not equipped or authorized to give customer service. I insisted that I wanted to speak with someone in the Lexington, KY office to no avail.

March 1, 2023

- I wrote and mailed a letter to the Lexington, KY office of KAWC detailing my frustrating experience thus far.
- At this point, I am simply trying to be able to discuss this matter with someone in our local office who is likely to be familiar with the local environment and proceedings.
- I received a phone call from Erica Schreffler in the Customer Advocacy department in the Lexington, KY office. She assured me that she would forward me a copy of the data log for a 90 day period ending at the end of the billing period in question.

March 7, 2023

- I received an email from Customer Advocate Erica Schreffler with an attachment showing the data log dated from 9/13/2022 – 3/3/2023. The print out is 170 pages and not in a format that shows the actual consumption amounts. Erica resent an attachment showing the consumption amounts. The data log shows a major spike in our consumption during a 20-hour period from 14:47 on 1/18/23 until 10:47 on 1/19/23 showing a consumption of 2,940 gallons.

March 10 – 16, 2023

- Several emails with Erica. She has stated several times that KAWC is not able to determine where the water goes after it passes through the meter, but apparently there was a significant event on 1/19/2023. I agreed to schedule a meter replacement and testing on March 20, 2023.

March 20, 2023

- Technician Richard Young arrived and replaced the meter.

March 21, 2023

- Received email from Erica stating that our meter passed the bench test which means it was functioning correctly.

## Comments

- We have lived at this address since our house was built in 1989. The meter reading for the 20-hour period in question is extremely excessive. KAWC admits that they do not have an explanation for the cause, but there was a significant event during this period.
- What could explain that for 34 years, our consumption has remained consistent before and after the period in question and has resumed at the same rate for two months since.
- Research of both the news media and social media indicates that there was some type of incident with some equipment at KAWC in December 2022 and according to the technician at our house today, there are still over 300 unresolved cases as a result.
- We have spent considerable personal time and resources to determine that we do not have a leak on our property.
- KAWC insists that because their tests indicate the meter was working properly, they are not responsible for the unexplained, excessive amount of water supposedly consumed during the 20 hour period in question. Yet, they are aware of a significant event that occurred in December 2022 that adversely affected 1000's of customers.

## Unanswered Question

- How could we have possibly consumed nearly 3,000 gallons of water in just 20 hours? And yet our consumption rate is currently near 75 gallons per day or 2500 per billing period. After the 20 hour period in question passed, our consumption rate returned to what has been normal for 34 years. Don't you think we would know if we used that much water in such a short period of time?

**Kentucky American Water - Customer Meter Test Form**

**BENCH 2 (5/8") Only**

CUSTOMER NAME: Richard Jouett ACCT # [REDACTED]

SERVICE ADDRESS: 2379 Harrods Pointe Trlr 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>558.1744</u>	<u>558.1845</u>	<u>101</u>	<u>95%-101%</u>
<u>1 CF / MED</u>	<u>2</u>	<u>558.1845</u>	<u>558.1945</u>	<u>100</u>	<u>98.5%-101.5%</u>
<u>10 CF / HIGH</u>	<u>15</u>	<u>558.1945</u>	<u>558.2941</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: 100.2 Second Test Series % Average: \_\_\_\_\_

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

Before Test Reading: 0558.17 After Test Reading: 0558.29

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: Data logged meter. Meter passed bench test.

Copy To: Customer Advocacy Disputes: Erica Schreffler 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 [redacted] ✓

Make H Size 5/8 OLD MIU #                     

Address 2379 Harrods Point et/cr County Kayette

Premise # [redacted] Date Removed 3-20-23

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)

*Data logged meter*

ED2B11RHG2S1942



er # [redacted] Make N Size 5/8

Reading 0000 (Correct number of dials)

w MIU # [redacted]

Name Ryomy Install Date 3-20-23

**From:** [Erik L. Mosby](#)  
**To:** [Erica Schreffler](#); [KAWC - Customer Advocacy](#)  
**Cc:** [Rick Mattingly](#)  
**Subject:** [REDACTED] data log and meter test results.  
**Date:** Tuesday, March 21, 2023 2:29:40 PM  
**Attachments:** [REDACTED] [CSV](#)

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**From:** [REDACTED]  
**To:** [Erica Schreffler](#)  
**Subject:** Re: Data Log results  
**Date:** Tuesday, March 21, 2023 11:32:07 PM  
**Attachments:** [KAWC Timeline.docx](#)  
[image001.png](#)  
[image002.png](#)

**EXTERNAL EMAIL: The Actual Sender of this email is rhjouett@aol.com "Think before you click!"**

On Tuesday, March 21, 2023 at 03:27:46 PM EDT, Erica Schreffler <erica.schreffler@amwater.com> wrote:

Mr. Jouett,

We received your meter test results and the meter passed the bench test, which means it was functioning correctly. To answer your previous question, the numbers in pink in that column represent 1/100<sup>th</sup> of a meter unit, which is 7.48 gallons for the meter that you had. I've included a picture of where you can find this information on page three of your bill as well. I hope this answers the question you were asking.



**Meter Reading and Usage Summary**

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[REDACTED]	100 CF	5/8"	12/28/2022	01/30/2023	543 (A)	552 (A)	9	67.32	6,732
A = Actual E = Estimate			1 CF = 7.48 gallons		1 Billing Unit = 100 gallons		Total Gallons:		6,732

**Billed Usage History (graph shown in 100 gallons)**

- 6,732 gallons = usage for this period
- 2,244 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about February 23, 2023  
**Account Type:** Residential

Average daily use for this period is: (34 days)



Year to Date Billed Usage: 6,732 gallons

Thank you,

Erica Schreffler

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



---

**From:** [REDACTED]  
**Sent:** Monday, March 20, 2023 12:45 PM  
**To:** Erica Schreffler <[Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)>  
**Subject:** Re: Data Log results

**EXTERNAL EMAIL:** The Actual Sender of this email is [rhjouett@aol.com](mailto:rhjouett@aol.com) "Think before you click!".

Erica:

On the attached data log you sent for the period 12/28/22 - 1/30/23 the area highlighted in pink indicates the level of consumption for that hour. What do those numbers mean in terms of quantity?

Rick Jouett

On Friday, March 10, 2023 at 10:36:03 AM EST, Erica Schreffler <[erica.schreffler@amwater.com](mailto:erica.schreffler@amwater.com)> wrote:

Mr. Jouett,

Apologies, when I sent that I meant to simplify the view so we could just work with the time in question. I am sending a detailed version of the data log that deals with the bill specifically from 12-28-22 through 1-30-23. The areas highlighted in the pink color are areas of usage. If you look on the 19<sup>th</sup>, there appears to be pretty significant consecutive consumption. This one date accounts for a rather large portion of the bill for that month. Unfortunately, we are not able to determine where the water goes inside your property after it passes through the meter, but it does appear there was an event of some sort on that date. If you have any further questions please feel free to reach out via the email or phone number below.

Thank you,

## Erica Schreffler

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



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**From:** [Susan L Lancho](#)  
**To:** [Erica Schreffler](#)  
**Subject:** Re: Nextdoor  
**Date:** Friday, March 31, 2023 4:05:06 PM  
**Attachments:** [image001.png](#)

---

Thanks, Erica. I appreciate the update. No need to send me the additional info. I just wanted to make sure that these were ones that were already covered. I really appreciate your quick response!

Susan

---

**From:** Erica Schreffler <Erica.Schreffler@amwater.com>  
**Sent:** Friday, March 31, 2023 3:00:12 PM  
**To:** Susan L Lancho <Susan.Lancho@amwater.com>  
**Subject:** RE: Nextdoor

I have. I worked with Mr. Jouett for several weeks before he escalated to the PSC. I will send all the information and files from the case to you on Monday if that's agreeable to you.

Thank you,

*Erica Schreffler*

Customer Advocacy  
Kentucky American Water  
2300 Richmond Rd. Lexington, KY 40502  
Advocate Office: 859.269.2386 option 6  
Advocate Email: [KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)  
Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



---

**From:** Susan L Lancho <Susan.Lancho@amwater.com>  
**Sent:** Friday, March 31, 2023 3:57 PM  
**To:** Meriah A Osbourne <Meriah.Osbourne@amwater.com>; Erica Schreffler <Erica.Schreffler@amwater.com>  
**Subject:** Nextdoor

A company retiree just forwarded this screenshot to me. Have you heard from these customers?

**From:** [Meriah A Osbourne](#)  
**To:** [Susan L Lancho](#); [Erica Schreffler](#)  
**Subject:** RE: Nextdoor  
**Date:** Friday, March 31, 2023 4:04:28 PM  
**Attachments:** [image001.png](#)

---

Susan,

Jouett's post is the same from Ellen's nextdoor post. This customer has filed an informal complaint with the commission.

This is what I sent to Ellen earlier this week:

Hi Ellen,

This has already come into the advocate office and through the PSC office. See Erica's summary below and then the response from the PSC office.

Hi Stacey,

Thank you for sending us this case.

I have already spoken with Mr. Jouett at length about his concerns. Here is a summary of our conversations and my research:

- 2/17/2023: Mr. Jouett worked with our call center to get a service order scheduled. This order was to check for movement on his meter and to obtain a data log. While Mr. Jouett initially stated on the call that no one from KAW showed up, we have documented notes from our technician. The technician notes that there was no movement on the meter while he was there and that all equipment was functioning properly. This meter type cannot be data logged by our standard field technician, so a request was placed to have a meter reader come back to the property to obtain the data log.
- 3/2/2023: Mr. Jouett spoke with our call center and his concerns were escalated to our local office. After receiving this, I attempted to contact the customer twice, but was unable to speak with him or leave a voicemail as his voicemail was full.
- 3/9/2023: I received the data log results and was able to share that information with Mr. Jouett via email. That same day, he replied expressing some confusion with interpreting the results, so I narrowed down and highlighted the data to be more reflective of the time frame in question (12/28-1/30.)
  - Over email, Mr. Jouett continued to ask *where* the water was used, however that is not information KAW is able to provide. I advised that once the water passes through the meter, it is the customer's responsibility, and we would not be able to tell him *where* the water was used. I did offer to set-up a meter test at this point. Eventually, the customer agreed to a phone call on 3/17 to discuss his concerns further.
- 3/17/2023: I spoke with Mr. Jouett and we agreed to set-up a service order for 3/20. This service order was to pull the meter for testing and to do a meter-to-premise verification, which ensures that we have the correct meter connected to his home.
- 3/20/2023: The service order was completed, and the technician verified the meter-to-premise information. The technician brought the meter to our shop for testing.
- 3/21/2023: Mr. Jouett emailed me again, asking for additional clarification on his data log. I replied with that clarification as well as the completed meter test results which show that meter was functioning correctly and passed the test at all three flows.
- 3/22/2023: Mr. Jouett emailed me with his timeline document (the same that was included in his PSC Inquiry.) Upon receiving the PSC Inquiry, I called Mr. Jouett to let him know I would be sending

everything that I have already shared with him to the Commission. He understood and again asked me to explain *where* the water went. I reiterated that this was still not information we could provide for him.

Attached to this email you will find:

- The meter test, which passed at all three flows.
- The customer's data log (hourly usage report)
  - As you can see, there was consistent high usage between 1/18 around 3:47pm and 1/19 around 10:47am. His usage before and after that time frame appear "normal."
- A copy of the customer's bill, which shows higher-than-normal usage consistent with our data log.
  - This bill was for \$61.59.
  - His prior bill was for \$36.59, and the following bill was \$31.63.

If I can offer any further information or assistance, please let me know.

RE: Jouett, Richard - complaint



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

Reply Reply All Forward

Wed 3/22/2023 1:44 PM

You replied to this message on 3/22/2023 2:00 PM.

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!"

Erica,

You have done everything that is required of you for Mr. Jouett. I emailed him and let him know that the next step would be for us to test the meter. He has to request this in writing. Once he sends us this request, we will then test the meter. If he still is not satisfied, he may then file a formal complaint.

Please keep everything on file in case he does file a formal complaint.

Thanks.

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

From: KAWC - Customer Advocacy <[KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)>

Sent: Wednesday, March 22, 2023 12:41 PM

*Meriah Osbourne*

She/ Her/ Hers

Supervisor Customer Advocacy

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

Visit our website: [www.amwater.com/kyaw/](http://www.amwater.com/kyaw/)

Advocate Office: 859.269.2386 option 6 | [KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)

Office: 859.268.6701 | Cell: 859.447.3968 | [Meriah.Osbourne@amwater.com](mailto:Meriah.Osbourne@amwater.com)

From: Susan L Lancho <[Susan.Lancho@amwater.com](mailto:Susan.Lancho@amwater.com)>

Sent: Friday, March 31, 2023 3:57 PM

To: Meriah A Osbourne <[Meriah.Osbourne@amwater.com](mailto:Meriah.Osbourne@amwater.com)>; Erica Schreffler

<Erica.Schreffler@amwater.com>

**Subject:** Nextdoor

A company retiree just forwarded this screenshot to me. Have you heard from these customers?

# PSC Inquiry Followup

**Case # 2023 - 00447**

**Name Richard Jouett**

**Account Number** [REDACTED]

Received by advocate team	3/22/2023	7:54 AM	
Initial response to PSC	3/22/2023	7:58 AM	
Customer Contacted	3/22/2023	9:05 AM	
PUC BPEM Case Created?	Yes	BPEM #:	[REDACTED]
Shut off letter?	No		
Pending order to cancel?	No		
Comm. Complaint Hold Placed?	Yes	Hold Through	4/30/2023
Hold Placed?	Yes	Hold Through	4/30/2023
Meter test needed?	No		
Address associated with complaint	[REDACTED]		

**Type of Complaint**

**Contact Date**

**Notes\* contact must be within 3 days**

- |  |                 |  |
|--|-----------------|--|
| <input type="checkbox"/> Estimated Reading                 | 3/2/2023        | Attempted to contact Mr. Jouett. No answer, voicemail wa   |
| <input checked="" type="checkbox"/> High Consumption/ Leak | 3/9/2023        | Received data log and shared information with customer     |
| <input type="checkbox"/> Stuck Meter                       | 3/16/2023       | Set up phone call with customer for 3/17/2023 to set up m  |
| <input type="checkbox"/> Customer Service                  | 3/17/2023       | Spoke with customer and scheduled meter test and mete      |
| <input type="checkbox"/> Pressure/ Outage                  | 3/20/2023       | Service order completed, meter brought to shop for testin  |
| <input type="checkbox"/> Fees                              | 3/21/2023       | Customer emailed asking for data log clarification, gave r |
| <input type="checkbox"/> Water Quality: _____              | 3/22/2023       | Customer emailed timeline document, we received PSC i      |
| <input type="checkbox"/> Other: _____                      | ___ / ___ / ___ | _____  |

Closed / Final Resolution with PSC      3/22/2023      1:44 PM

Advocate Initials      ES



RecordID	Date	Reading	Consumpt	Status	Status Description	RawRecord								
0	3/3/2023 12:03	55618	0	0	Good Meter Reading	HL:H2 13252546 55618	0	0	4096	8	60	16		
1	3/3/2023 11:47	55618	0	0	Good Meter Reading	55618	0	0						
2	3/3/2023 10:47	55616	0	0	Good Meter Reading	55616	0	0						
3	3/3/2023 9:47	55611	0	0	Good Meter Reading	55611	0	0						
4	3/3/2023 8:47	55611	0	0	Good Meter Reading	55611	0	0						
5	3/3/2023 7:47	55610	0	0	Good Meter Reading	55610	0	0						
6	3/3/2023 6:47	55610	0	0	Good Meter Reading	55610	0	0						
7	3/3/2023 5:47	55610	0	0	Good Meter Reading	55610	0	0						
8	3/3/2023 4:47	55610	0	0	Good Meter Reading	55610	0	0						
9	3/3/2023 3:47	55610	0	0	Good Meter Reading	55610	0	0						
10	3/3/2023 2:47	55610	0	0	Good Meter Reading	55610	0	0						
11	3/3/2023 1:47	55610	0	0	Good Meter Reading	55610	0	0						
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723	2/1/2023 9:47	55255	0	0 Good Meter Reading	55255	0	0
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740	1/31/2023 16:47	55245	0	0	Good Meter Reading	55245	0	0
741	1/31/2023 15:47	55244	0	0	Good Meter Reading	55244	0	0
742	1/31/2023 14:47	55243	0	0	Good Meter Reading	55243	0	0
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752	1/31/2023 4:47	55237	0	0	Good Meter Reading	55237	0	0
753	1/31/2023 3:47	55237	0	0	Good Meter Reading	55237	0	0
754	1/31/2023 2:47	55236	0	0	Good Meter Reading	55236	0	0
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756	1/31/2023 0:47	55235	0	0	Good Meter Reading	55235	0	0
757	1/30/2023 23:47	55234	0	0	Good Meter Reading	55234	0	0
758	1/30/2023 22:47	55234	0	0	Good Meter Reading	55234	0	0
759	1/30/2023 21:47	55233	0	0	Good Meter Reading	55233	0	0
760	1/30/2023 20:47	55233	0	0	Good Meter Reading	55233	0	0
761	1/30/2023 19:47	55232	0	0	Good Meter Reading	55232	0	0
762	1/30/2023 18:47	55231	0	0	Good Meter Reading	55231	0	0
763	1/30/2023 17:47	55231	0	0	Good Meter Reading	55231	0	0
764	1/30/2023 16:47	55230	0	0	Good Meter Reading	55230	0	0
765	1/30/2023 15:47	55229	0	0	Good Meter Reading	55229	0	0
766	1/30/2023 14:47	55229	0	0	Good Meter Reading	55229	0	0
767	1/30/2023 13:47	55228	0	0	Good Meter Reading	55228	0	0
768	1/30/2023 12:47	55228	0	0	Good Meter Reading	55228	0	0
769	1/30/2023 11:47	55227	0	0	Good Meter Reading	55227	0	0
770	1/30/2023 10:47	55226	0	0	Good Meter Reading	55226	0	0
771	1/30/2023 9:47	55226	0	0	Good Meter Reading	55226	0	0
772	1/30/2023 8:47	55225	0	0	Good Meter Reading	55225	0	0
773	1/30/2023 7:47	55224	0	0	Good Meter Reading	55224	0	0
774	1/30/2023 6:47	55224	0	0	Good Meter Reading	55224	0	0
775	1/30/2023 5:47	55223	0	0	Good Meter Reading	55223	0	0
776	1/30/2023 4:47	55223	0	0	Good Meter Reading	55223	0	0
777	1/30/2023 3:47	55222	0	0	Good Meter Reading	55222	0	0
778	1/30/2023 2:47	55221	0	0	Good Meter Reading	55221	0	0
779	1/30/2023 1:47	55221	0	0	Good Meter Reading	55221	0	0
780	1/30/2023 0:47	55220	0	0	Good Meter Reading	55220	0	0
781	1/29/2023 23:47	55219	0	0	Good Meter Reading	55219	0	0
782	1/29/2023 22:47	55219	0	0	Good Meter Reading	55219	0	0
783	1/29/2023 21:47	55218	0	0	Good Meter Reading	55218	0	0
784	1/29/2023 20:47	55217	0	0	Good Meter Reading	55217	0	0
785	1/29/2023 19:47	55217	0	0	Good Meter Reading	55217	0	0
786	1/29/2023 18:47	55216	0	0	Good Meter Reading	55216	0	0
787	1/29/2023 17:47	55216	0	0	Good Meter Reading	55216	0	0
788	1/29/2023 16:47	55215	0	0	Good Meter Reading	55215	0	0
789	1/29/2023 15:47	55214	0	0	Good Meter Reading	55214	0	0
790	1/29/2023 14:47	55214	0	0	Good Meter Reading	55214	0	0
791	1/29/2023 13:47	55213	0	0	Good Meter Reading	55213	0	0
792	1/29/2023 12:47	55212	0	0	Good Meter Reading	55212	0	0
793	1/29/2023 11:47	55212	0	0	Good Meter Reading	55212	0	0
794	1/29/2023 10:47	55211	0	0	Good Meter Reading	55211	0	0
795	1/29/2023 9:47	55210	0	0	Good Meter Reading	55210	0	0
796	1/29/2023 8:47	55210	0	0	Good Meter Reading	55210	0	0
797	1/29/2023 7:47	55209	0	0	Good Meter Reading	55209	0	0
798	1/29/2023 6:47	55208	0	0	Good Meter Reading	55208	0	0
799	1/29/2023 5:47	55208	0	0	Good Meter Reading	55208	0	0
800	1/29/2023 4:47	55207	0	0	Good Meter Reading	55207	0	0
801	1/29/2023 3:47	55206	0	0	Good Meter Reading	55206	0	0
802	1/29/2023 2:47	55206	0	0	Good Meter Reading	55206	0	0
803	1/29/2023 1:47	55205	0	0	Good Meter Reading	55205	0	0
804	1/29/2023 0:47	55204	0	0	Good Meter Reading	55204	0	0



884	1/25/2023 16:47	55150	0	0 Good Meter Reading	55150	0	0
885	1/25/2023 15:47	55150	0	0 Good Meter Reading	55150	0	0
886	1/25/2023 14:47	55150	0	0 Good Meter Reading	55150	0	0
887	1/25/2023 13:47	55150	0	0 Good Meter Reading	55150	0	0
888	1/25/2023 12:47	55149	0	0 Good Meter Reading	55149	0	0
897	1/25/2023 3:47	55144	0	0 Good Meter Reading	55144	0	0
898	1/25/2023 2:47	55143	0	0 Good Meter Reading	55143	0	0
899	1/25/2023 1:47	55143	0	0 Good Meter Reading	55143	0	0
900	1/25/2023 0:47	55143	0	0 Good Meter Reading	55143	0	0
901	1/24/2023 23:47	55143	0	0 Good Meter Reading	55143	0	0
902	1/24/2023 22:47	55143	0	0 Good Meter Reading	55143	0	0
903	1/24/2023 21:47	55142	0	0 Good Meter Reading	55142	0	0
904	1/24/2023 20:47	55142	0	0 Good Meter Reading	55142	0	0
905	1/24/2023 19:47	55140	0	0 Good Meter Reading	55140	0	0
906	1/24/2023 18:47	55138	0	0 Good Meter Reading	55138	0	0
907	1/24/2023 17:47	55136	0	0 Good Meter Reading	55136	0	0
908	1/24/2023 16:47	55134	0	0 Good Meter Reading	55134	0	0
909	1/24/2023 15:47	55133	0	0 Good Meter Reading	55133	0	0
910	1/24/2023 14:47	55133	0	0 Good Meter Reading	55133	0	0
911	1/24/2023 13:47	55132	0	0 Good Meter Reading	55132	0	0
912	1/24/2023 12:47	55132	0	0 Good Meter Reading	55132	0	0
913	1/24/2023 11:47	55131	0	0 Good Meter Reading	55131	0	0
914	1/24/2023 10:47	55131	0	0 Good Meter Reading	55131	0	0
915	1/24/2023 9:47	55130	0	0 Good Meter Reading	55130	0	0
916	1/24/2023 8:47	55130	0	0 Good Meter Reading	55130	0	0
917	1/24/2023 7:47	55130	0	0 Good Meter Reading	55130	0	0
918	1/24/2023 6:47	55129	0	0 Good Meter Reading	55129	0	0
919	1/24/2023 5:47	55129	0	0 Good Meter Reading	55129	0	0
920	1/24/2023 4:47	55129	0	0 Good Meter Reading	55129	0	0
921	1/24/2023 3:47	55129	0	0 Good Meter Reading	55129	0	0
922	1/24/2023 2:47	55129	0	0 Good Meter Reading	55129	0	0
923	1/24/2023 1:47	55128	0	0 Good Meter Reading	55128	0	0
924	1/24/2023 0:47	55117	0	0 Good Meter Reading	55117	0	0
925	1/23/2023 23:47	55096	0	0 Good Meter Reading	55096	0	0
926	1/23/2023 22:47	55083	0	0 Good Meter Reading	55083	0	0
927	1/23/2023 21:47	55083	0	0 Good Meter Reading	55083	0	0
928	1/23/2023 20:47	55082	0	0 Good Meter Reading	55082	0	0
929	1/23/2023 19:47	55082	0	0 Good Meter Reading	55082	0	0
930	1/23/2023 18:47	55081	0	0 Good Meter Reading	55081	0	0
931	1/23/2023 17:47	55080	0	0 Good Meter Reading	55080	0	0
932	1/23/2023 16:47	55078	0	0 Good Meter Reading	55078	0	0
933	1/23/2023 15:47	55078	0	0 Good Meter Reading	55078	0	0
934	1/23/2023 14:47	55077	0	0 Good Meter Reading	55077	0	0
935	1/23/2023 13:47	55077	0	0 Good Meter Reading	55077	0	0
936	1/23/2023 12:47	55077	0	0 Good Meter Reading	55077	0	0
945	1/23/2023 3:47	55067	0	0 Good Meter Reading	55067	0	0
946	1/23/2023 2:47	55066	0	0 Good Meter Reading	55066	0	0
947	1/23/2023 1:47	55066	0	0 Good Meter Reading	55066	0	0
948	1/23/2023 0:47	55066	0	0 Good Meter Reading	55066	0	0
949	1/22/2023 23:47	55066	0	0 Good Meter Reading	55066	0	0
950	1/22/2023 22:47	55065	0	0 Good Meter Reading	55065	0	0
951	1/22/2023 21:47	55064	0	0 Good Meter Reading	55064	0	0
952	1/22/2023 20:47	55063	0	0 Good Meter Reading	55063	0	0
953	1/22/2023 19:47	55062	0	0 Good Meter Reading	55062	0	0
954	1/22/2023 18:47	55060	0	0 Good Meter Reading	55060	0	0
955	1/22/2023 17:47	55060	0	0 Good Meter Reading	55060	0	0
956	1/22/2023 16:47	55059	0	0 Good Meter Reading	55059	0	0
957	1/22/2023 15:47	55058	0	0 Good Meter Reading	55058	0	0
958	1/22/2023 14:47	55057	0	0 Good Meter Reading	55057	0	0
959	1/22/2023 13:47	55056	0	0 Good Meter Reading	55056	0	0
960	1/22/2023 12:47	55055	0	0 Good Meter Reading	55055	0	0
961	1/22/2023 11:47	55054	0	0 Good Meter Reading	55054	0	0
962	1/22/2023 10:47	55053	0	0 Good Meter Reading	55053	0	0
963	1/22/2023 9:47	55052	0	0 Good Meter Reading	55052	0	0
964	1/22/2023 8:47	55047	0	0 Good Meter Reading	55047	0	0
965	1/22/2023 7:47	55047	0	0 Good Meter Reading	55047	0	0
966	1/22/2023 6:47	55047	0	0 Good Meter Reading	55047	0	0
967	1/22/2023 5:47	55047	0	0 Good Meter Reading	55047	0	0
968	1/22/2023 4:47	55046	0	0 Good Meter Reading	55046	0	0
969	1/22/2023 3:47	55046	0	0 Good Meter Reading	55046	0	0
970	1/22/2023 2:47	55046	0	0 Good Meter Reading	55046	0	0
971	1/22/2023 1:47	55046	0	0 Good Meter Reading	55046	0	0
972	1/22/2023 0:47	55045	0	0 Good Meter Reading	55045	0	0
973	1/21/2023 23:47	55045	0	0 Good Meter Reading	55045	0	0
974	1/21/2023 22:47	55045	0	0 Good Meter Reading	55045	0	0
975	1/21/2023 21:47	55044	0	0 Good Meter Reading	55044	0	0
976	1/21/2023 20:47	55044	0	0 Good Meter Reading	55044	0	0
977	1/21/2023 19:47	55043	0	0 Good Meter Reading	55043	0	0
978	1/21/2023 18:47	55043	0	0 Good Meter Reading	55043	0	0

979	1/21/2023 17:47	55043	0	0	Good Meter Reading	55043	0	0
980	1/21/2023 16:47	55043	0	0	Good Meter Reading	55043	0	0
981	1/21/2023 15:47	55042	0	0	Good Meter Reading	55042	0	0
982	1/21/2023 14:47	55041	0	0	Good Meter Reading	55041	0	0
983	1/21/2023 13:47	55039	0	0	Good Meter Reading	55039	0	0
984	1/21/2023 12:47	55038	0	0	Good Meter Reading	55038	0	0
985	1/21/2023 11:47	55034	0	0	Good Meter Reading	55034	0	0
986	1/21/2023 10:47	55034	0	0	Good Meter Reading	55034	0	0
987	1/21/2023 9:47	55031	0	0	Good Meter Reading	55031	0	0
988	1/21/2023 8:47	55031	0	0	Good Meter Reading	55031	0	0
989	1/21/2023 7:47	55031	0	0	Good Meter Reading	55031	0	0
990	1/21/2023 6:47	55031	0	0	Good Meter Reading	55031	0	0
991	1/21/2023 5:47	55031	0	0	Good Meter Reading	55031	0	0
992	1/21/2023 4:47	55030	0	0	Good Meter Reading	55030	0	0
993	1/21/2023 3:47	55030	0	0	Good Meter Reading	55030	0	0
994	1/21/2023 2:47	55029	0	0	Good Meter Reading	55029	0	0
995	1/21/2023 1:47	55029	0	0	Good Meter Reading	55029	0	0
996	1/21/2023 0:47	55029	0	0	Good Meter Reading	55029	0	0
997	1/20/2023 23:47	55029	0	0	Good Meter Reading	55029	0	0
998	1/20/2023 22:47	55029	0	0	Good Meter Reading	55029	0	0
999	1/20/2023 21:47	55029	0	0	Good Meter Reading	55029	0	0
1000	1/20/2023 20:47	55029	0	0	Good Meter Reading	55029	0	0
1001	1/20/2023 19:47	55028	0	0	Good Meter Reading	55028	0	0
1002	1/20/2023 18:47	55028	0	0	Good Meter Reading	55028	0	0
1003	1/20/2023 17:47	55028	0	0	Good Meter Reading	55028	0	0
1004	1/20/2023 16:47	55028	0	0	Good Meter Reading	55028	0	0
1005	1/20/2023 15:47	55028	0	0	Good Meter Reading	55028	0	0
1006	1/20/2023 14:47	55028	0	0	Good Meter Reading	55028	0	0
1007	1/20/2023 13:47	55027	0	0	Good Meter Reading	55027	0	0
1008	1/20/2023 12:47	55027	0	0	Good Meter Reading	55027	0	0
1009	1/20/2023 11:47	55024	0	0	Good Meter Reading	55024	0	0
1010	1/20/2023 10:47	55024	0	0	Good Meter Reading	55024	0	0
1011	1/20/2023 9:47	55024	0	0	Good Meter Reading	55024	0	0
1012	1/20/2023 8:47	55023	0	0	Good Meter Reading	55023	0	0
1013	1/20/2023 7:47	55023	0	0	Good Meter Reading	55023	0	0
1014	1/20/2023 6:47	55023	0	0	Good Meter Reading	55023	0	0
1015	1/20/2023 5:47	55023	0	0	Good Meter Reading	55023	0	0
1016	1/20/2023 4:47	55023	0	0	Good Meter Reading	55023	0	0
1017	1/20/2023 3:47	55023	0	0	Good Meter Reading	55023	0	0
1018	1/20/2023 2:47	55023	0	0	Good Meter Reading	55023	0	0
1019	1/20/2023 1:47	55023	0	0	Good Meter Reading	55023	0	0
1020	1/20/2023 0:47	55023	0	0	Good Meter Reading	55023	0	0
1021	1/19/2023 23:47	55023	0	0	Good Meter Reading	55023	0	0
1022	1/19/2023 22:47	55022	0	0	Good Meter Reading	55022	0	0
1023	1/19/2023 21:47	55021	0	0	Good Meter Reading	55021	0	0
1024	1/19/2023 20:47	55021	0	0	Good Meter Reading	55021	0	0
1025	1/19/2023 19:47	55020	0	0	Good Meter Reading	55020	0	0
1026	1/19/2023 18:47	55019	0	0	Good Meter Reading	55019	0	0
1027	1/19/2023 17:47	55016	0	0	Good Meter Reading	55016	0	0
1028	1/19/2023 16:47	55016	0	0	Good Meter Reading	55016	0	0
1029	1/19/2023 15:47	55015	0	0	Good Meter Reading	55015	0	0
1030	1/19/2023 14:47	55015	0	0	Good Meter Reading	55015	0	0
1031	1/19/2023 13:47	55015	0	0	Good Meter Reading	55015	0	0
1032	1/19/2023 12:47	55015	0	0	Good Meter Reading	55015	0	0
1033	1/19/2023 11:47	55015	0	0	Good Meter Reading	55015	0	0
1034	1/19/2023 10:47	55015	0	0	Good Meter Reading	55015	0	0
1035	1/19/2023 9:47	55002	0	0	Good Meter Reading	55002	0	0
1036	1/19/2023 8:47	54981	0	0	Good Meter Reading	54981	0	0
1037	1/19/2023 7:47	54962	0	0	Good Meter Reading	54962	0	0
1038	1/19/2023 6:47	54942	0	0	Good Meter Reading	54942	0	0
1039	1/19/2023 5:47	54921	0	0	Good Meter Reading	54921	0	0
1040	1/19/2023 4:47	54901	0	0	Good Meter Reading	54901	0	0
1041	1/19/2023 3:47	54881	0	0	Good Meter Reading	54881	0	0
1042	1/19/2023 2:47	54860	0	0	Good Meter Reading	54860	0	0
1043	1/19/2023 1:47	54841	0	0	Good Meter Reading	54841	0	0
1044	1/19/2023 0:47	54822	0	0	Good Meter Reading	54822	0	0
1045	1/18/2023 23:47	54802	0	0	Good Meter Reading	54802	0	0
1046	1/18/2023 22:47	54783	0	0	Good Meter Reading	54783	0	0
1047	1/18/2023 21:47	54762	0	0	Good Meter Reading	54762	0	0
1048	1/18/2023 20:47	54742	0	0	Good Meter Reading	54742	0	0
1049	1/18/2023 19:47	54722	0	0	Good Meter Reading	54722	0	0
1050	1/18/2023 18:47	54701	0	0	Good Meter Reading	54701	0	0
1051	1/18/2023 17:47	54679	0	0	Good Meter Reading	54679	0	0
1052	1/18/2023 16:47	54655	0	0	Good Meter Reading	54655	0	0
1053	1/18/2023 15:47	54634	0	0	Good Meter Reading	54634	0	0
1054	1/18/2023 14:47	54622	0	0	Good Meter Reading	54622	0	0
1055	1/18/2023 13:47	54622	0	0	Good Meter Reading	54622	0	0
1056	1/18/2023 12:47	54622	0	0	Good Meter Reading	54622	0	0
1057	1/18/2023 11:47	54622	0	0	Good Meter Reading	54622	0	0





















































































4069	9/14/2022 23:47	52810	0	0 Good Meter Reading	52810	0	0
4070	9/14/2022 22:47	52809	0	0 Good Meter Reading	52809	0	0
4071	9/14/2022 21:47	52808	0	0 Good Meter Reading	52808	0	0
4072	9/14/2022 20:47	52807	0	0 Good Meter Reading	52807	0	0
4073	9/14/2022 19:47	52806	0	0 Good Meter Reading	52806	0	0
4074	9/14/2022 18:47	52805	0	0 Good Meter Reading	52805	0	0
4075	9/14/2022 17:47	52805	0	0 Good Meter Reading	52805	0	0
4076	9/14/2022 16:47	52804	0	0 Good Meter Reading	52804	0	0
4077	9/14/2022 15:47	52804	0	0 Good Meter Reading	52804	0	0
4078	9/14/2022 14:47	52804	0	0 Good Meter Reading	52804	0	0
4079	9/14/2022 13:47	52803	0	0 Good Meter Reading	52803	0	0
4080	9/14/2022 12:47	52802	0	0 Good Meter Reading	52802	0	0
4081	9/14/2022 11:47	52802	0	0 Good Meter Reading	52802	0	0
4082	9/14/2022 10:47	52802	0	0 Good Meter Reading	52802	0	0
4083	9/14/2022 9:47	52801	0	0 Good Meter Reading	52801	0	0
4084	9/14/2022 8:47	52799	0	0 Good Meter Reading	52799	0	0
4085	9/14/2022 7:47	52799	0	0 Good Meter Reading	52799	0	0
4086	9/14/2022 6:47	52796	0	0 Good Meter Reading	52796	0	0
4087	9/14/2022 5:47	52792	0	0 Good Meter Reading	52792	0	0
4088	9/14/2022 4:47	52792	0	0 Good Meter Reading	52792	0	0
4089	9/14/2022 3:47	52792	0	0 Good Meter Reading	52792	0	0
4090	9/14/2022 2:47	52792	0	0 Good Meter Reading	52792	0	0
4091	9/14/2022 1:47	52792	0	0 Good Meter Reading	52792	0	0
4092	9/14/2022 0:47	52792	0	0 Good Meter Reading	52792	0	0
4093	9/13/2022 23:47	52791	0	0 Good Meter Reading	52791	0	0
4094	9/13/2022 22:47	52791	0	0 Good Meter Reading	52791	0	0
4095	9/13/2022 21:47	52791	0	0 Good Meter Reading	52791	0	0
4096	9/13/2022 20:47	0	0	5 Good Meter Reading		5	6

**From:** [Erica Schreffler](#)  
**To:** [Josh D Riley](#)  
**Subject:** premail  
**Date:** Wednesday, March 22, 2023 11:36:29 AM  
**Attachments:** [RJouett Initial Email.pdf](#)  
[image001.png](#)  
[RJouett bill.pdf](#)  
[RJouett Email 31623.pdf](#)  
[RJouett Raw Data Log.csv](#)  
[RJouett Targeted Data Log.xlsx](#)  
[RJouett Meter Test 1.pdf](#)  
[RJouett Meter Test 2.pdf](#)  
[RJouett KAWC Timeline.docx](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)

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Stacey,

I received a contact case requesting someone from a local office contact Mr. Jouett as he was not happy speaking with someone in our call centers on 3/2/2023. On that day I attempted to contact Mr. Jouett twice, but was unable to reach him as there was no answer and the voicemail box was full. I did some research on the account and saw that Mr. Jouett had had an appointment on 2/17/23 to have his meter checked for a leak and a data log report.. Mr. Jouett stated no one had shown up to check the meter, however, the service notes from that date are as follows :

**Inspect for Leak/High-Low Usage**  
Have you found a leak, including a leaking toilet or faucet? : No, Understanding More about your consumption, Customer Selected: none of these apply, Liability script offered and rejected.  
[deandj] [2023-02-17 14:31:52]

**Premise:**

- Meter Location - , ,
- Reading Location - , ,
- Meter Location changed to - Side Right Rear, Utility Strip

**Activity:**

- Company Action - Secure Lid
- Service Found - I05 ON at Pit
- Service Left - I05 ON at Pit
- Operated Control Point - C02 (No)

**Meter:**

- Meter : H013252546 - Register 01 - Reading changed to -0554
- Meter:H013252546 - Category: Maintain - Option: Read Meter
- Meter:H013252546 - Category: Maintain - Option: Verified No Movementon Meter

**Inspection:**

- Customer Side Service Line - No
- Customer Side Leak - No
- Premise pass sewer inspection - Did Not Inspect

**Complete:**

- RZC Reason 1 -
- RZC Reason 2 -
- Status - COMP
- Miscellaneous/Review Comments - No movement and equipment working properly requested a data log with a follow up afterwards.

The type of meter Mr. Jouett had could only be data logged by a meter reader. I sent an email, which I have attached, to that department so that we could complete his request.

On March 9<sup>th</sup>, I received the results of the data log and sent the information to Mr. Jouett as an excel spreadsheet with the raw data we received on it. He replied that same day that he was unable to see where it explained the usage, so I narrowed the data down to the bill in question which was from 12/28/2022 – 1/30/2023. I have also attached a copy of that bill to this email, and a copy of the data log information I sent to Mr. Jouett. I explained in several emails that we were unable to identify where water went once it passed through the meter into the customer's property and offered to make a service order to have his meter changed and tested. I offered both the email and Customer Advocacy number as a way to contact us to confirm he wanted this done, or that I could give him a call at a time of his convenience to set up an appointment so that he could be present for the meter change. He agreed to a phone call set for 3/17/2023 at some time after noon. When I spoke with him on the phone, we set up a service order for 3/20/2023 to have the meter tested and to verify meter to premise with Mr. Jouett present. I have included that service order below:

Test Meter\_Customer Request

Please verify meter to premise with customer and bring meter back for testing.

Please leave detailed notes of the service order work.  
Special Handling has been requested for 03/20/2023 .  
Customer notified that Spec. Handl. does not guarantee service on requested day  
RescheduleOrder\_ Special Handling has been requested for 03/20/2023 Customer notified that Spec. Handl. does not guarantee service on requested day.  
[youngra] [03/20/2023 13:23 pm]

\*\*\*\*Premise\*\*\*\*:

- FSR Name : [youngra] [03/20/2023 12:14 pm]  
  
- Meter Location : Side Right Rear, Utility Strip  
- Reading Location : ,  
- Reading Location changed to : Side Right Rear, Utility Strip  
- Secure Access : Not Secure  
- Heat Type : Non Hot Water

\*\*\*Meter\*\*\*

-#Meter# : H013252546  
- Meter# H013252546  
Replaced with 00000000064892336  
Meter Serial# Entered by: Inventory verified  
- MIU1# - 00000000013252546  
Read Type:Mueller - RF - AMR  
Replaced with 1575667762  
Read Type:Neptune - RF - AMR  
MIU Serial # Entered by: Inventory verified  
- MIU1# - 00000000013252546  
Out Read: 0558  
Read Captured: Typed  
- MIU1# - 1575667762  
In Read: 00000  
Read Captured: Typed

\*\*\*\*Activity\*\*\*\*:

- Found Service FSR Selected : I05 ON at Pit
- Left Service FSR Selected : I05 ON at Pit
- Point of Control Operated FSR Selected : C01 (Yes)
- Activities performed for Meter Maintain to :  
00000000064892336 : Located/Marked C/S, Meter #  
Verified, Read Meter, Tested Meter In Place, Turned  
On, Turned Off, Verified Movement on Meter
- Reason for Meter Replace to : 00000000064892336 :  
Customer Request
- Reason for MIU Replace to : 1575667762 Replaced  
AMR / Touchpad
- Additional Actions Performed : Secure Lid, Repair  
Replace Lid, Re-read / Inspected with Customer, Left  
Company Information

\*\*\*\*Inspection\*\*\*\*:

- Service Line Material : None
- Customer Side Leak : None

\*\*\*\*Complete\*\*\*\*:

- Service Order was : COMP
- Notes Captured by FSR : pulled meter and replaced for  
customer test request, replaced meter lid to 2 hole and  
also upgraded adjoining meters antenna also while on  
site, meet customer went over billing and usage also  
meter testing process, left info

I received an email from Mr. Jouett on 3/21/23 asking what the consumption numbers on his data log meant. I replied to this email on 3/22/23 with the information he had requested as well as the results from the meter test we received that day and I have also attached that test result to this email. It indicated that the meter had passed the bench test and was working correctly. This morning, 3/23/2023, I received an email with an attachment stating the information that Mr. Jouett related in his PSC complaint.

If I can offer any further information or assistance please let me know.

Thank you,

*Erica Schreffler*

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)





**From:** [Erica Schreffler](#)  
**To:** [Steven Nash](#); [Erin G Hall](#)  
**Subject:** RE: Meter : [REDACTED] / Richard Jouett/[REDACTED]  
**Date:** Thursday, March 2, 2023 3:36:48 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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Great, thank you so much!

Thank you,

*Erica Schreffler*

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



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**From:** Steven Nash <[Steven.Nash@amwater.com](mailto:Steven.Nash@amwater.com)>  
**Sent:** Thursday, March 2, 2023 3:27 PM  
**To:** Erica Schreffler <[Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)>; Erin G Hall <[Erin.Hall@amwater.com](mailto:Erin.Hall@amwater.com)>  
**Subject:** RE: Meter [REDACTED] / Richard Jouett/[REDACTED]

We will complete this tomorrow

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**From:** Erica Schreffler <[Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)>  
**Sent:** Thursday, March 2, 2023 2:29 PM  
**To:** Erin G Hall <[Erin.Hall@amwater.com](mailto:Erin.Hall@amwater.com)>; Steven Nash <[Steven.Nash@amwater.com](mailto:Steven.Nash@amwater.com)>  
**Subject:** Meter [REDACTED] / Richard Jouett/[REDACTED]

Good afternoon,

This customer has requested a data log for the last three months on Meter : [REDACTED] at [REDACTED]  
[REDACTED] Lexington, KY. He says he was supposed to have an order for one from  
2/17/2023, but customer advocacy hasn't received the log. There is a comment from the FSR on the

17<sup>th</sup> that they had requested a data log and we did complete a service on that date, but the FSR noted he could not data log a Hershey meter.

**Activity:**

- Company Action - Secure Lid
- Service Found - I05 ON at Pit
- Service Left - I05 ON at Pit
- Operated Control Point - C02 (No)

**Meter:**

- Meter : H013252546 - Register 01 - Reading changed to -0554
- Meter:H013252546 - Category: Maintain - Option: Read Meter
- Meter:H013252546 - Category: Maintain - Option: Verified No Movement on Meter

**Inspection:**

- Customer Side Service Line - No
- Customer Side Leak - No
- Premise pass sewer inspection - Did Not Inspect

**Complete:**

- RZC Reason 1 -
- RZC Reason 2 -
- Status - COMP
- Miscellaneous/Review Comments - No movement and equipment working properly requested a data log with a follow up afterwards.

Thank you,

*Erica Schreffler*

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



KENTUCKY  
AMERICAN WATER

WE KEEP LIFE FLOWING®

RFID	RecordID	Date	Reading	Consumpt	Status	Status Description	RawRecord
13252546	757	1/30/2023 23:47	55234	0	0	Good Meter Reading	55234
13252546	758	1/30/2023 22:47	55234	1	0	Good Meter Reading	55234
13252546	759	1/30/2023 21:47	55233	0	0	Good Meter Reading	55233
13252546	760	1/30/2023 20:47	55233	1	0	Good Meter Reading	55233
13252546	761	1/30/2023 19:47	55232	1	0	Good Meter Reading	55232
13252546	762	1/30/2023 18:47	55231	0	0	Good Meter Reading	55231
13252546	763	1/30/2023 17:47	55231	1	0	Good Meter Reading	55231
13252546	764	1/30/2023 16:47	55230	1	0	Good Meter Reading	55230
13252546	765	1/30/2023 15:47	55229	0	0	Good Meter Reading	55229
13252546	766	1/30/2023 14:47	55229	1	0	Good Meter Reading	55229
13252546	767	1/30/2023 13:47	55228	0	0	Good Meter Reading	55228
13252546	768	1/30/2023 12:47	55228	1	0	Good Meter Reading	55228
13252546	769	1/30/2023 11:47	55227	1	0	Good Meter Reading	55227
13252546	770	1/30/2023 10:47	55226	0	0	Good Meter Reading	55226
13252546	771	1/30/2023 9:47	55226	1	0	Good Meter Reading	55226
13252546	772	1/30/2023 8:47	55225	1	0	Good Meter Reading	55225
13252546	773	1/30/2023 7:47	55224	0	0	Good Meter Reading	55224
13252546	774	1/30/2023 6:47	55224	1	0	Good Meter Reading	55224
13252546	775	1/30/2023 5:47	55223	0	0	Good Meter Reading	55223
13252546	776	1/30/2023 4:47	55223	1	0	Good Meter Reading	55223
13252546	777	1/30/2023 3:47	55222	1	0	Good Meter Reading	55222
13252546	778	1/30/2023 2:47	55221	0	0	Good Meter Reading	55221
13252546	779	1/30/2023 1:47	55221	1	0	Good Meter Reading	55221
13252546	780	1/30/2023 0:47	55220	1	0	Good Meter Reading	55220
13252546	781	1/29/2023 23:47	55219	0	0	Good Meter Reading	55219
13252546	782	1/29/2023 22:47	55219	1	0	Good Meter Reading	55219
13252546	783	1/29/2023 21:47	55218	1	0	Good Meter Reading	55218
13252546	784	1/29/2023 20:47	55217	0	0	Good Meter Reading	55217
13252546	785	1/29/2023 19:47	55217	1	0	Good Meter Reading	55217
13252546	786	1/29/2023 18:47	55216	0	0	Good Meter Reading	55216
13252546	787	1/29/2023 17:47	55216	1	0	Good Meter Reading	55216
13252546	788	1/29/2023 16:47	55215	1	0	Good Meter Reading	55215
13252546	789	1/29/2023 15:47	55214	0	0	Good Meter Reading	55214
13252546	790	1/29/2023 14:47	55214	1	0	Good Meter Reading	55214
13252546	791	1/29/2023 13:47	55213	1	0	Good Meter Reading	55213
13252546	792	1/29/2023 12:47	55212	0	0	Good Meter Reading	55212
13252546	793	1/29/2023 11:47	55212	1	0	Good Meter Reading	55212
13252546	794	1/29/2023 10:47	55211	1	0	Good Meter Reading	55211
13252546	795	1/29/2023 9:47	55210	0	0	Good Meter Reading	55210
13252546	796	1/29/2023 8:47	55210	1	0	Good Meter Reading	55210
13252546	797	1/29/2023 7:47	55209	1	0	Good Meter Reading	55209
13252546	798	1/29/2023 6:47	55208	0	0	Good Meter Reading	55208
13252546	799	1/29/2023 5:47	55208	1	0	Good Meter Reading	55208
13252546	800	1/29/2023 4:47	55207	1	0	Good Meter Reading	55207
13252546	801	1/29/2023 3:47	55206	0	0	Good Meter Reading	55206
13252546	802	1/29/2023 2:47	55206	1	0	Good Meter Reading	55206
13252546	803	1/29/2023 1:47	55205	1	0	Good Meter Reading	55205
13252546	804	1/29/2023 0:47	55204	0	0	Good Meter Reading	55204
13252546	805	1/28/2023 23:47	55204	1	0	Good Meter Reading	55204
13252546	806	1/28/2023 22:47	55203	0	0	Good Meter Reading	55203
13252546	807	1/28/2023 21:47	55203	1	0	Good Meter Reading	55203
13252546	808	1/28/2023 20:47	55202	1	0	Good Meter Reading	55202
13252546	809	1/28/2023 19:47	55201	1	0	Good Meter Reading	55201
13252546	810	1/28/2023 18:47	55200	0	0	Good Meter Reading	55200

13252546	811	1/28/2023 17:47	55200	1	0	Good Meter Reading	55200		
13252546	812	1/28/2023 16:47	55199	1	0	Good Meter Reading	55199		
13252546	813	1/28/2023 15:47	55198	0	0	Good Meter Reading	55198		
13252546	814	1/28/2023 14:47	55198	1	0	Good Meter Reading	55198		
13252546	815	1/28/2023 13:47	55197	1	0	Good Meter Reading	55197		
13252546	816	1/28/2023 12:47	55196	0	0	Good Meter Reading	55196		
13252546	817	1/28/2023 11:47	55196	1	0	Good Meter Reading	55196		
13252546	818	1/28/2023 10:47	55195	1	0	Good Meter Reading	55195		
13252546	819	1/28/2023 9:47	55194	0	0	Good Meter Reading	55194		
13252546	820	1/28/2023 8:47	55194	1	0	Good Meter Reading	55194		
13252546	821	1/28/2023 7:47	55193	1	0	Good Meter Reading	55193		
13252546	822	1/28/2023 6:47	55192	0	0	Good Meter Reading	55192		
13252546	823	1/28/2023 5:47	55192	1	0	Good Meter Reading	55192		
13252546	824	1/28/2023 4:47	55191	1	0	Good Meter Reading	55191		
13252546	825	1/28/2023 3:47	55190	0	0	Good Meter Reading	55190		
13252546	826	1/28/2023 2:47	55190	1	0	Good Meter Reading	55190		
13252546	827	1/28/2023 1:47	55189	1	0	Good Meter Reading	55189		
13252546	828	1/28/2023 0:47	55188	1	0	Good Meter Reading	55188		
13252546	829	1/27/2023 23:47	55187	0	0	Good Meter Reading	55187		
13252546	830	1/27/2023 22:47	55187	1	0	Good Meter Reading	55187		
13252546	831	1/27/2023 21:47	55186	1	0	Good Meter Reading	55186		
13252546	832	1/27/2023 20:47	55185	1	0	Good Meter Reading	55185		
13252546	833	1/27/2023 19:47	55184	0	0	Good Meter Reading	55184		
13252546	834	1/27/2023 18:47	55184	1	0	Good Meter Reading	55184		
13252546	835	1/27/2023 17:47	55183	1	0	Good Meter Reading	55183		
13252546	836	1/27/2023 16:47	55182	0	0	Good Meter Reading	55182		
13252546	837	1/27/2023 15:47	55182	1	0	Good Meter Reading	55182		
13252546	838	1/27/2023 14:47	55181	1	0	Good Meter Reading	55181		
13252546	839	1/27/2023 13:47	55180	1	0	Good Meter Reading	55180		
13252546	840	1/27/2023 12:47	55179	1	0	Good Meter Reading	55179		
13252546	841	1/27/2023 11:47	55178	0	0	Good Meter Reading	55178		
13252546	842	1/27/2023 10:47	55178	1	0	Good Meter Reading	55178		
13252546	843	1/27/2023 9:47	55177	2	0	Good Meter Reading	55177		
13252546	844	1/27/2023 8:47	55175	1	0	Good Meter Reading	55175		
13252546	845	1/27/2023 7:47	55174	4	0	Good Meter Reading	55174		
13252546	846	1/27/2023 6:47	55170	0	0	Good Meter Reading	55170		
13252546	847	1/27/2023 5:47	55170	0	0	Good Meter Reading	55170		
13252546	848	1/27/2023 4:47	55170	0	0	Good Meter Reading	55170		
13252546	849	1/27/2023 3:47	55170	0	0	Good Meter Reading	55170		
13252546	850	1/27/2023 2:47	55170	1	0	Good Meter Reading	55170		
13252546	851	1/27/2023 1:47	55169	0	0	Good Meter Reading	55169		
13252546	852	1/27/2023 0:47	55169	0	0	Good Meter Reading	55169		
13252546	853	1/26/2023 23:47	55169	0	0	Good Meter Reading	55169		
13252546	854	1/26/2023 22:47	55169	0	0	Good Meter Reading	55169		
13252546	855	1/26/2023 21:47	55169	1	0	Good Meter Reading	55169		
13252546	856	1/26/2023 20:47	55168	0	0	Good Meter Reading	55168		
13252546	857	1/26/2023 19:47	55168	2	0	Good Meter Reading	55168		
13252546	858	1/26/2023 18:47	55166	0	0	Good Meter Reading	55166		
13252546	859	1/26/2023 17:47	55166	1	0	Good Meter Reading	55166		
13252546	860	1/26/2023 16:47	55165	0	0	Good Meter Reading	55165		
13252546	861	1/26/2023 15:47	55165	0	0	Good Meter Reading	55165		
13252546	862	1/26/2023 14:47	55165	1	0	Good Meter Reading	55165		
13252546	863	1/26/2023 13:47	55164	0	0	Good Meter Reading	55164		
13252546	864	1/26/2023 12:47	55164	0	0	Good Meter Reading	55164		
13252546	865	1/26/2023 11:47	55164	0	0	Good Meter Reading	55164		

13252546	866	1/26/2023 10:47	55164	1	0	Good Meter Reading	55164		
13252546	867	1/26/2023 9:47	55163	4	0	Good Meter Reading	55163		
13252546	868	1/26/2023 8:47	55159	1	0	Good Meter Reading	55159		
13252546	869	1/26/2023 7:47	55158	0	0	Good Meter Reading	55158		
13252546	870	1/26/2023 6:47	55158	0	0	Good Meter Reading	55158		
13252546	871	1/26/2023 5:47	55158	0	0	Good Meter Reading	55158		
13252546	872	1/26/2023 4:47	55158	0	0	Good Meter Reading	55158		
13252546	873	1/26/2023 3:47	55158	0	0	Good Meter Reading	55158		
13252546	874	1/26/2023 2:47	55158	0	0	Good Meter Reading	55158		
13252546	875	1/26/2023 1:47	55158	0	0	Good Meter Reading	55158		
13252546	876	1/26/2023 0:47	55158	1	0	Good Meter Reading	55158		
13252546	877	1/25/2023 23:47	55157	1	0	Good Meter Reading	55157		
13252546	878	1/25/2023 22:47	55156	0	0	Good Meter Reading	55156		
13252546	879	1/25/2023 21:47	55156	1	0	Good Meter Reading	55156		
13252546	880	1/25/2023 20:47	55155	1	0	Good Meter Reading	55155		
13252546	881	1/25/2023 19:47	55154	0	0	Good Meter Reading	55154		
13252546	882	1/25/2023 18:47	55154	3	0	Good Meter Reading	55154		
13252546	883	1/25/2023 17:47	55151	1	0	Good Meter Reading	55151		
13252546	884	1/25/2023 16:47	55150	0	0	Good Meter Reading	55150		
13252546	885	1/25/2023 15:47	55150	0	0	Good Meter Reading	55150		
13252546	886	1/25/2023 14:47	55150	0	0	Good Meter Reading	55150		
13252546	887	1/25/2023 13:47	55150	1	0	Good Meter Reading	55150		
13252546	888	1/25/2023 12:47	55149	5	0	Good Meter Reading	55149		
13252546	897	1/25/2023 3:47	55144	1	0	Good Meter Reading	55144		
13252546	898	1/25/2023 2:47	55143	0	0	Good Meter Reading	55143		
13252546	899	1/25/2023 1:47	55143	0	0	Good Meter Reading	55143		
13252546	900	1/25/2023 0:47	55143	0	0	Good Meter Reading	55143		
13252546	901	1/24/2023 23:47	55143	0	0	Good Meter Reading	55143		
13252546	902	1/24/2023 22:47	55143	1	0	Good Meter Reading	55143		
13252546	903	1/24/2023 21:47	55142	0	0	Good Meter Reading	55142		
13252546	904	1/24/2023 20:47	55142	2	0	Good Meter Reading	55142		
13252546	905	1/24/2023 19:47	55140	2	0	Good Meter Reading	55140		
13252546	906	1/24/2023 18:47	55138	2	0	Good Meter Reading	55138		
13252546	907	1/24/2023 17:47	55136	2	0	Good Meter Reading	55136		
13252546	908	1/24/2023 16:47	55134	1	0	Good Meter Reading	55134		
13252546	909	1/24/2023 15:47	55133	0	0	Good Meter Reading	55133		
13252546	910	1/24/2023 14:47	55133	1	0	Good Meter Reading	55133		
13252546	911	1/24/2023 13:47	55132	0	0	Good Meter Reading	55132		
13252546	912	1/24/2023 12:47	55132	1	0	Good Meter Reading	55132		
13252546	913	1/24/2023 11:47	55131	0	0	Good Meter Reading	55131		
13252546	914	1/24/2023 10:47	55131	1	0	Good Meter Reading	55131		
13252546	915	1/24/2023 9:47	55130	0	0	Good Meter Reading	55130		
13252546	916	1/24/2023 8:47	55130	0	0	Good Meter Reading	55130		
13252546	917	1/24/2023 7:47	55130	1	0	Good Meter Reading	55130		
13252546	918	1/24/2023 6:47	55129	0	0	Good Meter Reading	55129		
13252546	919	1/24/2023 5:47	55129	0	0	Good Meter Reading	55129		
13252546	920	1/24/2023 4:47	55129	0	0	Good Meter Reading	55129		
13252546	921	1/24/2023 3:47	55129	0	0	Good Meter Reading	55129		
13252546	922	1/24/2023 2:47	55129	1	0	Good Meter Reading	55129		
13252546	923	1/24/2023 1:47	55128	11	0	Good Meter Reading	55128		
13252546	924	1/24/2023 0:47	55117	21	0	Good Meter Reading	55117		
13252546	925	1/23/2023 23:47	55096	13	0	Good Meter Reading	55096		
13252546	926	1/23/2023 22:47	55083	0	0	Good Meter Reading	55083		
13252546	927	1/23/2023 21:47	55083	1	0	Good Meter Reading	55083		
13252546	928	1/23/2023 20:47	55082	0	0	Good Meter Reading	55082		

13252546	929	1/23/2023 19:47	55082	1	0	Good Meter Reading	55082		
13252546	930	1/23/2023 18:47	55081	1	0	Good Meter Reading	55081		
13252546	931	1/23/2023 17:47	55080	2	0	Good Meter Reading	55080		
13252546	932	1/23/2023 16:47	55078	0	0	Good Meter Reading	55078		
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13252546	1412	1/3/2023 16:47	54389	1	0	Good Meter Reading	54389		
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13252546	1414	1/3/2023 14:47	54388	0	0	Good Meter Reading	54388		
13252546	1415	1/3/2023 13:47	54388	3	0	Good Meter Reading	54388		
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13252546	1417	1/3/2023 11:47	54385	0	0	Good Meter Reading	54385		
13252546	1418	1/3/2023 10:47	54385	0	0	Good Meter Reading	54385		
13252546	1419	1/3/2023 9:47	54385	0	0	Good Meter Reading	54385		
13252546	1420	1/3/2023 8:47	54385	0	0	Good Meter Reading	54385		
13252546	1421	1/3/2023 7:47	54385	4	0	Good Meter Reading	54385		
13252546	1422	1/3/2023 6:47	54381	0	0	Good Meter Reading	54381		
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13252546	1424	1/3/2023 4:47	54380	0	0	Good Meter Reading	54380		
13252546	1425	1/3/2023 3:47	54380	1	0	Good Meter Reading	54380		
13252546	1426	1/3/2023 2:47	54379	0	0	Good Meter Reading	54379		
13252546	1427	1/3/2023 1:47	54379	0	0	Good Meter Reading	54379		
13252546	1428	1/3/2023 0:47	54379	0	0	Good Meter Reading	54379		
13252546	1429	1/2/2023 23:47	54379	0	0	Good Meter Reading	54379		
13252546	1430	1/2/2023 22:47	54379	0	0	Good Meter Reading	54379		
13252546	1431	1/2/2023 21:47	54379	0	0	Good Meter Reading	54379		
13252546	1432	1/2/2023 20:47	54379	1	0	Good Meter Reading	54379		
13252546	1433	1/2/2023 19:47	54378	0	0	Good Meter Reading	54378		
13252546	1434	1/2/2023 18:47	54378	0	0	Good Meter Reading	54378		
13252546	1435	1/2/2023 17:47	54378	0	0	Good Meter Reading	54378		
13252546	1436	1/2/2023 16:47	54378	0	0	Good Meter Reading	54378		
13252546	1437	1/2/2023 15:47	54378	1	0	Good Meter Reading	54378		
13252546	1438	1/2/2023 14:47	54377	0	0	Good Meter Reading	54377		
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13252546	1447	1/2/2023 5:47	54373	0	0	Good Meter Reading	54373		
13252546	1448	1/2/2023 4:47	54373	0	0	Good Meter Reading	54373		
13252546	1449	1/2/2023 3:47	54373	1	0	Good Meter Reading	54373		
13252546	1450	1/2/2023 2:47	54372	0	0	Good Meter Reading	54372		
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13252546	1452	1/2/2023 0:47	54372	0	0	Good Meter Reading	54372		
13252546	1453	1/1/2023 23:47	54372	0	0	Good Meter Reading	54372		
13252546	1454	1/1/2023 22:47	54372	0	0	Good Meter Reading	54372		
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13252546	1461	1/1/2023 15:47	54368	0	0	Good Meter Reading	54368		
13252546	1462	1/1/2023 14:47	54368	0	0	Good Meter Reading	54368		
13252546	1463	1/1/2023 13:47	54368	0	0	Good Meter Reading	54368		
13252546	1464	1/1/2023 12:47	54368	0	0	Good Meter Reading	54368		
13252546	1465	1/1/2023 11:47	54368	0	0	Good Meter Reading	54368		
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13252546	1477	12/31/2022 23:47	54360	0	0	Good Meter Reading	54360		
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13252546	1479	12/31/2022 21:47	54360	0	0	Good Meter Reading	54360		
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13252546	1483	12/31/2022 17:47	54358	0	0	Good Meter Reading	54358		
13252546	1484	12/31/2022 16:47	54358	0	0	Good Meter Reading	54358		
13252546	1485	12/31/2022 15:47	54358	0	0	Good Meter Reading	54358		
13252546	1486	12/31/2022 14:47	54358	0	0	Good Meter Reading	54358		
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13252546	1489	12/31/2022 11:47	54357	0	0	Good Meter Reading	54357		
13252546	1490	12/31/2022 10:47	54357	0	0	Good Meter Reading	54357		
13252546	1491	12/31/2022 9:47	54357	0	0	Good Meter Reading	54357		
13252546	1492	12/31/2022 8:47	54357	3	0	Good Meter Reading	54357		
13252546	1493	12/31/2022 7:47	54354	1	0	Good Meter Reading	54354		
13252546	1494	12/31/2022 6:47	54353	0	0	Good Meter Reading	54353		



13252546	1495	12/31/2022 5:47	54353	0	0	Good Meter Reading	54353		
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13252546	1500	12/31/2022 0:47	54352	0	0	Good Meter Reading	54352		
13252546	1501	12/30/2022 23:47	54352	0	0	Good Meter Reading	54352		
13252546	1502	12/30/2022 22:47	54352	0	0	Good Meter Reading	54352		
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13252546	1509	12/30/2022 15:47	54350	0	0	Good Meter Reading	54350		
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13252546	1511	12/30/2022 13:47	54350	0	0	Good Meter Reading	54350		
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13252546	1523	12/30/2022 1:47	54341	0	0	Good Meter Reading	54341		
13252546	1524	12/30/2022 0:47	54341	0	0	Good Meter Reading	54341		
13252546	1525	12/29/2022 23:47	54341	1	0	Good Meter Reading	54341		
13252546	1526	12/29/2022 22:47	54340	0	0	Good Meter Reading	54340		
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13252546	1529	12/29/2022 19:47	54340	0	0	Good Meter Reading	54340		
13252546	1530	12/29/2022 18:47	54340	0	0	Good Meter Reading	54340		
13252546	1531	12/29/2022 17:47	54340	1	0	Good Meter Reading	54340		
13252546	1532	12/29/2022 16:47	54339	1	0	Good Meter Reading	54339		
13252546	1533	12/29/2022 15:47	54338	0	0	Good Meter Reading	54338		
13252546	1534	12/29/2022 14:47	54338	0	0	Good Meter Reading	54338		
13252546	1535	12/29/2022 13:47	54338	1	0	Good Meter Reading	54338		
13252546	1536	12/29/2022 12:47	54337	0	0	Good Meter Reading	54337		
13252546	1537	12/29/2022 11:47	54337	4	0	Good Meter Reading	54337		
13252546	1538	12/29/2022 10:47	54333	4	0	Good Meter Reading	54333		
13252546	1539	12/29/2022 9:47	54329	1	0	Good Meter Reading	54329		
13252546	1540	12/29/2022 8:47	54328	0	0	Good Meter Reading	54328		
13252546	1541	12/29/2022 7:47	54328	0	0	Good Meter Reading	54328		
13252546	1542	12/29/2022 6:47	54328	0	0	Good Meter Reading	54328		
13252546	1543	12/29/2022 5:47	54328	0	0	Good Meter Reading	54328		
13252546	1544	12/29/2022 4:47	54328	1	0	Good Meter Reading	54328		
13252546	1545	12/29/2022 3:47	54327	0	0	Good Meter Reading	54327		
13252546	1546	12/29/2022 2:47	54327	0	0	Good Meter Reading	54327		
13252546	1547	12/29/2022 1:47	54327	0	0	Good Meter Reading	54327		
13252546	1548	12/29/2022 0:47	54327	0	0	Good Meter Reading	54327		
13252546	1549	12/28/2022 23:47	54327	0	0	Good Meter Reading	54327		

13252546	1550	12/28/2022 22:47	54327	1	0	Good Meter Reading	54327		
13252546	1551	12/28/2022 21:47	54326	0	0	Good Meter Reading	54326		
13252546	1552	12/28/2022 20:47	54326	1	0	Good Meter Reading	54326		
13252546	1553	12/28/2022 19:47	54325	2	0	Good Meter Reading	54325		
13252546	1554	12/28/2022 18:47	54323	2	0	Good Meter Reading	54323		
13252546	1555	12/28/2022 17:47	54321	1	0	Good Meter Reading	54321		
13252546	1556	12/28/2022 16:47	54320	1	0	Good Meter Reading	54320		
13252546	1557	12/28/2022 15:47	54319	2	0	Good Meter Reading	54319		
13252546	1558	12/28/2022 14:47	54317	1	0	Good Meter Reading	54317		
13252546	1559	12/28/2022 13:47	54316	0	0	Good Meter Reading	54316		
13252546	1560	12/28/2022 12:47	54316	1	0	Good Meter Reading	54316		
13252546	1561	12/28/2022 11:47	54315	0	0	Good Meter Reading	54315		
13252546	1562	12/28/2022 10:47	54315	1	0	Good Meter Reading	54315		
13252546	1563	12/28/2022 9:47	54314	0	0	Good Meter Reading	54314		
13252546	1564	12/28/2022 8:47	54314	1	0	Good Meter Reading	54314		
13252546	1565	12/28/2022 7:47	54313	0	0	Good Meter Reading	54313		
13252546	1566	12/28/2022 6:47	54313	0	0	Good Meter Reading	54313		
13252546	1567	12/28/2022 5:47	54313	0	0	Good Meter Reading	54313		
13252546	1568	12/28/2022 4:47	54313	0	0	Good Meter Reading	54313		
13252546	1569	12/28/2022 3:47	54313	0	0	Good Meter Reading	54313		
13252546	1570	12/28/2022 2:47	54313	0	0	Good Meter Reading	54313		
13252546	1571	12/28/2022 1:47	54313	1	0	Good Meter Reading	54313		
13252546	1572	12/28/2022 0:47	54312	0	0	Good Meter Reading	54312		

**From:** [Josh D Riley](#)  
**To:** [Oscar Portillo-Garcia](#)  
**Subject:** 1099 S Cleveland Rd  
**Date:** Friday, January 20, 2023 11:56:15 AM

---

Oscar,

Disagrees with the decision to have to pay to move the water main and would like to discuss that. I did let him know you would not contact him until next week.

[REDACTED]

Richard Laird

[REDACTED]

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

# PSC Inquiry Followup

Case # 2023 - 00196

Name Richard Laird

Account Number



Received by advocate team 1/30/23 11:53 (AM) PM

Initial response to PSC 1/30/23 11:54 (AM) PM

Customer Contacted 1/30/23 1:40 AM (PM)

PUC BPEM Case Created?  Yes  No BPEM #:

Shut off letter? Yes  No

Pending order to cancel? Yes  No

Comm. Complaint Hold Placed? Yes  No  Hold Through \_\_\_/\_\_\_/\_\_\_

Hold Placed? Yes  No  Hold Through \_\_\_/\_\_\_/\_\_\_

Meter test needed? Yes  No

Address associated with complaint 1099 S Cleveland Rd

Type of Complaint	Contact Date	Notes* contact must be within 3 days
<input type="checkbox"/> Estimated Reading	___/___/___	_____
<input type="checkbox"/> High Consumption/ Leak	___/___/___	_____
<input type="checkbox"/> Stuck Meter	___/___/___	_____
<input checked="" 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 1/30/23 2:00 AM (PM)

Advocate Initials OP

PSC Consumer Inquiry System

1/30/2023

**Complaint:** 2023-00196    **Entry Date:** 1/30/2023    **Closed Date:**    **Contact Type:** E-Mail

**Name:** Laird, Richard    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence  
 Richmond, KY 40475

**County:** Madison    **Utility Type:** Investor-

**Home:**    **Work:**    **Reason:** Service quality/repair ( Service outage/interruption )  
 (none) ( none )

**Fax:**    **CBR Nbr:**    **Complaint referred by:**

**Cell:** [REDACTED]    **Email:** [REDACTED]

**Contacted Utility?**     **Spoke with:** Customer Service

**Cust Relations:** Failed To Correct Problem

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

**Preliminary Description:**    **Other Contacts:**

needs water line moved

**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:** 1/30/2023 11:44:05 AM

Email from Customer:

I am writing to address an issue that I can not get resolved timely. I am presently building a house at 1099 S. Cleveland Rd, Lexington, KY and while we were digging to add the foundation drain line, we hit an unmarked water line owned by Kentucky American Water. The water company did come out to fix the line and the employee who was at the site to fix the break admitted the line wasn't were it was supposed to be, However, the engineer at the time said that I would have to pay to have it moved. This all occurred the week of Jan 9th. Since that time, I have reached out to Kentucky American Water via phone and after several attempts (probably 3 or 4 or 5 times), spoke to a gentlemen by the name of Oscar and he told me I had to discuss my request with a Mr. Tobey Adams - engineer. This was as of Tuesday last week and I have sent 2 emails (Wed and Fri) since that was the only way I was allowed to approach Mr. Adams. To date, I havent received an email or phone call from Mr Adams and I am needing to come to some conclusion on this situation. Would you be so kind as to please assist in: 1. Having someone of authority at Kentucky American Water to reach out to me discuss the situation at hand. 2. Help rectify the improper placement of the water line. Thanks for your assistance. Rick Richard Laird

**From:** [Varney, Stacey L \(PSC\)](#)  
**To:** [Oscar Portillo-Garcia](#)  
**Subject:** RE: Laird, Richard - complaint  
**Date:** Monday, January 30, 2023 1:59:39 PM  
**Attachments:** [image001.png](#)

**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)  
"Think before you click!"**

Oscar,

Thanks for your prompt attention to this complaint. I will close it.

*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](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Sent:** Monday, January 30, 2023 1:35 PM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Subject:** RE: Laird, Richard - complaint

Hello Stacey,

I have the following information from Tobey and Mr. Laird. Please see below,

“Mr. Laird,

I have received your email and as I said last Friday, I am doing some research. Yes, initially it was thought you would be responsible for relocating said main. However, after receiving more information I would please like through the end of the week to be sure that is correct.

More information I will be looking, at is as follows:  
Easements  
Service contracts for neighbors  
May need to have some survey work.

My contact info is below.

Tob

**Tobey Adams**, GIS Project Manager

Kentucky American Water | 2300 Richmond Rd | Lexington, KY 40502  
O: 859.335.3408 M: 859.537.7481  
[tobey.adams@amwater.com](mailto:tobey.adams@amwater.com)

Mr. Laird, responded the following, please let me know if I should have this case open or close it, thanks and have a great day!

“Mr. Adams,

Thanks for the response. I look forward to forward to hearing from you when you have chance to further your investigation.

Just to make sure you are aware, I did reach out this morning to the Ky Public Services Commission asking for them to assist since I believed I hadn't received a response from you. I may not have been as patient as I should have been, and it appears that your email from Friday went to my JUNK folder for some reason. I did just find it after you sent this email and this one ended up in my normal InBox.

Again, I look forward to discussing with you the situation after you have a chance to delve into it deeper.

Best regards,

Rick”

*Kind Regards,*

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



**From:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Sent:** Monday, January 30, 2023 11:56 AM  
**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Subject:** RE: Laird, Richard - complaint

**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!"**

Thank you.

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](mailto:Oscar.Portillo-Garcia01@amwater.com)>

**Sent:** Monday, January 30, 2023 11:54 AM

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

**Subject:** RE: Laird, Richard - complaint

Hello Stacey,

We received this complaint for Mr. Laird, I will forward this information to engineering to contact this customer today. Once I have more information, I will follow up with you and Mr. Laird to make sure he has being contact by Tobey from engineering.

*Kind Regards,*

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



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

**Sent:** Monday, January 30, 2023 11:45 AM

**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** Laird, Richard - complaint

**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!"**



**From** [E in G Hall](#)  
**To** [E in G Hall](#); [Tobey Adams](#); [Kista E Cit on](#); [Osca Po tillo-Ga c a](#); [Cha les Altendo f](#)  
**Subject** RE: [REDACTED]  
**Date** Tuesday, January 17, 2023 10:37:00 AM  
**Attachments** [image002.jpg](#)

Thanks everyone!

If I understand everything correctly, if the customer wants to relocate the water line, this will be at the owners expense. Is this correct?

Kind Regards,

**Oscar Portillo**  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E [oscar.portillo-parcia@amwater.com](mailto:oscar.portillo-parcia@amwater.com)  
A 2300 Richmond Rd Lexington KY 40502



**From** [E in G Hall](#) [E.in.Hall@amwater.com](mailto:E.in.Hall@amwater.com)  
**Sent** Tuesday, January 17, 2023 10:30 AM  
**To** [Tobey Adams](#) [Tobey.Adams@amwater.com](mailto:Tobey.Adams@amwater.com); [Kista E Cit on](#) [Kista.Cit.on@amwater.com](mailto:Kista.Cit.on@amwater.com); [Osca Po tillo-Ga c a](#) [Osca.Po.tillo-Ga.c.a01@amwater.com](mailto:Osca.Po.tillo-Ga.c.a01@amwater.com); [Cha les Altendo f](#) [Cha.les.Altendo.f@amwater.com](mailto:Cha.les.Altendo.f@amwater.com)  
**Subject** RE: [REDACTED] Lexington, KY [REDACTED]

Osca , do you feel comfo table calling the custome r with this info nation o should someone else call and explain to him ?

**From** [Tobey Adams](#) [Tobey.Adams@amwater.com](mailto:Tobey.Adams@amwater.com)  
**Sent** Tuesday, January 17, 2023 10:20 AM  
**To** [E in G Hall](#) [E.in.Hall@amwater.com](mailto:E.in.Hall@amwater.com); [Kista E Cit on](#) [Kista.E.Cit.on@amwater.com](mailto:Kista.Cit.on@amwater.com); [Osca Po tillo-Ga c a](#) [Osca.Po.tillo-Ga.c.a01@amwater.com](mailto:Osca.Po.tillo-Ga.c.a01@amwater.com); [Cha les Altendo f](#) [Cha.les.Altendo.f@amwater.com](mailto:Cha.les.Altendo.f@amwater.com)  
**Subject** RE: [REDACTED] Lexington, KY [REDACTED]

As you can see by the attached plat, the e should be no build ng within 50' of the Right of Way. Which acco ding to the plat, is ~90' f om the edge of pavement. That does not p eclude any d iveways, but that should be the p ope ty owner s expense.



**From** [E in G Hall](#) [E.in.Hall@amwater.com](mailto:E.in.Hall@amwater.com)  
**Sent** Tuesday, January 17, 2023 9:51 AM  
**To** [Kista E Cit on](#) [Kista.Cit.on@amwater.com](mailto:Kista.Cit.on@amwater.com); [Osca Po tillo-Ga c a](#) [Osca.Po.tillo-Ga.c.a01@amwater.com](mailto:Osca.Po.tillo-Ga.c.a01@amwater.com); [Tobey Adams](#) [Tobey.Adams@amwater.com](mailto:Tobey.Adams@amwater.com); [Cha les Altendo f](#) [Cha.les.Altendo.f@amwater.com](mailto:Cha.les.Altendo.f@amwater.com)  
**Subject** RE: [REDACTED] Lexington, KY [REDACTED]

I think it is ac oss f om the fi e stat on. They a e build ng a new house on the no th west co ne of the inte section.

**From** [Kista E Cit on](#) [Kista.Cit.on@amwater.com](mailto:Kista.Cit.on@amwater.com)  
**Sent** Tuesday, January 17, 2023 9:38 AM  
**To** [E in G Hall](#) [E.in.Hall@amwater.com](mailto:E.in.Hall@amwater.com); [Osca Po tillo-Ga c a](#) [Osca.Po.tillo-Ga.c.a01@amwater.com](mailto:Osca.Po.tillo-Ga.c.a01@amwater.com); [Tobey Adams](#) [Tobey.Adams@amwater.com](mailto:Tobey.Adams@amwater.com); [Cha les Altendo f](#) [Cha.les.Altendo.f@amwater.com](mailto:Cha.les.Altendo.f@amwater.com)  
**Subject** RE: [REDACTED] Lexington, KY [REDACTED]

Can someone indicate which p ope ty we a e talking about on the map?



Krista Citron, PE (she, her, hers)  
Senior Project Engineer  
WE CAN Women's EBRG Co-Chair  
Kentucky American Water | 2300 Richmond Road | Lexington, KY 40502  
Office (859) 268-6352 | [krista.citron@amwater.com](mailto:krista.citron@amwater.com)

At American Water, we celebrate that we are all Beautifully Different. Learn more through our new interactive [Inclusion, Diversity, and Equity website!](#)



From: E in G Hall [E.in.G.Hall@amwater.com](mailto:E.in.G.Hall@amwater.com)  
Sent: Tuesday, January 17, 2023 9:35 AM  
To: Osca Po tillo-Garcia [Osca\\_Po\\_tillo-Garcia01@amwater.com](mailto:Osca_Po_tillo-Garcia01@amwater.com) > > Krista Citron <[krista.citron@amwater.com](mailto:krista.citron@amwater.com)> > Tobey Adams <[tobey.adams@amwater.com](mailto:tobey.adams@amwater.com)> > Chales Attendo [Chales.Attendo@amwater.com](mailto:Chales.Attendo@amwater.com)  
Subject: RE: [REDACTED], Lexington, KY

Krista/Toby/Chales, Who are you looking into the issue below

From: Mandy Byrd [mbyrd@ad.com](mailto:mbyrd@ad.com)  
Sent: Tuesday, January 17, 2023 9:24 AM  
To: Osca Po tillo-Garcia <[Osca\\_Po\\_tillo-Garcia01@amwater.com](mailto:Osca_Po_tillo-Garcia01@amwater.com)> > E in G Hall <[E.in.G.Hall@amwater.com](mailto:E.in.G.Hall@amwater.com)>  
Subject: RE: [REDACTED], Lexington, KY

**EXTERNAL EMAIL. The Actual Sender of this email is [mbyrd@ad.com](mailto:mbyrd@ad.com) "Think before you click!"**

Good morning Osca,

Yes, Ch is talking with the customer. This isn't a status on issue. The customer is trying to build a house and has discovered that the water main appears to be outside of the utility right-of-way. Apparently his builder has hit it once and they fear they may hit it again and would like to have the water main relocated to the utility right-of-way that is located on his plot. This appears to be an engineering issue.

Thank,  
Mandy

On Tue, Jan 17, 2023 at 8:53 AM Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)> wrote

Mandy,

You have an update on this inquiry, this customer called few times and left voice mails, thanks.

*Kind Regards,*

**Oscar Portillo**  
Specialist Service Delivery, Kentucky American Water  
P 8 9-268-6724  
E [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)  
A 2300 Richmond Rd, Lexington, KY 40502



From: E in G Hall [E.in.G.Hall@amwater.com](mailto:E.in.G.Hall@amwater.com)  
Sent: Friday, January 13, 2023 8:20 AM  
To: Osca Po tillo-Garcia <[Osca\\_Po\\_tillo-Garcia01@amwater.com](mailto:Osca_Po_tillo-Garcia01@amwater.com)>  
Cc: Mandy Byrd <[mbyrd@ad.com](mailto:mbyrd@ad.com)>  
Subject: RE: [REDACTED], Lexington, KY

Mandy, Can you ask Chales to look at this please

From: Osca Po tillo-Garcia <[Osca\\_Po\\_tillo-Garcia01@amwater.com](mailto:Osca_Po_tillo-Garcia01@amwater.com)>  
Sent: Friday, January 13, 2023 7:47 AM  
To: E in G Hall <[E.in.G.Hall@amwater.com](mailto:E.in.G.Hall@amwater.com)>  
Subject: FW: [REDACTED], Lexington, KY

Eria,

Happy Friday!

Who can I direct this email to? We installed a new water line at this address, but the customer is unhappy with the location of the line. Who would be the person in charge to possibly relocate this line, at extra cost for the customer of course, any assistance would be appreciated, thanks.

*Kind Regards,*

**Oscar Portillo**

Specialist Service Delivery, Kentucky American Water  
P 8 9-268-6724  
E [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)  
A 2300 Richmond Rd, Lexington, KY 40502



---

From: Erik J Hall <[E.J.Hall@amwater.com](mailto:E.J.Hall@amwater.com)>  
Sent: Thursday, January 12, 2023 11:23 AM  
To: Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
Subject: Re: [REDACTED], Lexington, KY

This would go down back to distribution team

**Erik J Hall**

Construction Project Manager  
Kentucky American Water Co  
2300 Richmond Rd  
Lexington, KY 40502  
M - (859)537-0878  
[E.J.Hall@amwater.com](mailto:E.J.Hall@amwater.com)

---

From: Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
Sent: Thursday, January 12, 2023 11:17 AM  
To: Erik J Hall <[E.J.Hall@amwater.com](mailto:E.J.Hall@amwater.com)>  
Subject: [REDACTED], Lexington, KY

Hello Erik,

Would this inquiry be something that you would handle or someone else.

"Our water line was relocated properly yesterday on the day before. The customer is complaining about the location of the main line. Basically he's not happy with the location of the line due to the grading of his property (pool)" Thanks!!

" 01/12/2023 10:47 Elysha P. octo - Howa d

Name/Relationship: Richard Laird

Account No: [REDACTED]

Address: [REDACTED]

Lexington, KY 40515

[REDACTED]

BP says there are two AW water lines at premises. One is located by the street, BP says he is okay with the location of that one.

However, there is another line that BP said was installed by us, but it is

not in the correct location. BP would like to speak with

someone to relocate the AW Main service line.

-----  
01/12/2023 10:52 Oscar Portillo-Garcia

This inquiry has been completed.

H14 PVC main at corner of S. Cleveland and Old Richmond Rd. Dutton

Smith's has already shut water off, due to water going into basement of

new house. BROUGHT 1/10/2023 1:20:54 AM (EST) A vest on site FR had

main shut down and contractor already left. It looks like they were

digging for a 4" main line on a new home. Dig a 4" main line cut damage out

installed 2 2 inch hymax and 8 feet of pipe to main on found pipe was

broken for the back shut main off. Dig back found broken pipe out out

pipe installed one more 2" hymax and 4 feet of pipe that we had to get

delivered to job site. Turn main on check for leaks and flushed.

Backfill cleaned up took pictures and samples.

Kind Regards,

**Oscar Portillo**

Specialist Service Delivery, Kentucky American Water  
P 8 9-268-6724  
E [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)  
A 2300 Richmond Rd, Lexington, KY 40502



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**From:** [Oscar Portillo-Garcia](#)  
**To:** [Erik J Hall](#)  
**Subject:** RE: [REDACTED], Lexington, KY [REDACTED]  
**Date:** Thursday, January 12, 2023 11:29:00 AM  
**Attachments:** [image001.png](#)

---

Got it, thanks!

*Kind Regards,*

**Oscar Portillo**

**Specialist Service Delivery, Kentucky American Water**

**P** 859-268-6724

**E** [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

**A** 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Erik J Hall <[Erik.Hall@amwater.com](mailto:Erik.Hall@amwater.com)>  
**Sent:** Thursday, January 12, 2023 11:23 AM  
**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Subject:** Re: [REDACTED] Lexington, KY [REDACTED]

This would go down back to distribution team

***Erik J Hall***

Construction Project Manager

*Kentucky American Water Co.*

*2300 Richmond Rd.*

*Lexington, Ky. 40502*

*M - (859)537-0878*

[erik.hall@amwater.com](mailto:erik.hall@amwater.com)

---

**From:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Sent:** Thursday, January 12, 2023 11:17:08 AM  
**To:** Erik J Hall <[Erik.Hall@amwater.com](mailto:Erik.Hall@amwater.com)>  
**Subject:** [REDACTED], Lexington, KY [REDACTED]

Hello Erik,

Would this inquiry be something that you would handle or someone else.

"Our water line was relocated properly yesterday or the day before. The customer is complaining about the location of the marked line. Basically he's not happy with the location of the line due to the grading of his property (pool)" Thanks!!

" 01/11/2023 10:47 Elysha Proctor-Howard



BP says there are two AW water lines at premise. One is located by the street, BP says he is okay with the location of that one. However there is another line that BP said was repaired by us, but it is not in the correct location. BP would like to speak with someone to relocate the AW Main service line.

-----  
01/12/2023 10:52 Oscar Portillo-Garcia  
This inquiry has been completed,

"Hit 4" PVC main at corner of S. Cleveland and Old Richmond Rd. Dalton Smithers has already shut water off, due to water going into basement of new house. BROUGHC 1/10/2023 1:20:54 AM (EST) Arrived on site FSR had main shut down and contractor already left it looks like they were digging for a drain line on a new home dug around main cut damage out installed 2 2inch hymax and 8 feet of pipe turn main on found pipe was broken farther back shut main off dug back found broken pipe cut out pipe installed one more 2" hymax and 4 feet of pipe that we had to get delivered to job site. Turn main on check for leaks and flushed. Backfilled cleaned up took pictures and samples"

*Kind Regards,*

**Oscar Portillo**

**Specialist Service Delivery, Kentucky American Water**

**P 859-268-6724**

**E [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)**

**A 2300 Richmond Rd, Lexington, KY 40502**



**From:** [Tobey J Adams](#)  
**To:** [REDACTED]  
**Cc:** [Oscar Portillo-Garcia](#); [Krista E Citron](#); [Jon W Felts](#)  
**Subject:** RE: [REDACTED]  
**Date:** Wednesday, February 15, 2023 2:19:25 PM  
**Attachments:** [image001.png](#)

---

Mr. Laird,

I just spoke with our field crews manager, they are going to try cutting a 2" Valve in today. They will place the valve in the right of way.

That way we can be done. We can address the location of the 4" main as needed, if it does not interfere with your fence location.

Tob

---

**From:** [REDACTED]  
**Sent:** Wednesday, February 15, 2023 2:01 PM  
**To:** Tobey J Adams <[Tobey.Adams@amwater.com](mailto:Tobey.Adams@amwater.com)>  
**Cc:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>; Krista E Citron <[Krista.Citron@amwater.com](mailto:Krista.Citron@amwater.com)>; Jon W Felts <[Jon.Felts@amwater.com](mailto:Jon.Felts@amwater.com)>  
**Subject:** RE: [REDACTED]

**EXTERNAL EMAIL:** The Actual Sender of this email is [REDACTED] "Think before you click!".

Thank you for the quick response and apologies.

I do appreciate the overall effort of you and your teams, and do appreciate the methodical nature to determine overall issue. Finding 4" lines that are 5' deep is not trivial nor is finding a 2" line you weren't aware was even there.

Rick

---

**From:** Tobey J Adams <[Tobey.Adams@amwater.com](mailto:Tobey.Adams@amwater.com)>  
**Sent:** Wednesday, February 15, 2023 1:57 PM  
**To:** [REDACTED]  
**Cc:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>; Krista E Citron <[Krista.Citron@amwater.com](mailto:Krista.Citron@amwater.com)>; Jon W Felts <[Jon.Felts@amwater.com](mailto:Jon.Felts@amwater.com)>  
**Subject:** [REDACTED]

Mr. Laird,

First let me apologize to you and your wife about the rudeness and smart mouthed employees.

That is not the attitude KAW wants to have with our community and it will be addressed. Yes, I believe that is a different crew than what was out there earlier.

I will send a note to their supervisor to ensure they clean and clear up their messes. With this being a new crew, they may not have been informed of cutting a 2" valve into the line.

They were probably told just to verify the location of the 4" main and any related valves.

I know we are being slow. But hopefully methodical.

Thanks  
Tob

---

**From:** [REDACTED]  
**Sent:** Wednesday, February 15, 2023 1:29 PM  
**To:** Tobey J Adams <[Tobey.Adams@amwater.com](mailto:Tobey.Adams@amwater.com)>  
**Cc:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>; Krista E Citron <[Krista.Citron@amwater.com](mailto:Krista.Citron@amwater.com)>; [REDACTED]  
[REDACTED] [REDACTED]

**EXTERNAL EMAIL: The Actual Sender of this email is [rlaird23@yahoo.com](mailto:rlaird23@yahoo.com) "Think before you click!".**

Mr. Adams,

Thanks for the update.

Bring you up to speed today.

You have a crew out there looking for the 4" line still. Not certain why, but that is what they are doing. That said, got a couple of comments from my wife and my builder

1. Your crew is driving equipment through my yard and driveway with little regard to what damage they do unlike your previous crews
2. This crew knows nothing about putting a valve on the 2" line...
3. The person they have talked to at our house from American Water was rude and was a smart mouth to both my wife and my builder. (Don't appreciate that at all and is definitely not consistent to others I have spoken with from American Water)

So, trying understand what is going on and what the next steps are. I actually have a fence crew supposed to start installing a fence end of this week. I have been waiting to get this done for a

while. Yes, I had not brought it up before since your team never seemed to be looking/digging at areas the fence guys would be working. However, where they have started digging today, it could be an issue.

Please let me know what is up and what the next steps are. A little confused they are still digging for the 4" line.

Thanks

Rlck

---

**From:** Tobey J Adams <[Tobey.Adams@amwater.com](mailto:Tobey.Adams@amwater.com)>  
**Sent:** Monday, February 13, 2023 12:45 PM  
**To:** [REDACTED]  
**Cc:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>; Krista E Citron <[Krista.Citron@amwater.com](mailto:Krista.Citron@amwater.com)>; Jon W Felts <[Jon.Felts@amwater.com](mailto:Jon.Felts@amwater.com)>  
**Subject:** RE: [REDACTED]

Mr. Laird,

Yes, it appears they did find a 4" main in about the location we expected. It took them a bit to find it.

Our crews will be back to do a little more work this week. They are trying to figure out what will happen when we kill the 2" main.

Things like who if anyone is out of water when we kill it. If no one complains, we will leave it off, and we can take it out of your way.

I included the Crew Supervisor on this email, so he could add any additions, deletions, or corrections.

Also my surveyor captured some data late last week and we will be getting a bit more along the 4" Main.

Hopefully by the end of this week we will have either a plan in place or be done!

As for the Orange cable I am not aware of it. I will ask the crew leader.

Thanks

Tob

---

[REDACTED]  
**Sent:** Monday, February 13, 2023 12:34 PM  
**To:** Tobey J Adams <[Tobey.Adams@amwater.com](mailto:Tobey.Adams@amwater.com)>  
**Cc:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>; Krista E Citron <[Krista.Citron@amwater.com](mailto:Krista.Citron@amwater.com)>



**Subject:** RE: [REDACTED]

**EXTERNAL EMAIL:** The Actual Sender of this email is [rlaird23@yahoo.com](mailto:rlaird23@yahoo.com) "Think before you click!".

Mr Adams,

I hope you had a good weekend.

I saw your crews working end of last week. Looks like they finally found the 4" line and its where its supposed to be. So, what are the next steps?

Also, I noticed that there is an orange wire running along the ground between the 2 power/telephone poles. Did the crew cut this line by accident and had to rerun? Any idea what it is (cable, telephone,...)? Any idea on when it will be reburied?

Thanks

Rick

---

**From:** Tobey J Adams <[Tobey.Adams@amwater.com](mailto:Tobey.Adams@amwater.com)>

**Sent:** Wednesday, February 8, 2023 9:35 AM

**Cc:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>; Krista E Citron <[Krista.Citron@amwater.com](mailto:Krista.Citron@amwater.com)>

**Subject:** RE: [REDACTED]

Mr. Laird,

One of our crews are planning to be there today to locate our 4" main. I had a Field Service Rep check some meters out there late last week.

I am waiting to see what he found. I will get my surveyor out there later today or tomorrow, just to place the 4" in the correct spots on the map.

The next step will be to find the 2" PVC nearest S. Cleveland and cut in a valve to turn off the water to that line. If no one complains about no water, then we know it is not in service.

My suspicion is this is an old service line that one of the neighbors had permission to install years ago and once we installed the new main along Leeann Ln and completed the loop on S. Cleveland Rd they got a new meter closer to the point of use and abandoned this line.

Tob

---

**From:** [REDACTED]  
**Sent:** Wednesday, February 8, 2023 9:06 AM  
**To:** Tobey J Adams <[Tobey.Adams@amwater.com](mailto:Tobey.Adams@amwater.com)>  
**Cc:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Subject:** RE: [REDACTED]

**EXTERNAL EMAIL:** The Actual Sender of this email is [rlaird23@yahoo.com](mailto:rlaird23@yahoo.com) "Think before you click!".

Tobey,

Thought I would send a follow up this morning to see how things are going.

Look forward to hearing from you.

Regards,

Rick

---

**From:** Tobey J Adams <[Tobey.Adams@amwater.com](mailto:Tobey.Adams@amwater.com)>  
**Sent:** Wednesday, February 1, 2023 10:01 AM  
**To:** [REDACTED]  
**Cc:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Subject:** [REDACTED]

Mr. Laird,

Just to keep you in the loop! Here is what I am working through currently.

1. Weather permitting our crews will be on site to locate our 4" PVC Main.
  - a. They will also be looking for any other clues that could help identify this 2" main.
2. My surveyors will be out to gather some field points to pinpoint those locates.
  - a. They have already done quite a bit of survey work in and around your property in the past. So comparing them will help clear up the situation.
  - b. It is CDP Engineers.
3. Identifying the 2" PVC.
  - a. Its location
  - b. Where it is fed from.

Sorry to be taking so long, I have a large amount of information to sort through and want to make

sure I give everyone the best information for decision making.

Thanks

Tob

**Tobey Adams**, GIS Project Manager

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

O: 859.335.3408 M: 859.537.7481

[tobey.adams@amwater.com](mailto:tobey.adams@amwater.com)

**WE KEEP LIFE FLOWING™**



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**From:** [Molly M Van Over](#)  
**To:** [REDACTED]  
**Subject:** [REDACTED] Lexington, Kentucky  
**Date:** Friday, February 17, 2023 4:13:20 PM  
**Attachments:** [image001.png](#)

---

Good afternoon Mr. Laird

We want to provide you with some solutions regarding the service line you hit while building a house at [REDACTED] in Lexington. Yes, our crews responded to a reported main break on January 9, 2023, and due to the nature of the break, repaired it immediately

KAW does have a 4" main which is located in the public right of way, but the "main break" report was for a service line on your property. It seems that the water line is owned by Rosa Rankin. This information was found by thorough research by our team. We found no recorded easements on your property, based on the retracement plat from your surveyor filed with the Fayette County Clerk's Office (Plat Cab "S", Slide 236). Presumably, the service line was installed without an easement because your parcel and Ms. Rankin's were once owned by a single owner and an easement would have been unnecessary. KAW had no notice of this prior to your questions about the break. It appears that you will need to reach out to Ms. Rankin to address any property damage or relocation/easement issues necessary to resolve the matter. We are ready to continue serving both parcels consistent with your joint advice on the property rights resolution.

Thank you and have a great rest of your day.

Respectfully,

**Molly M. Van Over**  
Paralegal and Government Affairs Liaison  
American Water  
2300 Richmond Road | Lexington, Kentucky 40502 |  
Mobile: (859) 699-9073 | [molly.vanover@amwater.com](mailto:molly.vanover@amwater.com)





WE KEEP LIFE FLOWING™

**Service Address:**

BARRY T. LILLY  
4432 STUART HALL BLVD  
LEXINGTON, KY 40509-4504

**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](http://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](http://amwater.com/myaccount).

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)

**Statement**

Account No. [REDACTED]

<b>Total Amount Due:</b>	<b>\$281.26</b>
<b>Payment Due By:</b>	<b>February 6, 2023</b>

**Billing Date:** January 19, 2023  
**Service Period:** Dec 13 to Jan 11 (30 Days)  
**Total Gallons:** 39,644

**Account Summary – See page 3 for Account Detail**

Prior Billing:		\$36.59
Payments - Thank You!	-	\$36.59
<b>Balance Forward:</b>	<b>=</b>	<b>\$0.00</b>
Service Related Charges:	+	\$265.34
Taxes:	+	\$15.92
<b>Total Amount Due:</b>	<b>=</b>	<b>\$281.26</b>

**View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://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. ▼



**Service to:** 4432 STUART HALL BLVD  
 LEXINGTON, KY 40509-4504



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

Account No. [REDACTED]

<b>Total Amount Due:</b>	<b>\$281.26</b>
<b>Payment Due By:</b>	<b>February 6, 2023</b>

If paying after 2/6/23, pay this amount: \$295.32

**Amount Enclosed** \$

BARRY T. LILLY  
4432 STUART HALL BLVD  
LEXINGTON, KY 40509-4504

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](http://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



### 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](http://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](http://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](http://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](http://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](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://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"	12/13/2022	01/11/2023	1,235 (A)	1,288 (A)	53	396.44	39,644

A = Actual E = Estimate

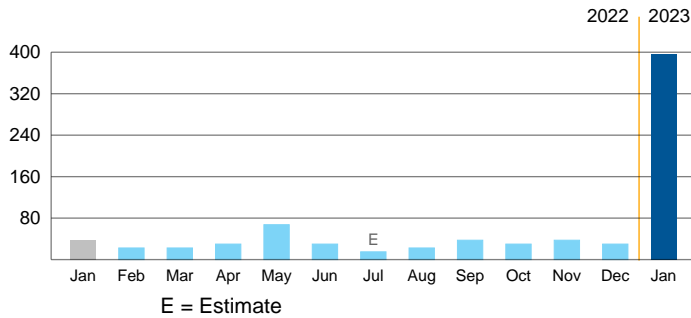
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 39,644

### Billed Usage History (graph shown in 100 gallons)

- 39,644 gallons = usage for this period
- 3,740 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: (30 days)

**1,321 gallons**

Year to Date Billed Usage: 39,644 gallons

### Account Detail

Account No. [REDACTED]

Service To: 4432 STUART HALL BLVD LEXINGTON, KY 40509-4504

<b>Prior Billing</b>	<b>36.59</b>
<b>Payments</b>	<b>-36.59</b>
Total payments as of Dec 22. Thank you!	
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 12/13/22 to 01/11/23</b>	
<b>Water Service</b>	<b>243.23</b>
Water Service Charge	15.00
Water Usage Charge (396.44 x \$0.5757)	228.23
<b>Other Charges</b>	<b>22.11</b>
QIP Surcharge Water (\$243.23 x 4.61%)	11.21
KRA Withdrawal Fee (396.44 x \$0.0275)	10.90
<b>Total Service Related Charges</b>	<b>265.34</b>
<b>Taxes</b>	<b>15.92</b>
Franchise Taxes (\$265.34 x 3.000%)	7.96
School District Tax (\$265.34 x 3.000%)	7.96
<b>Total Current Period Charges</b>	<b>281.26</b>

**Total Amount Due**



**\$281.26**

### 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.

[REDACTED] information about your charges and rates, please visit: <https://amwater.com/kyaw/rates>

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



**Complaint:** 2023-00317    **Entry Date:** 2/27/2023    **Closed Date:**    **Contact Type:** E-Mail  
**Name:** Lilly, Barry T.    **Utility:** Kentucky-American Water Company  
**Address:** 4432 Stuart Hall Blvd.    **Utility Nbr:** 15800    **Location:** Residence  
Lexington, KY 40509    **Utility Type:** Investor-  
**County:** Fayette    **Reason:** Billing ( High bill/consumption )  
(none) ( none )  
**Home:** [REDACTED]    **Work:**    **Complaint referred by:**  
**Fax:**    **CBR Nbr:**  
**Cell:** [REDACTED]    **Email:** [REDACTED]  
**Contacted Utility?**     **Spoke with:** Customer Service  
**Cust Relations:** None

**Utility Contact:**    **Contact's** [REDACTED]  
**Preliminary Description:**    **Other Contacts:**  
Bill is high  
**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:** 2/27/2023 8:11:48 AM

Email from Customer:

WATER BILL / Lex Serv \$ 281.26 / \$343.19 my average bill \$36.00 Meter # 084681725N Date 12/13/2022 to Date  
01/11/2023 39,644 Gallons I have no pool no leak plumber verified Standard In-Ground Pool Volumes in Gallons by Size  
Pool Size Depth (in feet) 3.5 ft 4 ft 5 ft 6 ft 12x24 7,600 8,600 9,700 10,800 14x28 10,300 11,800 13,200 14,700 15x30  
11,800 13,500 15,200 16,900 16x32 13,400 15,400 17,300 19,200 18x36 17,000 19,400 21,900 24,300 19x38 19,000  
21,700 24,400 27,100 20x40 21,000 24,000 27,000 30,000 22x44 25,400 29,000 32,700 36,300 25x45 29,531 33,750  
37,968 42,187 25x50 32,800 37,500 42,200 46,900 30x50 39,375 45,000 50,525 56,250

# PSC Inquiry Followup

**2023-00317**

**Barry T. Lilly**

## Account Number

██████████

Received by advocate team	2/27/2023	8:16 AM	
Initial response to PSC	2/27/2023	8:31: AM	
Customer Contacted	2/27/2023	9:35 AM	
PUC BPEM Case Created?	Yes	BPEM #:	██████████
Shut off letter?	No		
Pending order to cancel?	No		
Comm. Complaint Hold Placed?	Yes	Hold Through	3/31/2023
Hold Placed?	No	Hold Through	___ / ___ / ___
Meter test needed?	Yes		
Address associated with complaint	██████████	Lexington, KY	40509

## Type of Complaint

## Contact Date

## Notes\* contact must be within 3 days

- |  |                 |  |
|--|-----------------|--|
| <input type="checkbox"/> Estimated Reading                 | 2/27/2023       | Advised customer we would review account and update wit      |
| <input checked="" type="checkbox"/> High Consumption/ Leak | 3/1/2023        | Left voicemail for customer to set up appt for testing meter |
| <input type="checkbox"/> Stuck Meter                       | 3/2/2023        | Left voicen Spoke with customer to set up appt for 3/6/2023  |
| <input type="checkbox"/> Customer Service                  | 3/8/2023        | Discussed meter test results with customer. Meter passed b   |
| <input type="checkbox"/> Pressure/ Outage                  |                 |  |
| <input type="checkbox"/> Fees                              |                 |  |
| <input type="checkbox"/> Water Quality: _____              |                 |  |
| <input type="checkbox"/> Other: _____                      | ___ / ___ / ___ | _____  |

Closed / Final Resolution with PSC      3/9/2023      8:19      AM

Advocate Initials      ES

Test

# METER INFORMATION FORM

MS Only: Pallet \_\_\_ Crate \_\_\_ Scrap \_\_\_ WR \_\_\_ Boxed \_\_\_

(As shown in SAP)

(Correct number of dials)

Meter # [REDACTED] Reading 1294

Make N Size 3/8 OLD MIU # [REDACTED]

Address 4432 STUART HALL BLVD Lexington, KY

Premise # [REDACTED] Date Removed 3-6-23

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)

(PSC Case)

No data log old MIU

ED2B11RHG2S1942

5



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

Reading 00000 (Correct number of dials)

New MIU # [REDACTED]

Name M. MULLIGAN [REDACTED] Install Date 3-6-23

**Kentucky American Water - Customer Meter Test Form**

**BENCH 2 (5/8") Only**

CUSTOMER NAME: Barry Lilly ACCT # [REDACTED]

SERVICE ADDRESS: 4432 Stuart Hall Blvd PREMISE # [REDACTED]

METER SIZE: [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>1294.5115</u>	<u>1294.5213</u>	<u>98</u>	<u>95%-101%</u>
<u>1 CF / MED</u>	<u>2</u>	<u>1294.5213</u>	<u>1294.53125</u>	<u>99.5</u>	<u>98.5%-101.5%</u>
<u>10 CF / HIGH</u>	<u>15</u>	<u>1294.53125</u>	<u>1294.6310</u>	<u>99.7</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 Second Test Series % Average: \_\_\_\_\_

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

Before Test Reading: 1294.51 After Test Reading: 1294.63

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 it has an old model MIU.

Meter passed bench test.

Copy To: \_\_\_\_\_ Disputes: Customer Advocacy Meter Tech: E. Mosby

**From:** [Varney, Stacey L \(PSC\)](#)  
**To:** [KAWC - Customer Advocacy](#)  
**Subject:** RE: Lilly, Barry T. - complaint  
**Date:** Thursday, March 9, 2023 8:19:35 AM  
**Attachments:** [REDACTED]

---

**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto: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](mailto:stacey.varney@ky.gov)*

---

**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Sent:** Wednesday, March 8, 2023 9:39 AM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Subject:** RE: Lilly, Barry T. - complaint

**\*\*CAUTION\*\* PDF attachments may contain links to malicious sites. Please contact the COT Service Desk [ServiceCorrespondence@ky.gov](mailto:ServiceCorrespondence@ky.gov) for any assistance.**

Stacey,

We completed the meter change and test for Mr. Lilly on 3/6/2023 and I've attached a copy of the results to this email. The meter passed the test and the readings were in line with those on Mr. Lilly's bill. I also confirmed with the technician that worked the service order that we had the correct meter for the premise, as Mr. Lilly's meter is in a dual meter box. I spoke with Mr. Lilly this morning and informed him of our findings. He said that he understood and that they would just keep a close eye on it in the future, because they had already paid the bill in question. I again offered Mr. Lilly our direct phone number here at the advocacy office and told him to contact us if he had any questions in the future. If no further information is needed, I will go ahead and close this case.

Thank you,

*Erica Schreffler*  
Customer Advocacy  
Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



---

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

**Sent:** Friday, March 3, 2023 12:34 PM

**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** RE: Lilly, Barry T. - complaint

**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!"**

Thanks. Keep me posted.

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

**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Sent:** Friday, March 3, 2023 11:59 AM

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

**Subject:** RE: Lilly, Barry T. - complaint

Stacey,

I attempted to contact Mr. Lilly on 3/1/23 and left a voicemail to set up an appointment to test his meter. He called us back and I spoke with him on 3/2/23 and advised that we would like to test his meter and verify meter to premise with him . He said he would be available on 3/6/23 and so I set up an appointment for those actions on that date. I will continue to update as information becomes available.

Thank you,

*Erica Schreffler*

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



---

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

**Sent:** Friday, March 3, 2023 11:18 AM

**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** RE: Lilly, Barry T. - complaint

**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!"**

Erica,

Any up-date on this complaint?

*Stacey Varney*

*KY Public Service Commission*

*Consumer Services*

*(502) 782-2574*

*[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)*

**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Sent:** Monday, February 27, 2023 8:31 AM

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

**Subject:** RE: Lilly, Barry T. - complaint

Stacey,

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.

Thank you,

*Erica Schreffler*

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC - \\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



---

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

**Sent:** Monday, February 27, 2023 8:14 AM

**To:** KAWC - Customer Advocacy <[KAWC - \\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** Lilly, Barry T. - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto: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](http://www.amwater.com)

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**From:** Catherine R. Humiston on behalf of CR - FRCC - IL/AWWSC  
**To:** Erica Schreffler; CR - FRCC - IL/AWWSC  
**Cc:** Michael E. Mulligan  
**Subject:** RE: PSC Complaint [REDACTED] Lexington, KY/ Barry Lilly/Account [REDACTED] / [REDACTED]  
**Date:** Thursday, March 2, 2023 9:22:17 AM  
**Attachments:** image001.png  
 image002.png

Updated order and added Mike Mulligan the FSR so he is aware of appointment for Monday

Catherine Humiston  
 American Water – Western Division  
 Field Resource Coordination Center Specialist  
 catherine.humiston@amwater.com

**From:** Erica Schreffler <Erica.Schreffler@amwater.com>  
**Sent:** Thursday, March 2, 2023 8:20 AM  
**To:** CR - FRCC - IL/AWWSC <cr.frcc.il@amwater.com>  
**Subject:** PSC Complaint [REDACTED] Lexington, KY/ Barry Lilly/Account [REDACTED]

Good morning,

Please leave service order number scheduled to be worked on 3/6/2023, but update the hours for it to be worked to between 11:00 am and 12:00 pm on that date. If three hour windows are all we have available please let me know and I will convey the information to our customer.

Barry Lilly / [REDACTED] Lexington, KY

[Open PUC Complaint / Dispute](#)  
[Outage / Boil order / Current Events](#)

**List of Service Orders**

Service Or...	Mat Code	Description	User Status 1	User Status 2	Start Date	End Date	Notification...	SO Fee	SO
525923717	CMT	Meter Test ...	Unschedul...		03/06/2023	03/06/2023	326988104	0.00	
525791551	CKM	Check Met...	Field Comp...	Successfull...	02/24/2023	02/24/2023	326851113	0.00	
525648467	ILK	Inspect for ...	Field Comp...	Successfull...	02/02/2023	02/02/2023	326702482	0.00	
525574535	RBL	Priority Re...	Field Comp...	Successfull...	01/14/2023	01/18/2023	326626223	0.00	
519350744	FRC	New Cust, ...	Field Comp...	Successfull...	04/24/2020	04/24/2020	320142966	28.00	

**Service Order Details**

Mat Code: CMT Description: Meter Test C  
 Order Status: REL Priority: 3: Custome  
 Appt Start Time: 08:00 Appt End Time: 17:00

Order Comments:

Test Meter\_Customer Request  
PSC CASE

Please meet with customer and verify meter to premise

Change meter and bring into shop for testing

Please place clear notes regarding all steps taken during service order  
Special Handling has been requested for 03/06/2023 . Customer notified that Spec. Handl. does not guarantee service on requested day

Thank you,

*Erica Schreffler*  
 Customer Advocacy  
 Kentucky American Water  
 2300 Richmond Rd. Lexington, KY 40502  
 Advocate Office: 859.269.2386 option 6  
 Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



# PSC Inquiry Followup

Case # 2023 - 311

Name James Long

Account Number [REDACTED]

Received by advocate team 2/24/23 12:32 AM (PM)  
Initial response to PSC 2/24/23 2:02 AM (PM)  
Customer Contacted 2/24/23 1:59 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 \_\_\_/\_\_\_/\_\_\_  
Hold Placed?  Yes No Hold Through 3/29/23  
Meter test needed?  Yes No  
Address associated with complaint 301 Albany Rd

Type of Complaint	Contact Date	Notes* contact must be within 3 days
<input type="checkbox"/> Estimated Reading	<u>2/28/23</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 2/28/23 2:56 AM (PM)

Advocate Initials OP

PSC Consumer Inquiry System

2/24/2023

Complaint: 2023-00311    Entry Date: 2/24/2023    Closed Date:    Contact Type: Hotline  
Name: Long, James    Utility: Kentucky-American Water Company  
Address: 301 Albany Rd    Utility Nbr: 15800    Location: Residence  
Lexington, KY 40503  
County: Fayette    Utility Type: Investor-  
Home:    Work:    Reason: Billing ( High bill/consumption )  
Rates/Policies ( Objects to utility  
Fax:    CBR Nbr:    policy/practices )  
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:  
billing issues

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: 2/24/2023 12:31:10 PM

Customer states he is a customr that is in the mix of customers billing issues. The water company told him KAW would have to come out and read the meter, which will now be months later, unacceptable. Also wants to know when and how will the Lexington Sewer group be notified of several months of sewer bills that are incorrect as well.

**Kentucky American Water - Customer Meter Test Form**

**BENCH 2 (5/8") Only**

CUSTOMER NAME: James Long ACCT # [REDACTED]

SERVICE ADDRESS: 301 Albany 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>421.3154</u>	<u>421.3234</u>	<u>80</u>	<u>95%-101%</u>
<u>1 CF / MED</u>	<u>2</u>	<u>421.3234</u>	<u>421.3325</u>	<u>91</u>	<u>98.5%-101.5%</u>
<u>10 CF / HIGH</u>	<u>15</u>	<u>421.3325</u>	<u>421.4316</u>	<u>99.1</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>5</u>	<u>421.4316</u>	<u>421.4415</u>	<u>99</u>	<u>95%-101%</u>
<u>50% / 1 CF / MED</u>	<u>10</u>	<u>421.4415</u>	<u>421.4514</u>	<u>99</u>	<u>98.5%-101.5%</u>
<u>75% / 10 CF / HIGH</u>	<u>15</u>	<u>421.4514</u>	<u>421.5506</u>	<u>99.2</u>	<u>98.5%-101.5%</u>

First Test Series % Average: 90 Second Test Series % Average: 99

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

Before Test Reading: 0421.31 After Test Reading: 0421.55

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: Data logged meter. Meter failed 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 0421

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

Address 301 Albany RD.

Premise [REDACTED] Date Removed 2-28-23

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)

RF read 0401 (Good Read) the dial read 0421  
pulled meter for test.



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

Reading 00000 (Correct number of dials)

New MIU # [REDACTED]

Name D. Dean Install Date 2-28-23

**From:** [Oscar Portillo-Garcia](#)  
**To:** [Tutt, Rosemary \(PSC\)](#)  
**Subject:** RE: 2023\_311.pdf Long  
**Date:** Tuesday, February 28, 2023 2:56:00 PM  
**Attachments:** [image001.png](#)

---

Hello Rosemary,

The meter failed the meter test, I spoke with Mr. James Long and shared the results. I will create a case to make an adjustment and I will close his case, thanks.

*Kind Regards,*

**Oscar Portillo**

**Specialist Service Delivery, Kentucky American Water**

**P** 859-268-6724

**E** [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

**A** 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>  
**Sent:** Friday, February 24, 2023 1:49 PM  
**To:** Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>  
**Cc:** KAWC - Customer Advocacy <KAWC\_-\_CustomerAdvocacy@amwater.com>  
**Subject:** RE: 2023\_311.pdf Long

Hello Rosemary,

We received the complaint for Mr. James, we will investigate and follow up with you and Mr. James.

Thanks,

*Kind Regards,*

**Oscar Portillo**

**Specialist Service Delivery, Kentucky American Water**



P 859-268-6724

E [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

A 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>

**Sent:** Friday, February 24, 2023 12:32 PM

**To:** KAWC - Customer Advocacy <[KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)>

**Subject:** 2023\_311.pdf Long

**Importance:** High

**EXTERNAL EMAIL:** The Actual Sender of this email is [rosemary.tutt@ky.gov](mailto:rosemary.tutt@ky.gov) "Think before you click!".



WE KEEP LIFE FLOWING™

**Service Address:**

JAMES LONG  
301 ALBANY RD  
LEXINGTON, KY 40503-2625

**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](http://amwater.com/myaccount) and make the selection for paperless billing.
- This bill reflects an extended or partial billing period. As a result, a portion of your charges may be prorated accordingly to represent actual days of service received. Please refer to Account Detail for more information.

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)

**Statement**

Account No. [REDACTED]


<b>Total Amount Due:</b>	<b>\$21.65</b>
<b>Payment Due By:</b>	<b>March 23, 2023</b>


**Billing Date:** March 07, 2023  
**Service Period:** Jan 05 to Feb 27 (54 Days)  
**Total Gallons:** 748


**Account Summary – See page 3 for Account Detail**

Prior Billing:		\$26.61
Payments - Thank You!	-	\$53.22
<b>Balance Forward:</b>	=	<b>-\$26.61</b>
Service Related Charges:	+	\$45.52
Taxes:	+	\$2.74
<b>Total Amount Due:</b>	=	<b>\$21.65</b>

 **View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://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]

<b>Total Amount Due:</b>	<b>\$21.65</b>
<b>Payment Due By:</b>	<b>March 23, 2023</b>

**Amount Enclosed** \$



WE KEEP LIFE FLOWING™

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

**Service to:** 301 ALBANY RD  
LEXINGTON, KY 40503-2625

JAMES LONG  
301 ALBANY RD  
LEXINGTON, KY 40503-2625

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



### 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](http://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](http://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](http://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 \_\_\_\_\_

(\_\_\_\_\_) \_\_\_\_\_  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](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay) (fee may apply).

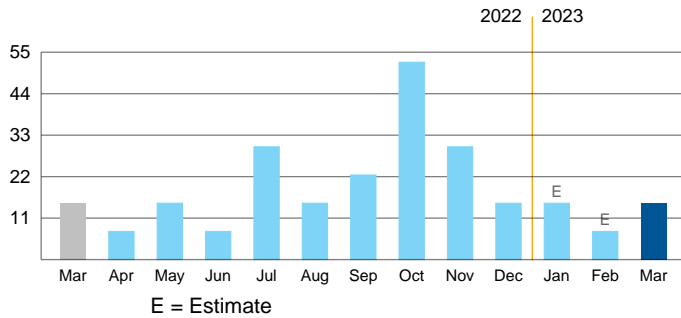
We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

## 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"	01/05/2023	02/27/2023	418 (E)	421 (A)	3	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
- 1,496 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about March 30, 2023  
**Account Type:** Residential

Average daily use for this period is: (54 days)

**14  
gallons**

Year to Date Billed Usage: 3,740 gallons

### Account Detail

Account XXXXXXXXXX

Service To: 301 ALBANY RD LEXINGTON, KY 40503-2625

**Prior Billing** 26.61

**Payments** -53.22

Total payments as of Feb 17. Thank you! -53.22

**Balance Forward** -26.61

**Cancellation of Prior Billing** -371.15

Cancelled Bill Period 01/05/2023 - 01/31/2023 -371.15  
Reason: Invalid Meter Read

### Service Related Charges - 01/05/23 to 02/27/23

#### Rebill - 01/05/23 to 01/31/23

**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

#### Bill Period - 02/01/23 to 02/27/23

**Water Service** 23.61

Water Service Charge 15.00  
Water Usage Charge (14.96 x \$0.5757) 8.61

**Other Charges** 1.50

QIP Surcharge Water (\$23.61 x 4.61%) 1.09  
KRA Withdrawal Fee (14.96 x \$0.0275) 0.41

**Total Service Related Charges** 45.52

**Taxes** 2.74

(Continued on next page)

### 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>



Franchise Taxes (\$45.52 x 3.000%)	1.37
School District Tax (\$45.52 x 3.000%)	1.37
<b>Total Current Period Charges</b>	<b>48.26</b>

**Total Amount Due**  **\$21.65**



WE KEEP LIFE FLOWING™

**Service Address:**

UNIVERSITY OF KENTUCKY  
200 CONN TER  
LEXINGTON, KY 40508-3267

**THANK YOU FOR BEING OUR CUSTOMER**

**Important Account Messages**

- The Due Date shown on your bill applies to current charges only. **However, \$53.69 is past due and is due immediately.** To see if other payment options are available, please contact us.
- The Usage Graph on Page 3 does not contain any information because the meter serving your property has not registered any water usage. If water is being used at the property, please notify us so we can check your meter or remote reading device for possible problems.

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)

**Statement**

Account No. [REDACTED]

<b>Total Amount Due:</b>	<b>\$72.27</b>
<b>Payment Due By:</b>	<b>May 22, 2023</b>

A portion of your account balance is past due. Please see account messages for more information.

**Billing Date:** May 04, 2023  
**Service Period:** Mar 31 to May 01 (32 Days)  
**Total Gallons:** 0

**Account Summary – See page 3 for Account Detail**

Prior Billing:	\$53.69
Payments:	- \$0.00
<b>Balance Forward - Past Due</b>	<b>= \$53.69</b>
Fees and Adjustments:	+ \$0.97
Service Related Charges:	+ \$15.67
Taxes:	+ \$1.94
<b>Total Amount Due:</b>	<b>= \$72.27</b>

**View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://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. ▼



**Service to:** 200 CONN TER  
 LEXINGTON, KY 40508-3267



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

UNIVERSITY OF KENTUCKY  
 200 CONN TER  
 LEXINGTON, KY 40508

Account No. [REDACTED]

<b>Total Amount Due:</b>	<b>\$72.27</b>
<b>Payment Due By:</b>	<b>May 22, 2023</b>

If paying after 5/22/23, pay this amount: \$73.15

**Amount Enclosed** \$

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

## Water quality you can trust.

### Results to prove it.

View your community's water quality report online at [kentuckyamwater.com](http://kentuckyamwater.com) >  
**Water Quality >**  
**Water Quality Reports.**



## 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](http://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](http://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](http://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](http://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](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://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

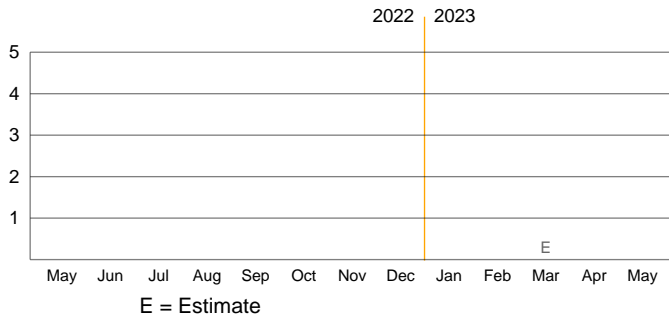
Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
██████	100 gal	5/8"	03/31/2023	05/01/2023	99,995 (A)	99,995 (A)	0	0.00	0

A = Actual E = Estimate

1 Billing Unit = 100 gallons

### Billed Usage History (graph shown in 100 gallons)

- 0 gallons = usage for this period
- 0 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about May 31, 2023  
**Account Type:** Residential

Average daily use for this period is: (32 days)



Year to Date Billed Usage: 0 gallons

### Account Detail

Account No. ██████████

Service To: 200 CONN TER LEXINGTON, KY 40508-3267

**Prior Billing** 53.69

**Payments** 0.00

**Balance Forward - Past Due** 53.69

**Fees and Adjustments** 0.97  
Water Late Payment Charge 0.97

#### Service Related Charges - 03/31/23 to 05/01/23

**Water Service** 15.00  
Water Service Charge 15.00  
Water Usage Charge (0.00 x \$0.5757) 0.00

**Other Charges** 0.67  
QIP Surcharge Water (\$15.00 x 4.49%) 0.67  
KRA Withdrawal Fee (0.00 x \$0.0265) 0.00

**Total Service Related Charges** 15.67

**Taxes** 1.94  
State Sales Tax (\$16.61 x 6.000%) 1.00  
Franchise Taxes (\$15.67 x 3.000%) 0.47  
School District Tax (\$15.67 x 3.000%) 0.47

**Total Current Period Charges** 18.58

**Total Amount Due**



**\$72.27**

### 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>



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# Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY51.pdf>

06/22/2023

Chester F. Goldy

[REDACTED] 40508-1879

**For Service To:**

Account Number: [REDACTED]

Service Address: [REDACTED]

Lexington, KY 40508-1879

Re: Change Request

[REDACTED] Lexington, KY 40508-1879

Dear Customer Goldy:

Thank you for reaching out to us to update your account information. Having accurate customer data on record allows us to serve you better. We have received the changes and updated your account accordingly.

Protecting customer data is also important to us. As the account holder, we make it a practice to follow-up with you and verify in writing when account changes are made. **There is no need to respond or take any action if you have authorized one or more of the following changes to your account.**

This includes updates to your:

- Mailing address
- Primary or secondary contact phone number(s) and/or fax number
- Email address
- Account holder name (including updates due to marital status changes)
- Password or PIN
- Third-party account access (adding, changing or removing)

**If you did not authorize any changes, please contact us immediately.** We will provide you with any information we have related to the unauthorized change request. You can also view your account information on **MyWater**, your online customer portal, at [www.amwater.com/myaccount](http://www.amwater.com/myaccount). Not registered? Be sure to have your account number handy.

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

Sincerely,

Kentucky American Water Customer Service



WE KEEP LIFE FLOWING™

**Service Address:**

MARIELA M. PENDONES  
1221 KALONE WAY  
LEXINGTON, KY 40515-5434

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

- Want to get to know us better? Visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com) to learn more about the services we provide.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)

**Statement**

Account No. [REDACTED]

<b>Total Amount Due:</b>	<b>\$120.10</b>
<b>Payment Due By:</b>	<b>February 27, 2023</b>


Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.


**Billing Date:** February 09, 2023  
**Service Period:** Jan 10 to Feb 06 (28 Days)  
**Total Gallons:** 15,500


**Account Summary – See page 3 for Account Detail**

Prior Billing:		\$39.32
Payments - Thank You!	-	\$39.32
<b>Balance Forward:</b>	=	<b>\$0.00</b>
Service Related Charges:	+	\$113.30
Taxes:	+	\$6.80
<b>Total Amount Due:</b>	=	<b>\$120.10</b>

 **View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://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]

<b>Total Amount Due:</b>	<b>\$120.10</b>
<b>Payment Due By:</b>	<b>February 27, 2023</b>

If paying after 2/27/23, pay this amount: \$126.11

**Amount Enclosed**    \$    **Paid Electronically on Due Date**



WE KEEP LIFE FLOWING™



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

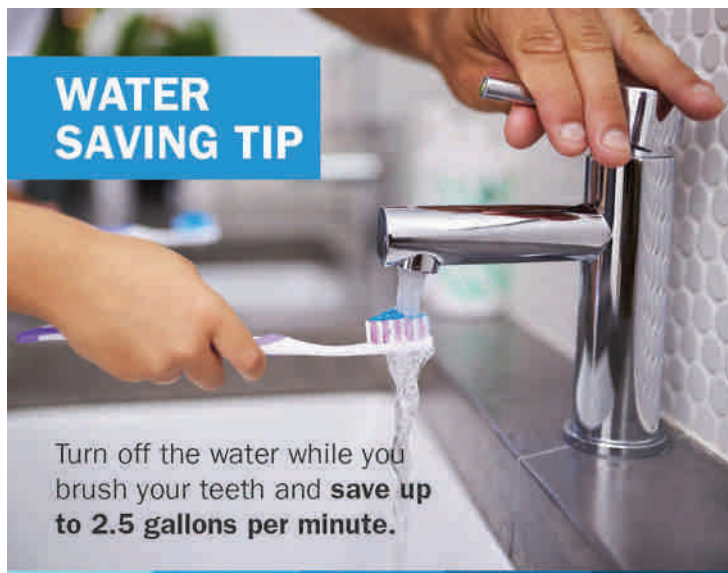
**Service to:** 1221 KALONE WAY  
LEXINGTON, KY 40515-5434

MARIELA M. PENDONES  
1221 KALONE WAY  
LEXINGTON, KY 40515

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](http://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](http://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](http://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](http://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

 <p><b>Auto Pay</b></p> <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>	 <p><b>Online</b></p> <p>With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit <a href="http://www.amwater.com/MyAccount">www.amwater.com/MyAccount</a> or pay without registration at <a href="http://www.amwater.com/billpay">www.amwater.com/billpay</a> (fee may apply).</p>	 <p><b>In Person</b></p> <p>We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.</p>
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## 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"	01/10/2023	02/06/2023	171 (A)	326 (A)	155	155.00	15,500

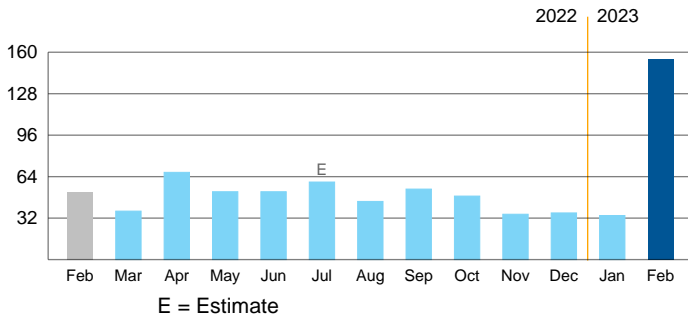
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 15,500

### Billed Usage History (graph shown in 100 gallons)

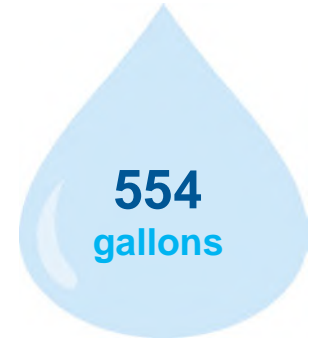
- 15,500 gallons = usage for this period
- 5,236 gallons = usage for same period last year



E = Estimate

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

Average daily use for this period is: (28 days)



Year to Date Billed Usage: 18,900 gallons

### Account Detail

Account No. ██████████

Service To: 1221 KALONE WAY LEXINGTON, KY 40515-5434

<b>Prior Billing</b>	<b>39.32</b>
<b>Payments</b>	<b>-39.32</b>
Total payments as of Jan 30. Thank you!	
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 01/10/23 to 02/06/23</b>	
<b>Water Service</b>	<b>104.23</b>
Water Service Charge	15.00
Water Usage Charge (155 x \$0.5757)	89.23
<b>Other Charges</b>	<b>9.07</b>
QIP Surcharge Water (\$104.23 x 4.61%)	4.81
KRA Withdrawal Fee (155 x \$0.0275)	4.26
<b>Total Service Related Charges</b>	<b>113.30</b>
<b>Taxes</b>	<b>6.80</b>
Franchise Taxes (\$113.30 x 3.000%)	3.40
School District Tax (\$113.30 x 3.000%)	3.40
<b>Total Current Period Charges</b>	<b>120.10</b>

**Total Amount Due**

**\$120.10**

### 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>

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# PSC Inquiry Followup

**Case # 2023 - 00322**

**Name Mariela Pendones**

**Account Number** [REDACTED]

Received by advocate team	2/27/2023	10:19 AM	
Initial response to PSC	2/27/2023	11:19 AM	
Customer Contacted	2/28/2023	12:19 PM	
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	3/29/2023
Meter test needed?	No		
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 and spoke with customer about obtaining hourly us
<input checked="" type="checkbox"/> High Consumption/ Leak	_3/1/23	left vm about report and emailed customer and psc office
<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: _____	___ / ___ / ___	_____

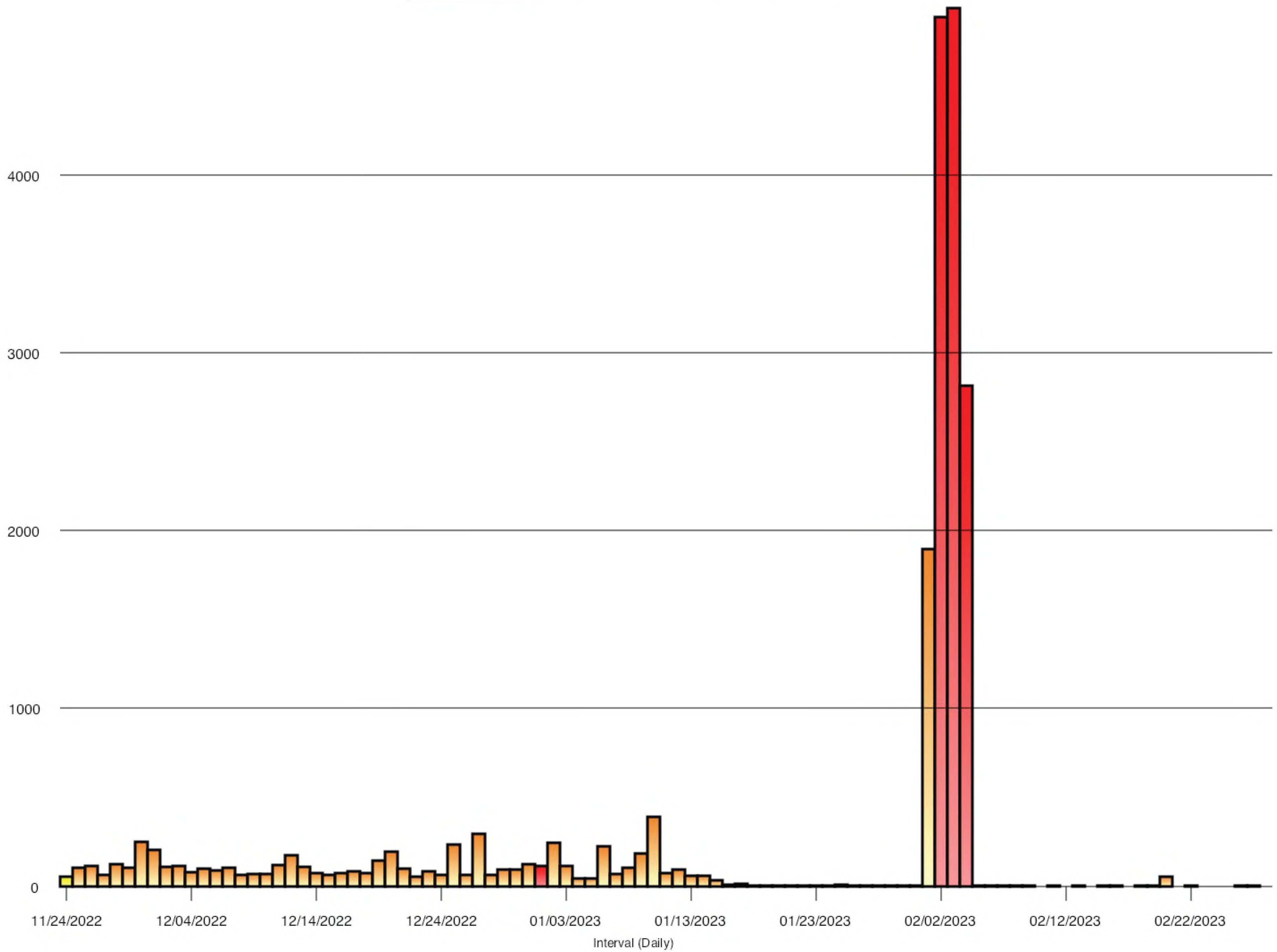
Closed / Final Resolution with PSC      3/1/2023      2:00 PM

Advocate Initials      \_\_\_\_\_



E-Coder R900i Data Logging Report  
for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Daily Consumption



Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/24/2022 12:09	12049.5		None	None
11/24/2022 13:09	12049.7	0.2	None	None
11/24/2022 14:09	12056.3	6.6	None	None
11/24/2022 15:09	12056.4	0.1	None	None
11/24/2022 16:09	12059.1	2.7	None	None
11/24/2022 17:09	12063.2	4.1	None	None
11/24/2022 18:09	12066.2	3.0	None	None
11/24/2022 19:09	12096.8	30.6	None	None
11/24/2022 20:09	12096.8	0.0	None	None
11/24/2022 21:09	12096.8	0.0	None	None
11/24/2022 22:09	12097.5	0.7	None	None
11/24/2022 23:09	12104.3	6.8	None	None
11/25/2022 00:09	12105.9	1.6	None	None
11/25/2022 01:09	12105.9	0.0	None	None
11/25/2022 02:09	12105.9	0.0	None	None
11/25/2022 03:09	12105.9	0.0	None	None
11/25/2022 04:09	12105.9	0.0	None	None
11/25/2022 05:09	12105.9	0.0	None	None
11/25/2022 06:09	12105.9	0.0	None	None
11/25/2022 07:09	12106.6	0.7	None	None
11/25/2022 08:09	12106.6	0.0	None	None
11/25/2022 09:09	12106.6	0.0	None	None
11/25/2022 10:09	12110.5	3.9	None	None
11/25/2022 11:09	12114.9	4.4	None	None
11/25/2022 12:09	12117.7	2.8	None	None
11/25/2022 13:09	12117.7	0.0	None	None
11/25/2022 14:09	12119.2	1.5	None	None
11/25/2022 15:09	12122.3	3.1	None	None
11/25/2022 16:09	12123.8	1.5	None	None
11/25/2022 17:09	12125.5	1.7	None	None
11/25/2022 18:09	12174.5	49.0	None	None
11/25/2022 19:09	12189.7	15.2	None	None
11/25/2022 20:09	12197.9	8.2	None	None
11/25/2022 21:09	12204.4	6.5	None	None
11/25/2022 22:09	12205.4	1.0	None	None
11/25/2022 23:09	12205.4	0.0	None	None
11/26/2022 00:09	12205.4	0.0	None	None
11/26/2022 01:09	12205.4	0.0	None	None
11/26/2022 02:09	12205.4	0.0	None	None
11/26/2022 03:09	12205.4	0.0	None	None
11/26/2022 04:09	12205.4	0.0	None	None
11/26/2022 05:09	12205.4	0.0	None	None
11/26/2022 06:09	12205.4	0.0	None	None
11/26/2022 07:09	12205.4	0.0	None	None
11/26/2022 08:09	12206.0	0.6	None	None
11/26/2022 09:09	12206.0	0.0	None	None
11/26/2022 10:09	12206.3	0.3	None	None
11/26/2022 11:09	12218.9	12.6	None	None
11/26/2022 12:09	12223.2	4.3	None	None
11/26/2022 13:09	12234.4	11.2	None	None
11/26/2022 14:09	12236.5	2.1	None	None
11/26/2022 15:09	12244.5	8.0	None	None
11/26/2022 16:09	12246.7	2.2	None	None
11/26/2022 17:09	12273.7	27.0	None	None
11/26/2022 18:09	12279.9	6.2	None	None
11/26/2022 19:09	12280.6	0.7	None	None
11/26/2022 20:09	12281.0	0.4	None	None
11/26/2022 21:09	12281.3	0.3	None	None
11/26/2022 22:09	12296.2	14.9	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/26/2022 23:09	12318.4	22.2	None	None
11/27/2022 00:09	12318.4	0.0	None	None
11/27/2022 01:09	12318.4	0.0	None	None
11/27/2022 02:09	12320.6	2.2	None	None
11/27/2022 03:09	12320.6	0.0	None	None
11/27/2022 04:09	12320.6	0.0	None	None
11/27/2022 05:09	12320.6	0.0	None	None
11/27/2022 06:09	12321.3	0.7	None	None
11/27/2022 07:09	12321.3	0.0	None	None
11/27/2022 08:09	12321.3	0.0	None	None
11/27/2022 09:09	12321.5	0.2	None	None
11/27/2022 10:09	12323.9	2.4	None	None
11/27/2022 11:09	12327.1	3.2	None	None
11/27/2022 12:09	12327.6	0.5	None	None
11/27/2022 13:09	12327.6	0.0	None	None
11/27/2022 14:09	12335.0	7.4	None	None
11/27/2022 15:09	12339.4	4.4	None	None
11/27/2022 16:09	12344.2	4.8	None	None
11/27/2022 17:09	12346.0	1.8	None	None
11/27/2022 18:09	12373.3	27.3	None	None
11/27/2022 19:09	12374.0	0.7	None	None
11/27/2022 20:09	12374.0	0.0	None	None
11/27/2022 21:09	12374.2	0.2	None	None
11/27/2022 22:09	12374.8	0.6	None	None
11/27/2022 23:09	12379.9	5.1	None	None
11/28/2022 00:09	12379.9	0.0	None	None
11/28/2022 01:09	12379.9	0.0	None	None
11/28/2022 02:09	12379.9	0.0	None	None
11/28/2022 03:09	12379.9	0.0	None	None
11/28/2022 04:09	12379.9	0.0	None	None
11/28/2022 05:09	12380.5	0.6	None	None
11/28/2022 06:09	12380.5	0.0	None	None
11/28/2022 07:09	12382.6	2.1	None	None
11/28/2022 08:09	12386.0	3.4	None	None
11/28/2022 09:09	12387.7	1.7	None	None
11/28/2022 10:09	12390.7	3.0	None	None
11/28/2022 11:09	12393.8	3.1	None	None
11/28/2022 12:09	12395.6	1.8	None	None
11/28/2022 13:09	12395.6	0.0	None	None
11/28/2022 14:09	12397.2	1.6	None	None
11/28/2022 15:09	12399.7	2.5	None	None
11/28/2022 16:09	12445.0	45.3	None	None
11/28/2022 17:09	12485.3	40.3	None	None
11/28/2022 18:09	12487.6	2.3	None	None
11/28/2022 19:09	12490.2	2.6	None	None
11/28/2022 20:09	12496.4	6.2	None	None
11/28/2022 21:09	12498.0	1.6	None	None
11/28/2022 22:09	12499.8	1.8	None	None
11/28/2022 23:09	12503.3	3.5	None	None
11/29/2022 00:09	12503.3	0.0	None	None
11/29/2022 01:09	12503.3	0.0	None	None
11/29/2022 02:09	12503.3	0.0	None	None
11/29/2022 03:09	12503.3	0.0	None	None
11/29/2022 04:09	12503.9	0.6	None	None
11/29/2022 05:09	12503.9	0.0	None	None
11/29/2022 06:09	12503.9	0.0	None	None
11/29/2022 07:09	12504.3	0.4	None	None
11/29/2022 08:09	12504.3	0.0	None	None
11/29/2022 09:09	12508.3	4.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/29/2022 10:09	12510.1	1.8	None	None
11/29/2022 11:09	12516.2	6.1	None	None
11/29/2022 12:09	12517.1	0.9	None	None
11/29/2022 13:09	12519.1	2.0	None	None
11/29/2022 14:09	12522.2	3.1	None	None
11/29/2022 15:09	12524.5	2.3	None	None
11/29/2022 16:09	12527.1	2.6	None	None
11/29/2022 17:09	12530.9	3.8	None	None
11/29/2022 18:09	12532.8	1.9	None	None
11/29/2022 19:09	12533.9	1.1	None	None
11/29/2022 20:09	12533.9	0.0	None	None
11/29/2022 21:09	12579.0	45.1	None	None
11/29/2022 22:09	12599.2	20.2	None	None
11/29/2022 23:09	12606.9	7.7	None	None
11/30/2022 00:09	12607.6	0.7	None	None
11/30/2022 01:09	12607.6	0.0	None	None
11/30/2022 02:09	12607.6	0.0	None	None
11/30/2022 03:09	12607.6	0.0	None	None
11/30/2022 04:09	12607.6	0.0	None	None
11/30/2022 05:09	12607.6	0.0	None	None
11/30/2022 06:09	12607.6	0.0	None	None
11/30/2022 07:09	12613.5	5.9	None	None
11/30/2022 08:09	12618.6	5.1	None	None
11/30/2022 09:09	12627.3	8.7	None	None
11/30/2022 10:09	12630.6	3.3	None	None
11/30/2022 11:09	12637.9	7.3	None	None
11/30/2022 12:09	12640.5	2.6	None	None
11/30/2022 13:09	12675.0	34.5	None	None
11/30/2022 14:09	12722.4	47.4	None	None
11/30/2022 15:09	12724.6	2.2	None	None
11/30/2022 16:09	12738.4	13.8	None	None
11/30/2022 17:09	12762.0	23.6	None	None
11/30/2022 18:09	12808.2	46.2	None	None
11/30/2022 19:09	12808.2	0.0	None	None
11/30/2022 20:09	12809.7	1.5	None	None
11/30/2022 21:09	12812.3	2.6	None	None
11/30/2022 22:09	12849.6	37.3	None	None
11/30/2022 23:09	12854.3	4.7	None	None
12/01/2022 00:09	12854.3	0.0	None	None
12/01/2022 01:09	12854.3	0.0	None	None
12/01/2022 02:09	12854.3	0.0	None	None
12/01/2022 03:09	12854.3	0.0	None	None
12/01/2022 04:09	12854.3	0.0	None	None
12/01/2022 05:09	12854.3	0.0	None	None
12/01/2022 06:09	12855.4	1.1	None	None
12/01/2022 07:09	12856.8	1.4	None	None
12/01/2022 08:09	12856.8	0.0	None	None
12/01/2022 09:09	12858.3	1.5	None	None
12/01/2022 10:09	12861.3	3.0	None	None
12/01/2022 11:09	12864.8	3.5	None	None
12/01/2022 12:09	12903.1	38.3	None	None
12/01/2022 13:09	12918.1	15.0	None	None
12/01/2022 14:09	12921.2	3.1	None	None
12/01/2022 15:09	12942.9	21.7	None	None
12/01/2022 16:09	13013.1	70.2	None	None
12/01/2022 17:09	13029.8	16.7	None	None
12/01/2022 18:09	13051.0	21.2	None	None
12/01/2022 19:09	13053.5	2.5	None	None
12/01/2022 20:09	13054.9	1.4	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/01/2022 21:09	13055.2	0.3	None	None
12/01/2022 22:09	13055.5	0.3	None	None
12/01/2022 23:09	13059.3	3.8	None	None
12/02/2022 00:09	13059.3	0.0	None	None
12/02/2022 01:09	13059.3	0.0	None	None
12/02/2022 02:09	13060.0	0.7	None	None
12/02/2022 03:09	13060.0	0.0	None	None
12/02/2022 04:09	13060.0	0.0	None	None
12/02/2022 05:09	13060.0	0.0	None	None
12/02/2022 06:09	13060.0	0.0	None	None
12/02/2022 07:09	13060.0	0.0	None	None
12/02/2022 08:09	13060.0	0.0	None	None
12/02/2022 09:09	13060.0	0.0	None	None
12/02/2022 10:09	13061.8	1.8	None	None
12/02/2022 11:09	13061.8	0.0	None	None
12/02/2022 12:09	13067.6	5.8	None	None
12/02/2022 13:09	13070.2	2.6	None	None
12/02/2022 14:09	13073.1	2.9	None	None
12/02/2022 15:09	13076.1	3.0	None	None
12/02/2022 16:09	13084.5	8.4	None	None
12/02/2022 17:09	13087.3	2.8	None	None
12/02/2022 18:09	13118.2	30.9	None	None
12/02/2022 19:09	13118.3	0.1	None	None
12/02/2022 20:09	13123.6	5.3	None	None
12/02/2022 21:09	13125.1	1.5	None	None
12/02/2022 22:09	13166.4	41.3	None	None
12/02/2022 23:09	13167.0	0.6	None	None
12/03/2022 00:09	13167.0	0.0	None	None
12/03/2022 01:09	13167.0	0.0	None	None
12/03/2022 02:09	13167.7	0.7	None	None
12/03/2022 03:09	13169.4	1.7	None	None
12/03/2022 04:09	13169.4	0.0	None	None
12/03/2022 05:09	13169.4	0.0	None	None
12/03/2022 06:09	13169.4	0.0	None	None
12/03/2022 07:09	13169.4	0.0	None	None
12/03/2022 08:09	13169.4	0.0	None	None
12/03/2022 09:09	13178.0	8.6	None	None
12/03/2022 10:09	13194.5	16.5	None	None
12/03/2022 11:09	13204.0	9.5	None	None
12/03/2022 12:09	13206.1	2.1	None	None
12/03/2022 13:09	13207.9	1.8	None	None
12/03/2022 14:09	13209.0	1.1	None	None
12/03/2022 15:09	13212.6	3.6	None	None
12/03/2022 16:09	13218.5	5.9	None	None
12/03/2022 17:09	13229.4	10.9	None	None
12/03/2022 18:09	13261.9	32.5	None	None
12/03/2022 19:09	13272.7	10.8	None	None
12/03/2022 20:09	13278.0	5.3	None	None
12/03/2022 21:09	13278.7	0.7	None	None
12/03/2022 22:09	13278.7	0.0	None	None
12/03/2022 23:09	13278.7	0.0	None	None
12/04/2022 00:09	13278.8	0.1	None	None
12/04/2022 01:09	13278.8	0.0	None	None
12/04/2022 02:09	13278.8	0.0	None	None
12/04/2022 03:09	13278.8	0.0	None	None
12/04/2022 04:09	13279.5	0.7	None	None
12/04/2022 05:09	13279.5	0.0	None	None
12/04/2022 06:09	13279.5	0.0	None	None
12/04/2022 07:09	13279.5	0.0	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/04/2022 08:09	13281.0	1.5	None	None
12/04/2022 09:09	13281.0	0.0	None	None
12/04/2022 10:09	13281.1	0.1	None	None
12/04/2022 11:09	13284.5	3.4	None	None
12/04/2022 12:09	13287.1	2.6	None	None
12/04/2022 13:09	13289.4	2.3	None	None
12/04/2022 14:09	13292.2	2.8	None	None
12/04/2022 15:09	13292.2	0.0	None	None
12/04/2022 16:09	13293.4	1.2	None	None
12/04/2022 17:09	13298.1	4.7	None	None
12/04/2022 18:09	13298.8	0.7	None	None
12/04/2022 19:09	13301.3	2.5	None	None
12/04/2022 20:09	13313.9	12.6	None	None
12/04/2022 21:09	13314.9	1.0	None	None
12/04/2022 22:09	13321.5	6.6	None	None
12/04/2022 23:09	13357.7	36.2	None	None
12/05/2022 00:09	13357.7	0.0	None	None
12/05/2022 01:09	13357.7	0.0	None	None
12/05/2022 02:09	13357.7	0.0	None	None
12/05/2022 03:09	13357.7	0.0	None	None
12/05/2022 04:09	13357.7	0.0	None	None
12/05/2022 05:09	13357.7	0.0	None	None
12/05/2022 06:09	13357.7	0.0	None	None
12/05/2022 07:09	13359.0	1.3	None	None
12/05/2022 08:09	13359.0	0.0	None	None
12/05/2022 09:09	13359.6	0.6	None	None
12/05/2022 10:09	13364.2	4.6	None	None
12/05/2022 11:09	13370.8	6.6	None	None
12/05/2022 12:09	13373.8	3.0	None	None
12/05/2022 13:09	13383.6	9.8	None	None
12/05/2022 14:09	13384.0	0.4	None	None
12/05/2022 15:09	13388.4	4.4	None	None
12/05/2022 16:09	13389.7	1.3	None	None
12/05/2022 17:09	13389.7	0.0	None	None
12/05/2022 18:09	13394.9	5.2	None	None
12/05/2022 19:09	13395.6	0.7	None	None
12/05/2022 20:09	13422.7	27.1	None	None
12/05/2022 21:09	13426.6	3.9	None	None
12/05/2022 22:09	13456.0	29.4	None	None
12/05/2022 23:09	13456.0	0.0	None	None
12/06/2022 00:09	13456.0	0.0	None	None
12/06/2022 01:09	13456.0	0.0	None	None
12/06/2022 02:09	13456.0	0.0	None	None
12/06/2022 03:09	13456.5	0.5	None	None
12/06/2022 04:09	13456.5	0.0	None	None
12/06/2022 05:09	13456.5	0.0	None	None
12/06/2022 06:09	13456.5	0.0	None	None
12/06/2022 07:09	13459.5	3.0	None	None
12/06/2022 08:09	13459.5	0.0	None	None
12/06/2022 09:09	13459.5	0.0	None	None
12/06/2022 10:09	13459.5	0.0	None	None
12/06/2022 11:09	13459.9	0.4	None	None
12/06/2022 12:09	13474.8	14.9	None	None
12/06/2022 13:09	13476.5	1.7	None	None
12/06/2022 14:09	13476.5	0.0	None	None
12/06/2022 15:09	13478.4	1.9	None	None
12/06/2022 16:09	13480.9	2.5	None	None
12/06/2022 17:09	13491.0	10.1	None	None
12/06/2022 18:09	13524.9	33.9	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/06/2022 19:09	13526.2	1.3	None	None
12/06/2022 20:09	13526.3	0.1	None	None
12/06/2022 21:09	13527.5	1.2	None	None
12/06/2022 22:09	13533.1	5.6	None	None
12/06/2022 23:09	13543.7	10.6	None	None
12/07/2022 00:09	13543.7	0.0	None	None
12/07/2022 01:09	13543.7	0.0	None	None
12/07/2022 02:09	13543.7	0.0	None	None
12/07/2022 03:09	13544.4	0.7	None	None
12/07/2022 04:09	13544.4	0.0	None	None
12/07/2022 05:09	13544.4	0.0	None	None
12/07/2022 06:09	13544.4	0.0	None	None
12/07/2022 07:09	13546.8	2.4	None	None
12/07/2022 08:09	13548.4	1.6	None	None
12/07/2022 09:09	13548.7	0.3	None	None
12/07/2022 10:09	13549.3	0.6	None	None
12/07/2022 11:09	13550.8	1.5	None	None
12/07/2022 12:09	13551.2	0.4	None	None
12/07/2022 13:09	13555.0	3.8	None	None
12/07/2022 14:09	13561.3	6.3	None	None
12/07/2022 15:09	13565.5	4.2	None	None
12/07/2022 16:09	13567.9	2.4	None	None
12/07/2022 17:09	13568.0	0.1	None	None
12/07/2022 18:09	13608.7	40.7	None	None
12/07/2022 19:09	13617.3	8.6	None	None
12/07/2022 20:09	13633.3	16.0	None	None
12/07/2022 21:09	13644.9	11.6	None	None
12/07/2022 22:09	13647.5	2.6	None	None
12/07/2022 23:09	13648.5	1.0	None	None
12/08/2022 00:09	13648.5	0.0	None	None
12/08/2022 01:09	13649.2	0.7	None	None
12/08/2022 02:09	13649.2	0.0	None	None
12/08/2022 03:09	13649.9	0.7	None	None
12/08/2022 04:09	13649.9	0.0	None	None
12/08/2022 05:09	13650.6	0.7	None	None
12/08/2022 06:09	13650.6	0.0	None	None
12/08/2022 07:09	13652.3	1.7	None	None
12/08/2022 08:09	13653.4	1.1	None	None
12/08/2022 09:09	13657.7	4.3	None	None
12/08/2022 10:09	13658.6	0.9	None	None
12/08/2022 11:09	13664.5	5.9	None	None
12/08/2022 12:09	13665.1	0.6	None	None
12/08/2022 13:09	13668.0	2.9	None	None
12/08/2022 14:09	13670.9	2.9	None	None
12/08/2022 15:09	13672.4	1.5	None	None
12/08/2022 16:09	13672.4	0.0	None	None
12/08/2022 17:09	13676.6	4.2	None	None
12/08/2022 18:09	13679.8	3.2	None	None
12/08/2022 19:09	13690.2	10.4	None	None
12/08/2022 20:09	13692.6	2.4	None	None
12/08/2022 21:09	13696.1	3.5	None	None
12/08/2022 22:09	13701.8	5.7	None	None
12/08/2022 23:09	13708.9	7.1	None	None
12/09/2022 00:09	13708.9	0.0	None	None
12/09/2022 01:09	13708.9	0.0	None	None
12/09/2022 02:09	13708.9	0.0	None	None
12/09/2022 03:09	13709.6	0.7	None	None
12/09/2022 04:09	13709.6	0.0	None	None
12/09/2022 05:09	13709.6	0.0	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/09/2022 06:09	13709.6	0.0	None	None
12/09/2022 07:09	13710.8	1.2	None	None
12/09/2022 08:09	13711.4	0.6	None	None
12/09/2022 09:09	13711.4	0.0	None	None
12/09/2022 10:09	13712.3	0.9	None	None
12/09/2022 11:09	13713.0	0.7	None	None
12/09/2022 12:09	13717.9	4.9	None	None
12/09/2022 13:09	13719.2	1.3	None	None
12/09/2022 14:09	13722.0	2.8	None	None
12/09/2022 15:09	13726.2	4.2	None	None
12/09/2022 16:09	13728.9	2.7	None	None
12/09/2022 17:09	13729.9	1.0	None	None
12/09/2022 18:09	13750.9	21.0	None	None
12/09/2022 19:09	13762.0	11.1	None	None
12/09/2022 20:09	13764.0	2.0	None	None
12/09/2022 21:09	13764.7	0.7	None	None
12/09/2022 22:09	13776.8	12.1	None	None
12/09/2022 23:09	13778.9	2.1	None	None
12/10/2022 00:09	13778.9	0.0	None	None
12/10/2022 01:09	13778.9	0.0	None	None
12/10/2022 02:09	13779.5	0.6	None	None
12/10/2022 03:09	13779.5	0.0	None	None
12/10/2022 04:09	13779.5	0.0	None	None
12/10/2022 05:09	13779.5	0.0	None	None
12/10/2022 06:09	13779.5	0.0	None	None
12/10/2022 07:09	13780.2	0.7	None	None
12/10/2022 08:09	13781.6	1.4	None	None
12/10/2022 09:09	13782.7	1.1	None	None
12/10/2022 10:09	13783.0	0.3	None	None
12/10/2022 11:09	13786.0	3.0	None	None
12/10/2022 12:09	13787.8	1.8	None	None
12/10/2022 13:09	13791.2	3.4	None	None
12/10/2022 14:09	13794.1	2.9	None	None
12/10/2022 15:09	13794.1	0.0	None	None
12/10/2022 16:09	13796.8	2.7	None	None
12/10/2022 17:09	13799.5	2.7	None	None
12/10/2022 18:09	13833.3	33.8	None	None
12/10/2022 19:09	13838.6	5.3	None	None
12/10/2022 20:09	13838.8	0.2	None	None
12/10/2022 21:09	13839.4	0.6	None	None
12/10/2022 22:09	13848.0	8.6	None	None
12/10/2022 23:09	13848.0	0.0	None	None
12/11/2022 00:09	13848.7	0.7	None	None
12/11/2022 01:09	13848.7	0.0	None	None
12/11/2022 02:09	13848.7	0.0	None	None
12/11/2022 03:09	13849.3	0.6	None	None
12/11/2022 04:09	13849.3	0.0	None	None
12/11/2022 05:09	13849.9	0.6	None	None
12/11/2022 06:09	13849.9	0.0	None	None
12/11/2022 07:09	13849.9	0.0	None	None
12/11/2022 08:09	13852.1	2.2	None	None
12/11/2022 09:09	13854.8	2.7	None	None
12/11/2022 10:09	13855.9	1.1	None	None
12/11/2022 11:09	13857.6	1.7	None	None
12/11/2022 12:09	13857.7	0.1	None	None
12/11/2022 13:09	13861.2	3.5	None	None
12/11/2022 14:09	13862.8	1.6	None	None
12/11/2022 15:09	13868.4	5.6	None	None
12/11/2022 16:09	13868.4	0.0	None	None



Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/11/2022 17:09	13872.6	4.2	None	None
12/11/2022 18:09	13880.0	7.4	None	None
12/11/2022 19:09	13897.3	17.3	None	None
12/11/2022 20:09	13931.9	34.6	None	None
12/11/2022 21:09	13937.6	5.7	None	None
12/11/2022 22:09	13965.1	27.5	None	None
12/11/2022 23:09	13965.1	0.0	None	None
12/12/2022 00:09	13965.1	0.0	None	None
12/12/2022 01:09	13965.1	0.0	None	None
12/12/2022 02:09	13965.1	0.0	None	None
12/12/2022 03:09	13965.1	0.0	None	None
12/12/2022 04:09	13965.7	0.6	None	None
12/12/2022 05:09	13965.7	0.0	None	None
12/12/2022 06:09	13965.7	0.0	None	None
12/12/2022 07:09	13967.3	1.6	None	None
12/12/2022 08:09	13967.3	0.0	None	None
12/12/2022 09:09	13967.3	0.0	None	None
12/12/2022 10:09	13968.8	1.5	None	None
12/12/2022 11:09	13984.4	15.6	None	None
12/12/2022 12:09	14011.8	27.4	None	None
12/12/2022 13:09	14030.6	18.8	None	None
12/12/2022 14:09	14045.6	15.0	None	None
12/12/2022 15:09	14092.1	46.5	None	None
12/12/2022 16:09	14115.4	23.3	None	None
12/12/2022 17:09	14116.5	1.1	None	None
12/12/2022 18:09	14116.5	0.0	None	None
12/12/2022 19:09	14123.3	6.8	None	None
12/12/2022 20:09	14132.5	9.2	None	None
12/12/2022 21:09	14133.5	1.0	None	None
12/12/2022 22:09	14135.9	2.4	None	None
12/12/2022 23:09	14136.1	0.2	None	None
12/13/2022 00:09	14138.3	2.2	None	None
12/13/2022 01:09	14138.3	0.0	None	None
12/13/2022 02:09	14138.3	0.0	None	None
12/13/2022 03:09	14138.3	0.0	None	None
12/13/2022 04:09	14138.3	0.0	None	None
12/13/2022 05:09	14138.9	0.6	None	None
12/13/2022 06:09	14138.9	0.0	None	None
12/13/2022 07:09	14140.9	2.0	None	None
12/13/2022 08:09	14140.9	0.0	None	None
12/13/2022 09:09	14148.6	7.7	None	None
12/13/2022 10:09	14148.6	0.0	None	None
12/13/2022 11:09	14148.6	0.0	None	None
12/13/2022 12:09	14164.9	16.3	None	None
12/13/2022 13:09	14178.9	14.0	None	None
12/13/2022 14:09	14179.4	0.5	None	None
12/13/2022 15:09	14179.6	0.2	None	None
12/13/2022 16:09	14188.1	8.5	None	None
12/13/2022 17:09	14189.6	1.5	None	None
12/13/2022 18:09	14215.0	25.4	None	None
12/13/2022 19:09	14219.2	4.2	None	None
12/13/2022 20:09	14219.2	0.0	None	None
12/13/2022 21:09	14223.9	4.7	None	None
12/13/2022 22:09	14223.9	0.0	None	None
12/13/2022 23:09	14245.5	21.6	None	None
12/14/2022 00:09	14253.7	8.2	None	None
12/14/2022 01:09	14255.2	1.5	None	None
12/14/2022 02:09	14255.2	0.0	None	None
12/14/2022 03:09	14255.8	0.6	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/14/2022 04:09	14255.8	0.0	None	None
12/14/2022 05:09	14255.8	0.0	None	None
12/14/2022 06:09	14255.8	0.0	None	None
12/14/2022 07:09	14257.8	2.0	None	None
12/14/2022 08:09	14259.3	1.5	None	None
12/14/2022 09:09	14259.3	0.0	None	None
12/14/2022 10:09	14259.5	0.2	None	None
12/14/2022 11:09	14259.7	0.2	None	None
12/14/2022 12:09	14260.2	0.5	None	None
12/14/2022 13:09	14266.5	6.3	None	None
12/14/2022 14:09	14271.7	5.2	None	None
12/14/2022 15:09	14274.3	2.6	None	None
12/14/2022 16:09	14275.6	1.3	None	None
12/14/2022 17:09	14284.1	8.5	None	None
12/14/2022 18:09	14298.1	14.0	None	None
12/14/2022 19:09	14301.9	3.8	None	None
12/14/2022 20:09	14303.4	1.5	None	None
12/14/2022 21:09	14303.5	0.1	None	None
12/14/2022 22:09	14316.7	13.2	None	None
12/14/2022 23:09	14317.9	1.2	None	None
12/15/2022 00:09	14322.2	4.3	None	None
12/15/2022 01:09	14322.2	0.0	None	None
12/15/2022 02:09	14322.2	0.0	None	None
12/15/2022 03:09	14322.2	0.0	None	None
12/15/2022 04:09	14322.2	0.0	None	None
12/15/2022 05:09	14322.2	0.0	None	None
12/15/2022 06:09	14322.2	0.0	None	None
12/15/2022 07:09	14325.7	3.5	None	None
12/15/2022 08:09	14325.7	0.0	None	None
12/15/2022 09:09	14332.9	7.2	None	None
12/15/2022 10:09	14342.2	9.3	None	None
12/15/2022 11:09	14342.8	0.6	None	None
12/15/2022 12:09	14342.8	0.0	None	None
12/15/2022 13:09	14342.8	0.0	None	None
12/15/2022 14:09	14346.0	3.2	None	None
12/15/2022 15:09	14349.3	3.3	None	None
12/15/2022 16:09	14356.9	7.6	None	None
12/15/2022 17:09	14360.1	3.2	None	None
12/15/2022 18:09	14362.7	2.6	None	None
12/15/2022 19:09	14366.7	4.0	None	None
12/15/2022 20:09	14366.9	0.2	None	None
12/15/2022 21:09	14373.8	6.9	None	None
12/15/2022 22:09	14378.0	4.2	None	None
12/15/2022 23:09	14378.7	0.7	None	None
12/16/2022 00:09	14378.7	0.0	None	None
12/16/2022 01:09	14378.7	0.0	None	None
12/16/2022 02:09	14378.7	0.0	None	None
12/16/2022 03:09	14378.7	0.0	None	None
12/16/2022 04:09	14378.7	0.0	None	None
12/16/2022 05:09	14378.7	0.0	None	None
12/16/2022 06:09	14378.7	0.0	None	None
12/16/2022 07:09	14380.9	2.2	None	None
12/16/2022 08:09	14381.4	0.5	None	None
12/16/2022 09:09	14383.5	2.1	None	None
12/16/2022 10:09	14390.6	7.1	None	None
12/16/2022 11:09	14404.7	14.1	None	None
12/16/2022 12:09	14406.7	2.0	None	None
12/16/2022 13:09	14407.3	0.6	None	None
12/16/2022 14:09	14408.5	1.2	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/16/2022 15:09	14408.5	0.0	None	None
12/16/2022 16:09	14408.5	0.0	None	None
12/16/2022 17:09	14410.0	1.5	None	None
12/16/2022 18:09	14438.9	28.9	None	None
12/16/2022 19:09	14442.6	3.7	None	None
12/16/2022 20:09	14443.7	1.1	None	None
12/16/2022 21:09	14443.8	0.1	None	None
12/16/2022 22:09	14443.8	0.0	None	None
12/16/2022 23:09	14449.2	5.4	None	None
12/17/2022 00:09	14452.2	3.0	None	None
12/17/2022 01:09	14458.1	5.9	None	None
12/17/2022 02:09	14458.1	0.0	None	None
12/17/2022 03:09	14458.1	0.0	None	None
12/17/2022 04:09	14458.1	0.0	None	None
12/17/2022 05:09	14458.8	0.7	None	None
12/17/2022 06:09	14458.8	0.0	None	None
12/17/2022 07:09	14458.8	0.0	None	None
12/17/2022 08:09	14460.2	1.4	None	None
12/17/2022 09:09	14460.2	0.0	None	None
12/17/2022 10:09	14461.5	1.3	None	None
12/17/2022 11:09	14462.8	1.3	None	None
12/17/2022 12:09	14462.8	0.0	None	None
12/17/2022 13:09	14464.6	1.8	None	None
12/17/2022 14:09	14467.0	2.4	None	None
12/17/2022 15:09	14470.4	3.4	None	None
12/17/2022 16:09	14476.6	6.2	None	None
12/17/2022 17:09	14485.7	9.1	None	None
12/17/2022 18:09	14522.6	36.9	None	None
12/17/2022 19:09	14532.3	9.7	None	None
12/17/2022 20:09	14532.4	0.1	None	None
12/17/2022 21:09	14532.4	0.0	None	None
12/17/2022 22:09	14534.5	2.1	None	None
12/17/2022 23:09	14534.5	0.0	None	None
12/18/2022 00:09	14535.2	0.7	None	None
12/18/2022 01:09	14535.2	0.0	None	None
12/18/2022 02:09	14535.2	0.0	None	None
12/18/2022 03:09	14535.2	0.0	None	None
12/18/2022 04:09	14535.2	0.0	None	None
12/18/2022 05:09	14535.2	0.0	None	None
12/18/2022 06:09	14535.2	0.0	None	None
12/18/2022 07:09	14535.2	0.0	None	None
12/18/2022 08:09	14536.8	1.6	None	None
12/18/2022 09:09	14536.8	0.0	None	None
12/18/2022 10:09	14538.7	1.9	None	None
12/18/2022 11:09	14539.0	0.3	None	None
12/18/2022 12:09	14540.1	1.1	None	None
12/18/2022 13:09	14540.3	0.2	None	None
12/18/2022 14:09	14541.5	1.2	None	None
12/18/2022 15:09	14541.8	0.3	None	None
12/18/2022 16:09	14543.4	1.6	None	None
12/18/2022 17:09	14552.0	8.6	None	None
12/18/2022 18:09	14577.7	25.7	None	None
12/18/2022 19:09	14580.7	3.0	None	None
12/18/2022 20:09	14586.3	5.6	None	None
12/18/2022 21:09	14589.1	2.8	None	None
12/18/2022 22:09	14599.1	10.0	None	None
12/18/2022 23:09	14606.5	7.4	None	None
12/19/2022 00:09	14638.8	32.3	None	None
12/19/2022 01:09	14638.8	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/19/2022 02:09	14638.8	0.0	None	None
12/19/2022 03:09	14638.8	0.0	None	None
12/19/2022 04:09	14639.5	0.7	None	None
12/19/2022 05:09	14639.5	0.0	None	None
12/19/2022 06:09	14639.5	0.0	None	None
12/19/2022 07:09	14639.5	0.0	None	None
12/19/2022 08:09	14640.8	1.3	None	None
12/19/2022 09:09	14641.4	0.6	None	None
12/19/2022 10:09	14644.7	3.3	None	None
12/19/2022 11:09	14645.6	0.9	None	None
12/19/2022 12:09	14645.7	0.1	None	None
12/19/2022 13:09	14650.5	4.8	None	None
12/19/2022 14:09	14665.8	15.3	None	None
12/19/2022 15:09	14665.8	0.0	None	None
12/19/2022 16:09	14665.8	0.0	None	None
12/19/2022 17:09	14665.8	0.0	None	None
12/19/2022 18:09	14665.9	0.1	None	None
12/19/2022 19:09	14685.9	20.0	None	None
12/19/2022 20:09	14728.2	42.3	None	None
12/19/2022 21:09	14742.8	14.6	None	None
12/19/2022 22:09	14747.0	4.2	None	None
12/19/2022 23:09	14748.4	1.4	None	None
12/20/2022 00:09	14748.4	0.0	None	None
12/20/2022 01:09	14748.4	0.0	None	None
12/20/2022 02:09	14748.4	0.0	None	None
12/20/2022 03:09	14748.4	0.0	None	None
12/20/2022 04:09	14748.4	0.0	None	None
12/20/2022 05:09	14749.0	0.6	None	None
12/20/2022 06:09	14749.0	0.0	None	None
12/20/2022 07:09	14749.0	0.0	None	None
12/20/2022 08:09	14749.0	0.0	None	None
12/20/2022 09:09	14749.0	0.0	None	None
12/20/2022 10:09	14752.9	3.9	None	None
12/20/2022 11:09	14760.2	7.3	None	None
12/20/2022 12:09	14776.5	16.3	None	None
12/20/2022 13:09	14833.6	57.1	None	None
12/20/2022 14:09	14865.4	31.8	None	None
12/20/2022 15:09	14886.0	20.6	None	None
12/20/2022 16:09	14888.0	2.0	None	None
12/20/2022 17:09	14918.9	30.9	None	None
12/20/2022 18:09	14920.5	1.6	None	None
12/20/2022 19:09	14920.5	0.0	None	None
12/20/2022 20:09	14920.5	0.0	None	None
12/20/2022 21:09	14920.5	0.0	None	None
12/20/2022 22:09	14920.5	0.0	None	None
12/20/2022 23:09	14939.9	19.4	None	None
12/21/2022 00:09	14960.1	20.2	None	None
12/21/2022 01:09	14961.7	1.6	None	None
12/21/2022 02:09	14961.7	0.0	None	None
12/21/2022 03:09	14961.7	0.0	None	None
12/21/2022 04:09	14961.7	0.0	None	None
12/21/2022 05:09	14962.3	0.6	None	None
12/21/2022 06:09	14962.3	0.0	None	None
12/21/2022 07:09	14962.3	0.0	None	None
12/21/2022 08:09	14963.8	1.5	None	None
12/21/2022 09:09	14966.5	2.7	None	None
12/21/2022 10:09	14967.2	0.7	None	None
12/21/2022 11:09	14968.3	1.1	None	None
12/21/2022 12:09	14968.8	0.5	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/21/2022 13:09	14970.6	1.8	None	None
12/21/2022 14:09	14973.4	2.8	None	None
12/21/2022 15:09	14982.9	9.5	None	None
12/21/2022 16:09	14993.0	10.1	None	None
12/21/2022 17:09	15008.3	15.3	None	None
12/21/2022 18:09	15009.8	1.5	None	None
12/21/2022 19:09	15011.0	1.2	None	None
12/21/2022 20:09	15032.3	21.3	None	None
12/21/2022 21:09	15032.3	0.0	None	None
12/21/2022 22:09	15035.9	3.6	None	None
12/21/2022 23:09	15037.8	1.9	None	None
12/22/2022 00:09	15037.8	0.0	None	None
12/22/2022 01:09	15038.4	0.6	None	None
12/22/2022 02:09	15038.4	0.0	None	None
12/22/2022 03:09	15038.4	0.0	None	None
12/22/2022 04:09	15038.4	0.0	None	None
12/22/2022 05:09	15038.4	0.0	None	None
12/22/2022 06:09	15038.4	0.0	None	None
12/22/2022 07:09	15038.4	0.0	None	None
12/22/2022 08:09	15038.4	0.0	None	None
12/22/2022 09:09	15038.4	0.0	None	None
12/22/2022 10:09	15039.9	1.5	None	None
12/22/2022 11:09	15051.5	11.6	None	None
12/22/2022 12:09	15060.8	9.3	None	None
12/22/2022 13:09	15060.8	0.0	None	None
12/22/2022 14:09	15060.8	0.0	None	None
12/22/2022 15:09	15060.8	0.0	None	None
12/22/2022 16:09	15069.7	8.9	None	None
12/22/2022 17:09	15072.2	2.5	None	None
12/22/2022 18:09	15076.7	4.5	None	None
12/22/2022 19:09	15078.3	1.6	None	None
12/22/2022 20:09	15078.6	0.3	None	None
12/22/2022 21:09	15081.2	2.6	None	None
12/22/2022 22:09	15083.9	2.7	None	None
12/22/2022 23:09	15089.3	5.4	None	None
12/23/2022 00:09	15091.4	2.1	None	None
12/23/2022 01:09	15091.4	0.0	None	None
12/23/2022 02:09	15091.4	0.0	None	None
12/23/2022 03:09	15092.1	0.7	None	None
12/23/2022 04:09	15092.1	0.0	None	None
12/23/2022 05:09	15092.4	0.3	None	None
12/23/2022 06:09	15092.4	0.0	None	None
12/23/2022 07:09	15093.1	0.7	None	None
12/23/2022 08:09	15093.1	0.0	None	None
12/23/2022 09:09	15094.8	1.7	None	None
12/23/2022 10:09	15098.3	3.5	None	None
12/23/2022 11:09	15101.3	3.0	None	None
12/23/2022 12:09	15102.3	1.0	None	None
12/23/2022 13:09	15107.7	5.4	None	None
12/23/2022 14:09	15118.7	11.0	None	None
12/23/2022 15:09	15124.7	6.0	None	None
12/23/2022 16:09	15128.5	3.8	None	None
12/23/2022 17:09	15128.5	0.0	None	None
12/23/2022 18:09	15160.3	31.8	None	None
12/23/2022 19:09	15161.9	1.6	None	None
12/23/2022 20:09	15166.8	4.9	None	None
12/23/2022 21:09	15167.8	1.0	None	None
12/23/2022 22:09	15168.3	0.5	None	None
12/23/2022 23:09	15172.0	3.7	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/24/2022 00:09	15175.9	3.9	None	None
12/24/2022 01:09	15175.9	0.0	None	None
12/24/2022 02:09	15175.9	0.0	None	None
12/24/2022 03:09	15175.9	0.0	None	None
12/24/2022 04:09	15176.6	0.7	None	None
12/24/2022 05:09	15176.6	0.0	None	None
12/24/2022 06:09	15176.6	0.0	None	None
12/24/2022 07:09	15176.6	0.0	None	None
12/24/2022 08:09	15176.6	0.0	None	None
12/24/2022 09:09	15177.3	0.7	None	None
12/24/2022 10:09	15180.5	3.2	None	None
12/24/2022 11:09	15181.6	1.1	None	None
12/24/2022 12:09	15183.8	2.2	None	None
12/24/2022 13:09	15185.5	1.7	None	None
12/24/2022 14:09	15187.9	2.4	None	None
12/24/2022 15:09	15201.2	13.3	None	None
12/24/2022 16:09	15216.6	15.4	None	None
12/24/2022 17:09	15230.2	13.6	None	None
12/24/2022 18:09	15235.5	5.3	None	None
12/24/2022 19:09	15235.5	0.0	None	None
12/24/2022 20:09	15235.5	0.0	None	None
12/24/2022 21:09	15235.5	0.0	None	None
12/24/2022 22:09	15235.5	0.0	None	None
12/24/2022 23:09	15237.0	1.5	None	None
12/25/2022 00:09	15237.2	0.2	None	None
12/25/2022 01:09	15242.9	5.7	None	None
12/25/2022 02:09	15242.9	0.0	None	None
12/25/2022 03:09	15242.9	0.0	None	None
12/25/2022 04:09	15242.9	0.0	None	None
12/25/2022 05:09	15242.9	0.0	None	None
12/25/2022 06:09	15242.9	0.0	None	None
12/25/2022 07:09	15244.9	2.0	None	None
12/25/2022 08:09	15244.9	0.0	None	None
12/25/2022 09:09	15246.0	1.1	None	None
12/25/2022 10:09	15247.4	1.4	None	None
12/25/2022 11:09	15249.0	1.6	None	None
12/25/2022 12:09	15250.6	1.6	None	None
12/25/2022 13:09	15256.2	5.6	None	None
12/25/2022 14:09	15262.9	6.7	None	None
12/25/2022 15:09	15276.2	13.3	None	None
12/25/2022 16:09	15325.4	49.2	None	None
12/25/2022 17:09	15344.9	19.5	None	None
12/25/2022 18:09	15395.0	50.1	None	None
12/25/2022 19:09	15418.4	23.4	None	None
12/25/2022 20:09	15423.6	5.2	None	None
12/25/2022 21:09	15426.4	2.8	None	None
12/25/2022 22:09	15426.4	0.0	None	None
12/25/2022 23:09	15469.6	43.2	None	None
12/26/2022 00:09	15469.8	0.2	None	None
12/26/2022 01:09	15469.8	0.0	None	None
12/26/2022 02:09	15469.8	0.0	None	None
12/26/2022 03:09	15469.8	0.0	None	None
12/26/2022 04:09	15469.8	0.0	None	None
12/26/2022 05:09	15469.8	0.0	None	None
12/26/2022 06:09	15469.8	0.0	None	None
12/26/2022 07:09	15469.8	0.0	None	None
12/26/2022 08:09	15470.4	0.6	None	None
12/26/2022 09:09	15470.4	0.0	None	None
12/26/2022 10:09	15470.6	0.2	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/26/2022 11:09	15481.3	10.7	None	None
12/26/2022 12:09	15482.9	1.6	None	None
12/26/2022 13:09	15486.7	3.8	None	None
12/26/2022 14:09	15495.7	9.0	None	None
12/26/2022 15:09	15498.3	2.6	None	None
12/26/2022 16:09	15499.4	1.1	None	None
12/26/2022 17:09	15499.4	0.0	None	None
12/26/2022 18:09	15499.8	0.4	None	None
12/26/2022 19:09	15506.3	6.5	None	None
12/26/2022 20:09	15514.3	8.0	None	None
12/26/2022 21:09	15515.9	1.6	None	None
12/26/2022 22:09	15530.6	14.7	None	None
12/26/2022 23:09	15534.2	3.6	None	None
12/27/2022 00:09	15534.2	0.0	None	None
12/27/2022 01:09	15534.2	0.0	None	None
12/27/2022 02:09	15534.2	0.0	None	None
12/27/2022 03:09	15534.2	0.0	None	None
12/27/2022 04:09	15534.2	0.0	None	None
12/27/2022 05:09	15534.2	0.0	None	None
12/27/2022 06:09	15534.2	0.0	None	None
12/27/2022 07:09	15534.2	0.0	None	None
12/27/2022 08:09	15534.2	0.0	None	None
12/27/2022 09:09	15534.2	0.0	None	None
12/27/2022 10:09	15535.8	1.6	None	None
12/27/2022 11:09	15547.2	11.4	None	None
12/27/2022 12:09	15550.9	3.7	None	None
12/27/2022 13:09	15551.3	0.4	None	None
12/27/2022 14:09	15553.4	2.1	None	None
12/27/2022 15:09	15556.6	3.2	None	None
12/27/2022 16:09	15558.1	1.5	None	None
12/27/2022 17:09	15559.5	1.4	None	None
12/27/2022 18:09	15656.5	97.0	None	None
12/27/2022 19:09	15764.6	108.1	None	None
12/27/2022 20:09	15821.1	56.5	None	None
12/27/2022 21:09	15823.1	2.0	None	None
12/27/2022 22:09	15823.7	0.6	None	None
12/27/2022 23:09	15829.6	5.9	None	None
12/28/2022 00:09	15830.4	0.8	None	None
12/28/2022 01:09	15840.0	9.6	None	None
12/28/2022 02:09	15846.9	6.9	None	None
12/28/2022 03:09	15846.9	0.0	None	None
12/28/2022 04:09	15846.9	0.0	None	None
12/28/2022 05:09	15848.4	1.5	None	None
12/28/2022 06:09	15848.4	0.0	None	None
12/28/2022 07:09	15848.4	0.0	None	None
12/28/2022 08:09	15849.0	0.6	None	None
12/28/2022 09:09	15850.6	1.6	None	None
12/28/2022 10:09	15852.5	1.9	None	None
12/28/2022 11:09	15855.8	3.3	None	None
12/28/2022 12:09	15855.8	0.0	None	None
12/28/2022 13:09	15858.7	2.9	None	None
12/28/2022 14:09	15862.3	3.6	None	None
12/28/2022 15:09	15867.6	5.3	None	None
12/28/2022 16:09	15870.2	2.6	None	None
12/28/2022 17:09	15870.2	0.0	None	None
12/28/2022 18:09	15871.8	1.6	None	None
12/28/2022 19:09	15876.0	4.2	None	None
12/28/2022 20:09	15878.8	2.8	None	None
12/28/2022 21:09	15879.8	1.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/28/2022 22:09	15881.6	1.8	None	None
12/28/2022 23:09	15890.1	8.5	None	None
12/29/2022 00:09	15896.2	6.1	None	None
12/29/2022 01:09	15897.8	1.6	None	None
12/29/2022 02:09	15897.8*	0.0*	None*	None*
12/29/2022 03:09	15897.8	0.0*	None	None
12/29/2022 04:09	15897.8	0.0	None	None
12/29/2022 05:09	15897.9	0.1	None	None
12/29/2022 06:09	15898.5	0.6	None	None
12/29/2022 07:09	15898.5	0.0	None	None
12/29/2022 08:09	15898.5	0.0	None	None
12/29/2022 09:09	15898.5	0.0	None	None
12/29/2022 10:09	15898.5	0.0	None	None
12/29/2022 11:09	15903.4	4.9	None	None
12/29/2022 12:09	15903.4	0.0	None	None
12/29/2022 13:09	15915.3	11.9	None	None
12/29/2022 14:09	15916.9	1.6	None	None
12/29/2022 15:09	15923.4	6.5	None	None
12/29/2022 16:09	15926.2	2.8	None	None
12/29/2022 17:09	15934.6	8.4	None	None
12/29/2022 18:09	15948.9	14.3	None	None
12/29/2022 19:09	15954.0	5.1	None	None
12/29/2022 20:09	15962.3	8.3	None	None
12/29/2022 21:09	15964.6	2.3	None	None
12/29/2022 22:09	15967.2	2.6	None	None
12/29/2022 23:09	15980.9	13.7	None	None
12/30/2022 00:09	15980.9	0.0	None	None
12/30/2022 01:09	15980.9	0.0	None	None
12/30/2022 02:09	15980.9	0.0	None	None
12/30/2022 03:09	15980.9	0.0	None	None
12/30/2022 04:09	15980.9	0.0	None	None
12/30/2022 05:09	15983.0	2.1	None	None
12/30/2022 06:09	15983.6	0.6	None	None
12/30/2022 07:09	15983.6	0.0	None	None
12/30/2022 08:09	15983.6	0.0	None	None
12/30/2022 09:09	15983.6	0.0	None	None
12/30/2022 10:09	15986.0	2.4	None	None
12/30/2022 11:09	15988.3	2.3	None	None
12/30/2022 12:09	15992.1	3.8	None	None
12/30/2022 13:09	15993.8	1.7	None	None
12/30/2022 14:09	16026.8	33.0	None	None
12/30/2022 15:09	16047.9	21.1	None	None
12/30/2022 16:09	16050.0	2.1	None	None
12/30/2022 17:09	16055.3	5.3	None	None
12/30/2022 18:09	16060.4	5.1	None	None
12/30/2022 19:09	16063.5	3.1	None	None
12/30/2022 20:09	16070.1	6.6	None	None
12/30/2022 21:09	16070.1	0.0	None	None
12/30/2022 22:09	16071.6	1.5	None	None
12/30/2022 23:09	16075.8	4.2	None	None
12/31/2022 00:09	16099.0	23.2	None	None
12/31/2022 01:09	16099.0	0.0	None	None
12/31/2022 02:09	16099.0	0.0	None	None
12/31/2022 03:09	16099.6	0.6	None	None
12/31/2022 04:09	16099.6	0.0	None	None
12/31/2022 05:09	16099.6	0.0	None	None
12/31/2022 06:09	16099.6	0.0	None	None
12/31/2022 07:09	16099.6	0.0	None	None
12/31/2022 08:09	16101.0	1.4	None	None



Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/31/2022 09:09	16101.0	0.0	None	None
12/31/2022 10:09	16104.9	3.9	None	None
12/31/2022 11:09	16105.2	0.3	None	None
12/31/2022 12:09	16111.6	6.4	None	None
12/31/2022 13:09	16116.4	4.8	None	None
12/31/2022 14:09	16116.4	0.0	None	None
12/31/2022 15:09	16119.4	3.0	None	None
12/31/2022 16:09	16125.5	6.1	None	None
12/31/2022 17:09	16127.7	2.2	None	None
12/31/2022 18:09	16157.3	29.6	None	None
12/31/2022 19:09	16165.2	7.9	None	None
12/31/2022 20:09	16175.7	10.5	None	None
12/31/2022 21:09	16188.0	12.3	None	None
12/31/2022 22:09	16195.1	7.1	None	None
12/31/2022 23:09	16198.8	3.7	None	None
01/01/2023 00:09	16208.3	9.5	None	None
01/01/2023 01:09	16226.7	18.4	None	None
01/01/2023 02:09	16227.6	0.9	None	None
01/01/2023 03:09	16231.6	4.0	None	None
01/01/2023 04:09	16231.6	0.0	None	None
01/01/2023 05:09	16231.6	0.0	None	None
01/01/2023 06:09	16231.6	0.0	None	None
01/01/2023 07:09	16231.6	0.0	None	None
01/01/2023 08:09	16231.6	0.0	None	None
01/01/2023 09:09	16238.3	6.7	None	Intermittent
01/01/2023 10:09	16245.2	6.9	None	Intermittent
01/01/2023 11:09	16246.8	1.6	None	Intermittent
01/01/2023 12:09	16248.3	1.5	None	Intermittent
01/01/2023 13:09	16250.8	2.5	None	Intermittent
01/01/2023 14:09	16255.8	5.0	None	Intermittent
01/01/2023 15:09	16258.3	2.5	None	Intermittent
01/01/2023 16:09	16261.0	2.7	None	Intermittent
01/01/2023 17:09	16261.0	0.0	None	None
01/01/2023 18:09	16289.3	28.3	None	None
01/01/2023 19:09	16294.0	4.7	None	None
01/01/2023 20:09	16295.7	1.7	None	None
01/01/2023 21:09	16296.1	0.4	None	None
01/01/2023 22:09	16300.0	3.9	None	None
01/01/2023 23:09	16309.4	9.4	None	None
01/02/2023 00:09	16333.6	24.2	None	None
01/02/2023 01:09	16333.6	0.0	None	None
01/02/2023 02:09	16333.6	0.0	None	None
01/02/2023 03:09	16333.6	0.0	None	None
01/02/2023 04:09	16334.2	0.6	None	None
01/02/2023 05:09	16334.2	0.0	None	None
01/02/2023 06:09	16334.2	0.0	None	None
01/02/2023 07:09	16334.2	0.0	None	None
01/02/2023 08:09	16334.8	0.6	None	None
01/02/2023 09:09	16334.8	0.0	None	None
01/02/2023 10:09	16335.4	0.6	None	None
01/02/2023 11:09	16348.3	12.9	None	None
01/02/2023 12:09	16361.8	13.5	None	None
01/02/2023 13:09	16386.2	24.4	None	None
01/02/2023 14:09	16392.7	6.5	None	None
01/02/2023 15:09	16407.4	14.7	None	None
01/02/2023 16:09	16425.4	18.0	None	None
01/02/2023 17:09	16426.2	0.8	None	None
01/02/2023 18:09	16429.6	3.4	None	None
01/02/2023 19:09	16482.5	52.9	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/02/2023 20:09	16505.3	22.8	None	None
01/02/2023 21:09	16522.8	17.5	None	None
01/02/2023 22:09	16522.8	0.0	None	None
01/02/2023 23:09	16552.0	29.2	None	None
01/03/2023 00:09	16557.6	5.6	None	None
01/03/2023 01:09	16557.6	0.0	None	None
01/03/2023 02:09	16557.6	0.0	None	None
01/03/2023 03:09	16557.6	0.0	None	None
01/03/2023 04:09	16557.6	0.0	None	None
01/03/2023 05:09	16557.6	0.0	None	None
01/03/2023 06:09	16557.6	0.0	None	None
01/03/2023 07:09	16559.3	1.7	None	None
01/03/2023 08:09	16559.9	0.6	None	None
01/03/2023 09:09	16559.9	0.0	None	None
01/03/2023 10:09	16562.0	2.1	None	None
01/03/2023 11:09	16570.0	8.0	None	None
01/03/2023 12:09	16573.9	3.9	None	None
01/03/2023 13:09	16573.9	0.0	None	None
01/03/2023 14:09	16574.9	1.0	None	None
01/03/2023 15:09	16581.2	6.3	None	None
01/03/2023 16:09	16588.0	6.8	None	None
01/03/2023 17:09	16592.8	4.8	None	None
01/03/2023 18:09	16599.0	6.2	None	None
01/03/2023 19:09	16611.9	12.9	None	None
01/03/2023 20:09	16629.8	17.9	None	None
01/03/2023 21:09	16643.9	14.1	None	None
01/03/2023 22:09	16667.1	23.2	None	None
01/03/2023 23:09	16667.1	0.0	None	None
01/04/2023 00:09	16667.1	0.0	None	None
01/04/2023 01:09	16667.1	0.0	None	None
01/04/2023 02:09	16667.1	0.0	None	None
01/04/2023 03:09	16667.1	0.0	None	None
01/04/2023 04:09	16667.7	0.6	None	None
01/04/2023 05:09	16667.7	0.0	None	None
01/04/2023 06:09	16670.3	2.6	None	None
01/04/2023 07:09	16675.9	5.6	None	None
01/04/2023 08:09	16675.9	0.0	None	None
01/04/2023 09:09	16675.9	0.0	None	None
01/04/2023 10:09	16676.1	0.2	None	None
01/04/2023 11:09	16682.5	6.4	None	None
01/04/2023 12:09	16683.9	1.4	None	None
01/04/2023 13:09	16686.6	2.7	None	None
01/04/2023 14:09	16690.5	3.9	None	None
01/04/2023 15:09	16692.3	1.8	None	None
01/04/2023 16:09	16693.4	1.1	None	None
01/04/2023 17:09	16693.4	0.0	None	None
01/04/2023 18:09	16701.5	8.1	None	None
01/04/2023 19:09	16702.8	1.3	None	None
01/04/2023 20:09	16703.5	0.7	None	None
01/04/2023 21:09	16703.7	0.2	None	None
01/04/2023 22:09	16710.6	6.9	None	None
01/04/2023 23:09	16710.6	0.0	None	None
01/05/2023 00:09	16712.3	1.7	None	None
01/05/2023 01:09	16712.3	0.0	None	None
01/05/2023 02:09	16712.3	0.0	None	None
01/05/2023 03:09	16712.3	0.0	None	None
01/05/2023 04:09	16712.3	0.0	None	None
01/05/2023 05:09	16712.9	0.6	None	None
01/05/2023 06:09	16714.7	1.8	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/05/2023 07:09	16719.8	5.1	None	None
01/05/2023 08:09	16719.8	0.0	None	None
01/05/2023 09:09	16719.8	0.0	None	None
01/05/2023 10:09	16721.1	1.3	None	None
01/05/2023 11:09	16721.1	0.0	None	None
01/05/2023 12:09	16723.0	1.9	None	None
01/05/2023 13:09	16728.1	5.1	None	None
01/05/2023 14:09	16728.3	0.2	None	None
01/05/2023 15:09	16728.3	0.0	None	None
01/05/2023 16:09	16731.7	3.4	None	None
01/05/2023 17:09	16738.6	6.9	None	None
01/05/2023 18:09	16741.8	3.2	None	None
01/05/2023 19:09	16743.4	1.6	None	None
01/05/2023 20:09	16747.4	4.0	None	None
01/05/2023 21:09	16751.7	4.3	None	None
01/05/2023 22:09	16751.8	0.1	None	None
01/05/2023 23:09	16751.8	0.0	None	None
01/06/2023 00:09	16751.8	0.0	None	None
01/06/2023 01:09	16751.8	0.0	None	None
01/06/2023 02:09	16751.8	0.0	None	None
01/06/2023 03:09	16751.8	0.0	None	None
01/06/2023 04:09	16751.8	0.0	None	None
01/06/2023 05:09	16751.8	0.0	None	None
01/06/2023 06:09	16751.8	0.0	None	None
01/06/2023 07:09	16753.3	1.5	None	None
01/06/2023 08:09	16754.8	1.5	None	None
01/06/2023 09:09	16754.8	0.0	None	None
01/06/2023 10:09	16760.5	5.7	None	None
01/06/2023 11:09	16770.7	10.2	None	None
01/06/2023 12:09	16798.9	28.2	None	None
01/06/2023 13:09	16834.7	35.8	None	None
01/06/2023 14:09	16853.7	19.0	None	None
01/06/2023 15:09	16892.3	38.6	None	None
01/06/2023 16:09	16925.9	33.6	None	None
01/06/2023 17:09	16964.3	38.4	None	None
01/06/2023 18:09	16967.7	3.4	None	None
01/06/2023 19:09	16968.0	0.3	None	None
01/06/2023 20:09	16971.9	3.9	None	None
01/06/2023 21:09	16971.9	0.0	None	None
01/06/2023 22:09	16972.9	1.0	None	None
01/06/2023 23:09	16977.5	4.6	None	None
01/07/2023 00:09	16978.4	0.9	None	None
01/07/2023 01:09	16982.0	3.6	None	None
01/07/2023 02:09	16982.0	0.0	None	None
01/07/2023 03:09	16982.0	0.0	None	None
01/07/2023 04:09	16982.0	0.0	None	None
01/07/2023 05:09	16982.0	0.0	None	None
01/07/2023 06:09	16982.0	0.0	None	None
01/07/2023 07:09	16982.0	0.0	None	None
01/07/2023 08:09	16983.5	1.5	None	None
01/07/2023 09:09	16983.5	0.0	None	None
01/07/2023 10:09	16983.7	0.2	None	None
01/07/2023 11:09	16985.5	1.8	None	None
01/07/2023 12:09	16987.3	1.8	None	None
01/07/2023 13:09	16992.0	4.7	None	None
01/07/2023 14:09	17011.5	19.5	None	None
01/07/2023 15:09	17020.0	8.5	None	None
01/07/2023 16:09	17022.8	2.8	None	None
01/07/2023 17:09	17023.2	0.4	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/07/2023 18:09	17029.7	6.5	None	None
01/07/2023 19:09	17031.6	1.9	None	None
01/07/2023 20:09	17034.6	3.0	None	None
01/07/2023 21:09	17034.6	0.0	None	None
01/07/2023 22:09	17036.3	1.7	None	None
01/07/2023 23:09	17044.4	8.1	None	None
01/08/2023 00:09	17066.2	21.8	None	None
01/08/2023 01:09	17066.8	0.6	None	None
01/08/2023 02:09	17066.8	0.0	None	None
01/08/2023 03:09	17066.8	0.0	None	None
01/08/2023 04:09	17066.8	0.0	None	None
01/08/2023 05:09	17066.8	0.0	None	None
01/08/2023 06:09	17066.8	0.0	None	None
01/08/2023 07:09	17066.8	0.0	None	None
01/08/2023 08:09	17066.8	0.0	None	None
01/08/2023 09:09	17066.8	0.0	None	None
01/08/2023 10:09	17070.2	3.4	None	None
01/08/2023 11:09	17073.1	2.9	None	None
01/08/2023 12:09	17073.7	0.6	None	None
01/08/2023 13:09	17073.7	0.0	None	None
01/08/2023 14:09	17080.0	6.3	None	None
01/08/2023 15:09	17083.9	3.9	None	None
01/08/2023 16:09	17088.9	5.0	None	None
01/08/2023 17:09	17091.9	3.0	None	None
01/08/2023 18:09	17103.4	11.5	None	None
01/08/2023 19:09	17115.7	12.3	None	None
01/08/2023 20:09	17126.8	11.1	None	None
01/08/2023 21:09	17141.5	14.7	None	None
01/08/2023 22:09	17145.4	3.9	None	None
01/08/2023 23:09	17146.8	1.4	None	None
01/09/2023 00:09	17146.8	0.0	None	None
01/09/2023 01:09	17146.8	0.0	None	None
01/09/2023 02:09	17146.8	0.0	None	None
01/09/2023 03:09	17146.8	0.0	None	None
01/09/2023 04:09	17146.8	0.0	None	None
01/09/2023 05:09	17146.8	0.0	None	None
01/09/2023 06:09	17146.8	0.0	None	None
01/09/2023 07:09	17148.4	1.6	None	None
01/09/2023 08:09	17151.5	3.1	None	None
01/09/2023 09:09	17157.3	5.8	None	None
01/09/2023 10:09	17166.9	9.6	None	None
01/09/2023 11:09	17166.9	0.0	None	None
01/09/2023 12:09	17166.9	0.0	None	None
01/09/2023 13:09	17171.5	4.6	None	None
01/09/2023 14:09	17178.7	7.2	None	None
01/09/2023 15:09	17215.9	37.2	None	None
01/09/2023 16:09	17248.9	33.0	None	None
01/09/2023 17:09	17265.9	17.0	None	None
01/09/2023 18:09	17271.1	5.2	None	None
01/09/2023 19:09	17274.4	3.3	None	None
01/09/2023 20:09	17274.9	0.5	None	None
01/09/2023 21:09	17284.4	9.5	None	None
01/09/2023 22:09	17326.6	42.2	None	None
01/09/2023 23:09	17329.1	2.5	None	None
01/10/2023 00:09	17329.1	0.0	None	None
01/10/2023 01:09	17329.1	0.0	None	None
01/10/2023 02:09	17329.1	0.0	None	None
01/10/2023 03:09	17329.1	0.0	None	None
01/10/2023 04:09	17329.1	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/10/2023 05:09	17329.1	0.0	None	None
01/10/2023 06:09	17329.1	0.0	None	None
01/10/2023 07:09	17330.3	1.2	None	None
01/10/2023 08:09	17330.3	0.0	None	None
01/10/2023 09:09	17330.3	0.0	None	None
01/10/2023 10:09	17333.1	2.8	None	None
01/10/2023 11:09	17352.4	19.3	None	None
01/10/2023 12:09	17400.4	48.0	None	None
01/10/2023 13:09	17424.1	23.7	None	None
01/10/2023 14:09	17441.5	17.4	None	None
01/10/2023 15:09	17489.7	48.2	None	None
01/10/2023 16:09	17519.7	30.0	None	None
01/10/2023 17:09	17536.0	16.3	None	None
01/10/2023 18:09	17597.5	61.5	None	None
01/10/2023 19:09	17639.4	41.9	None	None
01/10/2023 20:09	17645.1	5.7	None	None
01/10/2023 21:09	17664.6	19.5	None	None
01/10/2023 22:09	17718.5	53.9	None	None
01/10/2023 23:09	17718.5	0.0	None	None
01/11/2023 00:09	17718.5	0.0	None	None
01/11/2023 01:09	17718.5	0.0	None	None
01/11/2023 02:09	17718.5	0.0	None	None
01/11/2023 03:09	17718.5	0.0	None	None
01/11/2023 04:09	17718.5	0.0	None	None
01/11/2023 05:09	17718.5	0.0	None	None
01/11/2023 06:09	17723.5	5.0	None	None
01/11/2023 07:09	17723.6	0.1	None	None
01/11/2023 08:09	17723.6	0.0	None	None
01/11/2023 09:09	17723.6	0.0	None	None
01/11/2023 10:09	17723.9	0.3	None	None
01/11/2023 11:09	17726.9	3.0	None	None
01/11/2023 12:09	17742.7	15.8	None	None
01/11/2023 13:09	17746.7	4.0	None	None
01/11/2023 14:09	17746.7	0.0	None	None
01/11/2023 15:09	17750.6	3.9	None	None
01/11/2023 16:09	17751.7	1.1	None	None
01/11/2023 17:09	17755.9	4.2	None	None
01/11/2023 18:09	17757.6	1.7	None	None
01/11/2023 19:09	17762.2	4.6	None	None
01/11/2023 20:09	17766.4	4.2	None	None
01/11/2023 21:09	17766.4	0.0	None	None
01/11/2023 22:09	17788.7	22.3	None	None
01/11/2023 23:09	17790.2	1.5	None	None
01/12/2023 00:09	17792.1	1.9	None	None
01/12/2023 01:09	17793.1	1.0	None	None
01/12/2023 02:09	17793.1	0.0	None	None
01/12/2023 03:09	17793.1	0.0	None	None
01/12/2023 04:09	17793.1	0.0	None	None
01/12/2023 05:09	17793.1	0.0	None	None
01/12/2023 06:09	17799.5	6.4	None	None
01/12/2023 07:09	17801.7	2.2	None	None
01/12/2023 08:09	17801.7	0.0	None	None
01/12/2023 09:09	17801.7	0.0	None	None
01/12/2023 10:09	17804.4	2.7	None	None
01/12/2023 11:09	17804.4	0.0	None	None
01/12/2023 12:09	17806.5	2.1	None	None
01/12/2023 13:09	17810.2	3.7	None	None
01/12/2023 14:09	17813.9	3.7	None	None
01/12/2023 15:09	17820.1	6.2	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/12/2023 16:09	17822.4	2.3	None	None
01/12/2023 17:09	17825.0	2.6	None	None
01/12/2023 18:09	17828.2	3.2	None	None
01/12/2023 19:09	17833.2	5.0	None	None
01/12/2023 20:09	17845.9	12.7	None	None
01/12/2023 21:09	17850.9	5.0	None	None
01/12/2023 22:09	17879.7	28.8	None	None
01/12/2023 23:09	17881.4	1.7	None	None
01/13/2023 00:09	17881.4	0.0	None	None
01/13/2023 01:09	17881.4	0.0	None	None
01/13/2023 02:09	17881.4	0.0	None	None
01/13/2023 03:09	17881.4	0.0	None	None
01/13/2023 04:09	17881.4	0.0	None	None
01/13/2023 05:09	17881.4	0.0	None	None
01/13/2023 06:09	17881.4	0.0	None	None
01/13/2023 07:09	17882.0	0.6	None	None
01/13/2023 08:09	17882.7	0.7	None	None
01/13/2023 09:09	17885.5	2.8	None	None
01/13/2023 10:09	17886.4	0.9	None	None
01/13/2023 11:09	17899.5	13.1	None	None
01/13/2023 12:09	17902.3	2.8	None	None
01/13/2023 13:09	17910.2	7.9	None	None
01/13/2023 14:09	17911.7	1.5	None	None
01/13/2023 15:09	17911.7	0.0	None	None
01/13/2023 16:09	17918.7	7.0	None	None
01/13/2023 17:09	17918.7	0.0	None	None
01/13/2023 18:09	17923.2	4.5	None	None
01/13/2023 19:09	17925.3	2.1	None	None
01/13/2023 20:09	17935.5	10.2	None	None
01/13/2023 21:09	17936.4	0.9	None	None
01/13/2023 22:09	17937.4	1.0	None	None
01/13/2023 23:09	17938.8	1.4	None	None
01/14/2023 00:09	17941.1	2.3	None	None
01/14/2023 01:09	17941.1	0.0	None	None
01/14/2023 02:09	17941.8	0.7	None	None
01/14/2023 03:09	17941.8	0.0	None	None
01/14/2023 04:09	17941.8	0.0	None	None
01/14/2023 05:09	17941.8	0.0	None	None
01/14/2023 06:09	17941.8	0.0	None	None
01/14/2023 07:09	17941.8	0.0	None	None
01/14/2023 08:09	17941.8	0.0	None	None
01/14/2023 09:09	17941.8	0.0	None	None
01/14/2023 10:09	17944.2	2.4	None	None
01/14/2023 11:09	17950.1	5.9	None	None
01/14/2023 12:09	17950.1	0.0	None	None
01/14/2023 13:09	17951.2	1.1	None	None
01/14/2023 14:09	17953.2	2.0	None	None
01/14/2023 15:09	17957.9	4.7	None	None
01/14/2023 16:09	17960.5	2.6	None	None
01/14/2023 17:09	17990.1	29.6	None	None
01/14/2023 18:09	17993.7	3.6	None	None
01/14/2023 19:09	17995.3	1.6	None	None
01/14/2023 20:09	17995.3	0.0	None	None
01/14/2023 21:09	17995.3	0.0	None	None
01/14/2023 22:09	17995.3	0.0	None	None
01/14/2023 23:09	17997.0	1.7	None	None
01/15/2023 00:09	17997.0	0.0	None	None
01/15/2023 01:09	17997.5	0.5	None	None
01/15/2023 02:09	17997.5	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/15/2023 03:09	17997.5	0.0	None	None
01/15/2023 04:09	17997.5	0.0	None	None
01/15/2023 05:09	17998.2	0.7	None	None
01/15/2023 06:09	17998.2	0.0	None	None
01/15/2023 07:09	17998.2	0.0	None	None
01/15/2023 08:09	18001.6	3.4	None	None
01/15/2023 09:09	18002.0	0.4	None	None
01/15/2023 10:09	18003.5	1.5	None	None
01/15/2023 11:09	18005.1	1.6	None	None
01/15/2023 12:09	18005.1	0.0	None	None
01/15/2023 13:09	18008.9	3.8	None	None
01/15/2023 14:09	18013.5	4.6	None	None
01/15/2023 15:09	18020.3	6.8	None	None
01/15/2023 16:09	18024.3	4.0	None	None
01/15/2023 17:09	18024.3	0.0	None	None
01/15/2023 18:09	18024.3	0.0	None	None
01/15/2023 19:09	18025.0	0.7	None	None
01/15/2023 20:09	18025.0	0.0	None	None
01/15/2023 21:09	18027.9	2.9	None	None
01/15/2023 22:09	18027.9	0.0	None	None
01/15/2023 23:09	18027.9	0.0	None	None
01/16/2023 00:09	18028.5	0.6	None	None
01/16/2023 01:09	18028.5	0.0	None	None
01/16/2023 02:09	18028.5	0.0	None	None
01/16/2023 03:09	18028.5	0.0	None	None
01/16/2023 04:09	18028.5	0.0	None	None
01/16/2023 05:09	18028.5	0.0	None	None
01/16/2023 06:09	18029.1	0.6	None	None
01/16/2023 07:09	18029.1	0.0	None	None
01/16/2023 08:09	18029.1	0.0	None	None
01/16/2023 09:09	18029.1	0.0	None	None
01/16/2023 10:09	18030.6	1.5	None	None
01/16/2023 11:09	18032.6	2.0	None	None
01/16/2023 12:09	18032.6	0.0	None	None
01/16/2023 13:09	18033.3	0.7	None	None
01/16/2023 14:09	18033.3	0.0	None	None
01/16/2023 15:09	18033.3	0.0	None	None
01/16/2023 16:09	18033.3	0.0	None	None
01/16/2023 17:09	18033.3	0.0	None	None
01/16/2023 18:09	18033.3	0.0	None	None
01/16/2023 19:09	18033.3	0.0	None	None
01/16/2023 20:09	18033.9	0.6	None	None
01/16/2023 21:09	18033.9	0.0	None	None
01/16/2023 22:09	18033.9	0.0	None	None
01/16/2023 23:09	18033.9	0.0	None	None
01/17/2023 00:09	18033.9	0.0	None	None
01/17/2023 01:09	18033.9	0.0	None	None
01/17/2023 02:09	18033.9	0.0	None	None
01/17/2023 03:09	18033.9	0.0	None	None
01/17/2023 04:09	18033.9	0.0	None	None
01/17/2023 05:09	18034.5	0.6	None	None
01/17/2023 06:09	18034.5	0.0	None	None
01/17/2023 07:09	18034.5	0.0	None	None
01/17/2023 08:09	18034.5	0.0	None	None
01/17/2023 09:09	18034.5	0.0	None	None
01/17/2023 10:09	18034.5	0.0	None	None
01/17/2023 11:09	18034.5	0.0	None	None
01/17/2023 12:09	18037.4	2.9	None	None
01/17/2023 13:09	18043.4	6.0	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/17/2023 14:09	18044.1	0.7	None	None
01/17/2023 15:09	18044.1	0.0	None	None
01/17/2023 16:09	18044.1	0.0	None	None
01/17/2023 17:09	18044.1	0.0	None	None
01/17/2023 18:09	18044.1	0.0	None	None
01/17/2023 19:09	18044.1	0.0	None	None
01/17/2023 20:09	18044.1	0.0	None	None
01/17/2023 21:09	18044.1	0.0	None	None
01/17/2023 22:09	18044.1	0.0	None	None
01/17/2023 23:09	18044.8	0.7	None	None
01/18/2023 00:09	18044.8	0.0	None	None
01/18/2023 01:09	18044.8	0.0	None	None
01/18/2023 02:09	18044.8	0.0	None	None
01/18/2023 03:09	18044.8	0.0	None	None
01/18/2023 04:09	18044.8	0.0	None	None
01/18/2023 05:09	18044.8	0.0	None	None
01/18/2023 06:09	18044.8	0.0	None	None
01/18/2023 07:09	18044.8	0.0	None	None
01/18/2023 08:09	18045.4	0.6	None	None
01/18/2023 09:09	18045.4	0.0	None	None
01/18/2023 10:09	18045.4	0.0	None	None
01/18/2023 11:09	18045.4	0.0	None	None
01/18/2023 12:09	18048.0	2.6	None	None
01/18/2023 13:09	18048.0	0.0	None	None
01/18/2023 14:09	18049.1	1.1	None	None
01/18/2023 15:09	18049.1	0.0	None	None
01/18/2023 16:09	18049.1	0.0	None	None
01/18/2023 17:09	18049.1	0.0	None	None
01/18/2023 18:09	18049.1	0.0	None	None
01/18/2023 19:09	18049.8	0.7	None	None
01/18/2023 20:09	18049.8	0.0	None	None
01/18/2023 21:09	18049.8	0.0	None	None
01/18/2023 22:09	18049.8	0.0	None	None
01/18/2023 23:09	18049.8	0.0	None	None
01/19/2023 00:09	18049.8	0.0	None	None
01/19/2023 01:09	18049.8	0.0	None	None
01/19/2023 02:09	18049.8	0.0	None	None
01/19/2023 03:09	18049.8	0.0	None	None
01/19/2023 04:09	18049.8	0.0	None	None
01/19/2023 05:09	18049.8	0.0	None	None
01/19/2023 06:09	18050.4	0.6	None	None
01/19/2023 07:09	18050.4	0.0	None	None
01/19/2023 08:09	18050.4	0.0	None	None
01/19/2023 09:09	18050.4	0.0	None	None
01/19/2023 10:09	18050.4	0.0	None	None
01/19/2023 11:09	18050.4	0.0	None	None
01/19/2023 12:09	18050.4	0.0	None	None
01/19/2023 13:09	18050.4	0.0	None	None
01/19/2023 14:09	18050.4	0.0	None	None
01/19/2023 15:09	18050.4	0.0	None	None
01/19/2023 16:09	18050.4	0.0	None	None
01/19/2023 17:09	18051.1	0.7	None	None
01/19/2023 18:09	18051.1	0.0	None	None
01/19/2023 19:09	18051.1	0.0	None	None
01/19/2023 20:09	18051.1	0.0	None	None
01/19/2023 21:09	18051.1	0.0	None	None
01/19/2023 22:09	18051.1	0.0	None	None
01/19/2023 23:09	18051.1	0.0	None	None
01/20/2023 00:09	18051.1	0.0	None	None



Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/20/2023 01:09	18051.1	0.0	None	None
01/20/2023 02:09	18051.1	0.0	None	None
01/20/2023 03:09	18051.1	0.0	None	None
01/20/2023 04:09	18051.7	0.6	None	None
01/20/2023 05:09	18051.7	0.0	None	None
01/20/2023 06:09	18051.7	0.0	None	None
01/20/2023 07:09	18051.7	0.0	None	None
01/20/2023 08:09	18051.7	0.0	None	None
01/20/2023 09:09	18051.7	0.0	None	None
01/20/2023 10:09	18051.7	0.0	None	None
01/20/2023 11:09	18051.7	0.0	None	None
01/20/2023 12:09	18051.7	0.0	None	None
01/20/2023 13:09	18051.7	0.0	None	None
01/20/2023 14:09	18051.7	0.0	None	None
01/20/2023 15:09	18051.7	0.0	None	None
01/20/2023 16:09	18052.4	0.7	None	None
01/20/2023 17:09	18052.4	0.0	None	None
01/20/2023 18:09	18052.4	0.0	None	None
01/20/2023 19:09	18052.4	0.0	None	None
01/20/2023 20:09	18052.4	0.0	None	None
01/20/2023 21:09	18052.4	0.0	None	None
01/20/2023 22:09	18052.4	0.0	None	None
01/20/2023 23:09	18052.4	0.0	None	None
01/21/2023 00:09	18052.4	0.0	None	None
01/21/2023 01:09	18052.4	0.0	None	None
01/21/2023 02:09	18052.4	0.0	None	None
01/21/2023 03:09	18052.4	0.0	None	None
01/21/2023 04:09	18052.4	0.0	None	None
01/21/2023 05:09	18053.0	0.6	None	None
01/21/2023 06:09	18053.0	0.0	None	None
01/21/2023 07:09	18053.0	0.0	None	None
01/21/2023 08:09	18053.0	0.0	None	None
01/21/2023 09:09	18053.0	0.0	None	None
01/21/2023 10:09	18053.0	0.0	None	None
01/21/2023 11:09	18053.0	0.0	None	None
01/21/2023 12:09	18053.0	0.0	None	None
01/21/2023 13:09	18053.0	0.0	None	None
01/21/2023 14:09	18053.0	0.0	None	None
01/21/2023 15:09	18053.0	0.0	None	None
01/21/2023 16:09	18053.0	0.0	None	None
01/21/2023 17:09	18053.0	0.0	None	None
01/21/2023 18:09	18053.0	0.0	None	None
01/21/2023 19:09	18053.7	0.7	None	None
01/21/2023 20:09	18053.7	0.0	None	None
01/21/2023 21:09	18053.7	0.0	None	None
01/21/2023 22:09	18053.7	0.0	None	None
01/21/2023 23:09	18053.7	0.0	None	None
01/22/2023 00:09	18053.7	0.0	None	None
01/22/2023 01:09	18053.7	0.0	None	None
01/22/2023 02:09	18053.7	0.0	None	None
01/22/2023 03:09	18053.7	0.0	None	None
01/22/2023 04:09	18053.7	0.0	None	None
01/22/2023 05:09	18053.7	0.0	None	None
01/22/2023 06:09	18053.7	0.0	None	None
01/22/2023 07:09	18053.7	0.0	None	None
01/22/2023 08:09	18054.3	0.6	None	None
01/22/2023 09:09	18054.3	0.0	None	None
01/22/2023 10:09	18054.3	0.0	None	None
01/22/2023 11:09	18054.3	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/22/2023 12:09	18054.3	0.0	None	None
01/22/2023 13:09	18054.3	0.0	None	None
01/22/2023 14:09	18054.3	0.0	None	None
01/22/2023 15:09	18054.3	0.0	None	None
01/22/2023 16:09	18054.3	0.0	None	None
01/22/2023 17:09	18054.3	0.0	None	None
01/22/2023 18:09	18054.3	0.0	None	None
01/22/2023 19:09	18054.3	0.0	None	None
01/22/2023 20:09	18054.3	0.0	None	None
01/22/2023 21:09	18054.3	0.0	None	None
01/22/2023 22:09	18055.0	0.7	None	None
01/22/2023 23:09	18055.0	0.0	None	None
01/23/2023 00:09	18055.0	0.0	None	None
01/23/2023 01:09	18055.0	0.0	None	None
01/23/2023 02:09	18055.0	0.0	None	None
01/23/2023 03:09	18055.0	0.0	None	None
01/23/2023 04:09	18055.0	0.0	None	None
01/23/2023 05:09	18055.0	0.0	None	None
01/23/2023 06:09	18055.0	0.0	None	None
01/23/2023 07:09	18055.0	0.0	None	None
01/23/2023 08:09	18055.0	0.0	None	None
01/23/2023 09:09	18055.0	0.0	None	None
01/23/2023 10:09	18055.0	0.0	None	None
01/23/2023 11:09	18055.0	0.0	None	None
01/23/2023 12:09	18055.6	0.6	None	None
01/23/2023 13:09	18055.6	0.0	None	None
01/23/2023 14:09	18055.6	0.0	None	None
01/23/2023 15:09	18055.6	0.0	None	None
01/23/2023 16:09	18055.6	0.0	None	None
01/23/2023 17:09	18055.6	0.0	None	None
01/23/2023 18:09	18055.6	0.0	None	None
01/23/2023 19:09	18055.6	0.0	None	None
01/23/2023 20:09	18055.6	0.0	None	None
01/23/2023 21:09	18055.6	0.0	None	None
01/23/2023 22:09	18055.6	0.0	None	None
01/23/2023 23:09	18055.6	0.0	None	None
01/24/2023 00:09	18055.6	0.0	None	None
01/24/2023 01:09	18055.6	0.0	None	None
01/24/2023 02:09	18055.6	0.0	None	None
01/24/2023 03:09	18056.3	0.7	None	None
01/24/2023 04:09	18056.3	0.0	None	None
01/24/2023 05:09	18056.3	0.0	None	None
01/24/2023 06:09	18056.3	0.0	None	None
01/24/2023 07:09	18056.3	0.0	None	None
01/24/2023 08:09	18056.3	0.0	None	None
01/24/2023 09:09	18056.3	0.0	None	None
01/24/2023 10:09	18056.3	0.0	None	None
01/24/2023 11:09	18056.3	0.0	None	None
01/24/2023 12:09	18056.3	0.0	None	None
01/24/2023 13:09	18056.3	0.0	None	None
01/24/2023 14:09	18056.7	0.4	None	None
01/24/2023 15:09	18056.7	0.0	None	None
01/24/2023 16:09	18056.7	0.0	None	None
01/24/2023 17:09	18056.7	0.0	None	None
01/24/2023 18:09	18057.3	0.6	None	None
01/24/2023 19:09	18057.3	0.0	None	None
01/24/2023 20:09	18057.3	0.0	None	None
01/24/2023 21:09	18057.3	0.0	None	None
01/24/2023 22:09	18057.3	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/24/2023 23:09	18057.3	0.0	None	None
01/25/2023 00:09	18057.3	0.0	None	None
01/25/2023 01:09	18057.3	0.0	None	None
01/25/2023 02:09	18057.3	0.0	None	None
01/25/2023 03:09	18057.3	0.0	None	None
01/25/2023 04:09	18057.3	0.0	None	None
01/25/2023 05:09	18057.3	0.0	None	None
01/25/2023 06:09	18057.3	0.0	None	None
01/25/2023 07:09	18057.3	0.0	None	None
01/25/2023 08:09	18057.3	0.0	None	None
01/25/2023 09:09	18057.3	0.0	None	None
01/25/2023 10:09	18058.0	0.7	None	None
01/25/2023 11:09	18058.0	0.0	None	None
01/25/2023 12:09	18058.0	0.0	None	None
01/25/2023 13:09	18058.0	0.0	None	None
01/25/2023 14:09	18058.0	0.0	None	None
01/25/2023 15:09	18058.0	0.0	None	None
01/25/2023 16:09	18058.0	0.0	None	None
01/25/2023 17:09	18058.0	0.0	None	None
01/25/2023 18:09	18063.2	5.2	None	None
01/25/2023 19:09	18063.2	0.0	None	None
01/25/2023 20:09	18063.2	0.0	None	None
01/25/2023 21:09	18063.2	0.0	None	None
01/25/2023 22:09	18063.2	0.0	None	None
01/25/2023 23:09	18063.2	0.0	None	None
01/26/2023 00:09	18063.2	0.0	None	None
01/26/2023 01:09	18063.2	0.0	None	None
01/26/2023 02:09	18063.2	0.0	None	None
01/26/2023 03:09	18063.2	0.0	None	None
01/26/2023 04:09	18063.8	0.6	None	None
01/26/2023 05:09	18063.8	0.0	None	None
01/26/2023 06:09	18063.8	0.0	None	None
01/26/2023 07:09	18063.8	0.0	None	None
01/26/2023 08:09	18063.8	0.0	None	None
01/26/2023 09:09	18063.8	0.0	None	None
01/26/2023 10:09	18063.8	0.0	None	None
01/26/2023 11:09	18063.8	0.0	None	None
01/26/2023 12:09	18063.8	0.0	None	None
01/26/2023 13:09	18063.8	0.0	None	None
01/26/2023 14:09	18063.8	0.0	None	None
01/26/2023 15:09	18063.8	0.0	None	None
01/26/2023 16:09	18063.8	0.0	None	None
01/26/2023 17:09	18064.5	0.7	None	None
01/26/2023 18:09	18064.5	0.0	None	None
01/26/2023 19:09	18064.5	0.0	None	None
01/26/2023 20:09	18064.5	0.0	None	None
01/26/2023 21:09	18064.5	0.0	None	None
01/26/2023 22:09	18064.5	0.0	None	None
01/26/2023 23:09	18064.5	0.0	None	None
01/27/2023 00:09	18064.5	0.0	None	None
01/27/2023 01:09	18064.5	0.0	None	None
01/27/2023 02:09	18064.5	0.0	None	None
01/27/2023 03:09	18064.5	0.0	None	None
01/27/2023 04:09	18064.5	0.0	None	None
01/27/2023 05:09	18064.5	0.0	None	None
01/27/2023 06:09	18064.5	0.0	None	None
01/27/2023 07:09	18065.1	0.6	None	None
01/27/2023 08:09	18065.1	0.0	None	None
01/27/2023 09:09	18065.1	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/27/2023 10:09	18065.1	0.0	None	None
01/27/2023 11:09	18065.1	0.0	None	None
01/27/2023 12:09	18065.1	0.0	None	None
01/27/2023 13:09	18065.1	0.0	None	None
01/27/2023 14:09	18065.1	0.0	None	None
01/27/2023 15:09	18065.1	0.0	None	None
01/27/2023 16:09	18065.5	0.4	None	None
01/27/2023 17:09	18065.5	0.0	None	None
01/27/2023 18:09	18065.5	0.0	None	None
01/27/2023 19:09	18065.5	0.0	None	None
01/27/2023 20:09	18065.5	0.0	None	None
01/27/2023 21:09	18065.5	0.0	None	None
01/27/2023 22:09	18065.5	0.0	None	None
01/27/2023 23:09	18065.5	0.0	None	None
01/28/2023 00:09	18065.5	0.0	None	None
01/28/2023 01:09	18066.2	0.7	None	None
01/28/2023 02:09	18066.2	0.0	None	None
01/28/2023 03:09	18066.2	0.0	None	None
01/28/2023 04:09	18066.2	0.0	None	None
01/28/2023 05:09	18066.2	0.0	None	None
01/28/2023 06:09	18066.2	0.0	None	None
01/28/2023 07:09	18066.2	0.0	None	None
01/28/2023 08:09	18066.2	0.0	None	None
01/28/2023 09:09	18066.2	0.0	None	None
01/28/2023 10:09	18066.2	0.0	None	None
01/28/2023 11:09	18066.2	0.0	None	None
01/28/2023 12:09	18066.2	0.0	None	None
01/28/2023 13:09	18066.2	0.0	None	None
01/28/2023 14:09	18066.2	0.0	None	None
01/28/2023 15:09	18066.2	0.0	None	None
01/28/2023 16:09	18066.2	0.0	None	None
01/28/2023 17:09	18066.2	0.0	None	None
01/28/2023 18:09	18066.2	0.0	None	None
01/28/2023 19:09	18066.2	0.0	None	None
01/28/2023 20:09	18066.2	0.0	None	None
01/28/2023 21:09	18066.9	0.7	None	None
01/28/2023 22:09	18066.9	0.0	None	None
01/28/2023 23:09	18066.9	0.0	None	None
01/29/2023 00:09	18066.9	0.0	None	None
01/29/2023 01:09	18066.9	0.0	None	None
01/29/2023 02:09	18066.9	0.0	None	None
01/29/2023 03:09	18066.9	0.0	None	None
01/29/2023 04:09	18066.9	0.0	None	None
01/29/2023 05:09	18066.9	0.0	None	None
01/29/2023 06:09	18066.9	0.0	None	None
01/29/2023 07:09	18066.9	0.0	None	None
01/29/2023 08:09	18066.9	0.0	None	None
01/29/2023 09:09	18066.9	0.0	None	None
01/29/2023 10:09	18066.9	0.0	None	None
01/29/2023 11:09	18066.9	0.0	None	None
01/29/2023 12:09	18066.9	0.0	None	None
01/29/2023 13:09	18066.9	0.0	None	None
01/29/2023 14:09	18066.9	0.0	None	None
01/29/2023 15:09	18066.9	0.0	None	None
01/29/2023 16:09	18066.9	0.0	None	None
01/29/2023 17:09	18066.9	0.0	None	None
01/29/2023 18:09	18067.5	0.6	None	None
01/29/2023 19:09	18067.5	0.0	None	None
01/29/2023 20:09	18067.5	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/29/2023 21:09	18067.5	0.0	None	None
01/29/2023 22:09	18067.5	0.0	None	None
01/29/2023 23:09	18067.5	0.0	None	None
01/30/2023 00:09	18067.5	0.0	None	None
01/30/2023 01:09	18067.5	0.0	None	None
01/30/2023 02:09	18067.5	0.0	None	None
01/30/2023 03:09	18067.5	0.0	None	None
01/30/2023 04:09	18067.5	0.0	None	None
01/30/2023 05:09	18067.5	0.0	None	None
01/30/2023 06:09	18067.5	0.0	None	None
01/30/2023 07:09	18067.5	0.0	None	None
01/30/2023 08:09	18067.5	0.0	None	None
01/30/2023 09:09	18067.5	0.0	None	None
01/30/2023 10:09	18067.5	0.0	None	None
01/30/2023 11:09	18067.5	0.0	None	None
01/30/2023 12:09	18067.5	0.0	None	None
01/30/2023 13:09	18067.5	0.0	None	None
01/30/2023 14:09	18067.5	0.0	None	None
01/30/2023 15:09	18067.5	0.0	None	None
01/30/2023 16:09	18067.5	0.0	None	None
01/30/2023 17:09	18067.5	0.0	None	None
01/30/2023 18:09	18067.5	0.0	None	None
01/30/2023 19:09	18068.2	0.7	None	None
01/30/2023 20:09	18068.2	0.0	None	None
01/30/2023 21:09	18068.2	0.0	None	None
01/30/2023 22:09	18068.2	0.0	None	None
01/30/2023 23:09	18068.2	0.0	None	None
01/31/2023 00:09	18068.2	0.0	None	None
01/31/2023 01:09	18068.2	0.0	None	None
01/31/2023 02:09	18068.2	0.0	None	None
01/31/2023 03:09	18068.2	0.0	None	None
01/31/2023 04:09	18068.2	0.0	None	None
01/31/2023 05:09	18068.2	0.0	None	None
01/31/2023 06:09	18068.2	0.0	None	None
01/31/2023 07:09	18068.2	0.0	None	None
01/31/2023 08:09	18068.6	0.4	None	None
01/31/2023 09:09	18068.6	0.0	None	None
01/31/2023 10:09	18068.6	0.0	None	None
01/31/2023 11:09	18068.6	0.0	None	None
01/31/2023 12:09	18068.6	0.0	None	None
01/31/2023 13:09	18068.6	0.0	None	None
01/31/2023 14:09	18068.6	0.0	None	None
01/31/2023 15:09	18068.6	0.0	None	None
01/31/2023 16:09	18068.6	0.0	None	None
01/31/2023 17:09	18068.6	0.0	None	None
01/31/2023 18:09	18068.6	0.0	None	None
01/31/2023 19:09	18068.6	0.0	None	None
01/31/2023 20:09	18068.6	0.0	None	None
01/31/2023 21:09	18069.3	0.7	None	None
01/31/2023 22:09	18069.3	0.0	None	None
01/31/2023 23:09	18069.3	0.0	None	None
02/01/2023 00:09	18069.3	0.0	None	None
02/01/2023 01:09	18069.3	0.0	None	None
02/01/2023 02:09	18069.3	0.0	None	None
02/01/2023 03:09	18069.3	0.0	None	None
02/01/2023 04:09	18069.3	0.0	None	None
02/01/2023 05:09	18069.3	0.0	None	None
02/01/2023 06:09	18069.3	0.0	None	None
02/01/2023 07:09	18069.3	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/01/2023 08:09	18069.3	0.0	None	None
02/01/2023 09:09	18069.3	0.0	None	None
02/01/2023 10:09	18069.3	0.0	None	None
02/01/2023 11:09	18069.3	0.0	None	None
02/01/2023 12:09	18069.3	0.0	None	None
02/01/2023 13:09	18069.3	0.0	None	None
02/01/2023 14:09	18121.9	52.6	None	None
02/01/2023 15:09	18322.0	200.1	None	None
02/01/2023 16:09	18526.2	204.2	None	None
02/01/2023 17:09	18731.6	205.4	None	None
02/01/2023 18:09	18937.6	206.0	None	None
02/01/2023 19:09	19145.3	207.7	None	None
02/01/2023 20:09	19353.5	208.2	None	None
02/01/2023 21:09	19558.4	204.9	None	None
02/01/2023 22:09	19763.9	205.5	None	None
02/01/2023 23:09	19967.8	203.9	None	None
02/02/2023 00:09	20174.9	207.1	None	None
02/02/2023 01:09	20384.9	210.0	None	None
02/02/2023 02:09	20591.5	206.6	None	Intermittent
02/02/2023 03:09	20805.6	214.1	None	Intermittent
02/02/2023 04:09	21021.3	215.7	None	Intermittent
02/02/2023 05:09	21219.4	198.1	None	Intermittent
02/02/2023 06:09	21420.0	200.6	None	Intermittent
02/02/2023 07:09	21616.7	196.7	None	Intermittent
02/02/2023 08:09	21816.1	199.4	None	Intermittent
02/02/2023 09:09	22018.9	202.8	None	Intermittent
02/02/2023 10:09	22219.7	200.8	None	Intermittent
02/02/2023 11:09	22420.2	200.5	None	Intermittent
02/02/2023 12:09	22620.5	200.3	None	Intermittent
02/02/2023 13:09	22819.9	199.4	None	Intermittent
02/02/2023 14:09	23021.9	202.0	None	Continuous
02/02/2023 15:09	23225.6	203.7	None	Continuous
02/02/2023 16:09	23428.0	202.4	None	Continuous
02/02/2023 17:09	23631.4	203.4	None	Continuous
02/02/2023 18:09	23833.7	202.3	None	Continuous
02/02/2023 19:09	24038.4	204.7	None	Continuous
02/02/2023 20:09	24245.0	206.6	None	Continuous
02/02/2023 21:09	24452.0	207.0	None	Continuous
02/02/2023 22:09	24653.1	201.1	None	Continuous
02/02/2023 23:09	24855.2	202.1	None	Continuous
02/03/2023 00:09	25057.4	202.2	None	Continuous
02/03/2023 01:09	25261.9	204.5	None	Continuous
02/03/2023 02:09	25468.7	206.8	None	Continuous
02/03/2023 03:09	25676.8	208.1	None	Continuous
02/03/2023 04:09	25881.3	204.5	None	Continuous
02/03/2023 05:09	26091.9	210.6	None	Continuous
02/03/2023 06:09	26301.2	209.3	None	Continuous
02/03/2023 07:09	26505.9	204.7	None	Continuous
02/03/2023 08:09	26709.9	204.0	None	Continuous
02/03/2023 09:09	26918.3	208.4	None	Continuous
02/03/2023 10:09	27126.0	207.7	None	Continuous
02/03/2023 11:09	27333.1	207.1	None	Continuous
02/03/2023 12:09	27542.2	209.1	None	Continuous
02/03/2023 13:09	27755.0	212.8	None	Continuous
02/03/2023 14:09	27969.0	214.0	None	Continuous
02/03/2023 15:09	28178.4	209.4	None	Continuous
02/03/2023 16:09	28382.3	203.9	None	Continuous
02/03/2023 17:09	28584.2	201.9	None	Continuous
02/03/2023 18:09	28784.3	200.1	None	Continuous

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/03/2023 19:09	28983.5	199.2	None	Continuous
02/03/2023 20:09	29184.8	201.3	None	Continuous
02/03/2023 21:09	29387.8	203.0	None	Continuous
02/03/2023 22:09	29592.1	204.3	None	Continuous
02/03/2023 23:09	29797.8	205.7	None	Continuous
02/04/2023 00:09	30004.0	206.2	None	Continuous
02/04/2023 01:09	30208.7	204.7	None	Continuous
02/04/2023 02:09	30414.7	206.0	None	Continuous
02/04/2023 03:09	30623.5	208.8	None	Continuous
02/04/2023 04:09	30833.0	209.5	None	Continuous
02/04/2023 05:09	31042.9	209.9	None	Continuous
02/04/2023 06:09	31255.9	213.0	None	Continuous
02/04/2023 07:09	31464.9	209.0	None	Continuous
02/04/2023 08:09	31670.4	205.5	None	Continuous
02/04/2023 09:09	31872.3	201.9	None	Continuous
02/04/2023 10:09	32074.8	202.5	None	Continuous
02/04/2023 11:09	32275.0	200.2	None	Continuous
02/04/2023 12:09	32476.1	201.1	None	Continuous
02/04/2023 13:09	32614.1	138.0	None	Intermittent
02/04/2023 14:09	32614.1	0.0	None	Intermittent
02/04/2023 15:09	32614.1	0.0	None	Intermittent
02/04/2023 16:09	32614.1	0.0	None	Intermittent
02/04/2023 17:09	32614.1	0.0	None	Intermittent
02/04/2023 18:09	32614.1	0.0	None	Intermittent
02/04/2023 19:09	32614.1	0.0	None	Intermittent
02/04/2023 20:09	32614.1	0.0	None	Intermittent
02/04/2023 21:09	32614.1	0.0	None	Intermittent
02/04/2023 22:09	32614.1	0.0	None	Intermittent
02/04/2023 23:09	32614.1	0.0	None	Intermittent
02/05/2023 00:09	32614.1	0.0	None	Intermittent
02/05/2023 01:09	32614.8	0.7	None	None
02/05/2023 02:09	32614.8	0.0	None	None
02/05/2023 03:09	32614.8	0.0	None	None
02/05/2023 04:09	32614.8	0.0	None	None
02/05/2023 05:09	32614.8	0.0	None	None
02/05/2023 06:09	32614.8	0.0	None	None
02/05/2023 07:09	32614.8	0.0	None	None
02/05/2023 08:09	32614.8	0.0	None	None
02/05/2023 09:09	32614.8	0.0	None	None
02/05/2023 10:09	32614.8	0.0	None	None
02/05/2023 11:09	32614.8	0.0	None	None
02/05/2023 12:09	32614.8	0.0	None	None
02/05/2023 13:09	32614.8	0.0	None	None
02/05/2023 14:09	32614.8	0.0	None	None
02/05/2023 15:09	32614.8	0.0	None	None
02/05/2023 16:09	32614.8	0.0	None	None
02/05/2023 17:09	32614.8	0.0	None	None
02/05/2023 18:09	32614.8	0.0	None	None
02/05/2023 19:09	32614.8	0.0	None	None
02/05/2023 20:09	32614.8	0.0	None	None
02/05/2023 21:09	32614.8	0.0	None	None
02/05/2023 22:09	32614.8	0.0	None	None
02/05/2023 23:09	32614.8	0.0	None	None
02/06/2023 00:09	32614.8	0.0	None	None
02/06/2023 01:09	32614.8	0.0	None	None
02/06/2023 02:09	32614.8	0.0	None	None
02/06/2023 03:09	32614.8	0.0	None	None
02/06/2023 04:09	32614.8	0.0	None	None
02/06/2023 05:09	32614.8	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/06/2023 06:09	32614.8	0.0	None	None
02/06/2023 07:09	32614.8	0.0	None	None
02/06/2023 08:09	32614.8	0.0	None	None
02/06/2023 09:09	32614.8	0.0	None	None
02/06/2023 10:09	32614.8	0.0	None	None
02/06/2023 11:09	32614.8	0.0	None	None
02/06/2023 12:09	32614.8	0.0	None	None
02/06/2023 13:09	32615.4	0.6	None	None
02/06/2023 14:09	32615.4	0.0	None	None
02/06/2023 15:09	32615.4	0.0	None	None
02/06/2023 16:09	32615.4	0.0	None	None
02/06/2023 17:09	32615.5	0.1	None	None
02/06/2023 18:09	32615.5	0.0	None	None
02/06/2023 19:09	32615.5	0.0	None	None
02/06/2023 20:09	32615.5	0.0	None	None
02/06/2023 21:09	32615.5	0.0	None	None
02/06/2023 22:09	32615.5	0.0	None	None
02/06/2023 23:09	32615.5	0.0	None	None
02/07/2023 00:09	32615.5	0.0	None	None
02/07/2023 01:09	32615.5	0.0	None	None
02/07/2023 02:09	32615.5	0.0	None	None
02/07/2023 03:09	32615.5	0.0	None	None
02/07/2023 04:09	32615.5	0.0	None	None
02/07/2023 05:09	32615.5	0.0	None	None
02/07/2023 06:09	32615.5	0.0	None	None
02/07/2023 07:09	32615.5	0.0	None	None
02/07/2023 08:09	32615.5	0.0	None	None
02/07/2023 09:09	32615.5	0.0	None	None
02/07/2023 10:09	32615.5	0.0	None	None
02/07/2023 11:09	32615.5	0.0	None	None
02/07/2023 12:09	32615.5	0.0	None	None
02/07/2023 13:09	32615.5	0.0	None	None
02/07/2023 14:09	32615.5	0.0	None	None
02/07/2023 15:09	32616.6	1.1	None	None
02/07/2023 16:09	32616.6	0.0	None	None
02/07/2023 17:09	32616.6	0.0	None	None
02/07/2023 18:09	32616.6	0.0	None	None
02/07/2023 19:09	32616.6	0.0	None	None
02/07/2023 20:09	32616.6	0.0	None	None
02/07/2023 21:09	32616.6	0.0	None	None
02/07/2023 22:09	32616.6	0.0	None	None
02/07/2023 23:09	32616.6	0.0	None	None
02/08/2023 00:09	32616.6	0.0	None	None
02/08/2023 01:09	32616.6	0.0	None	None
02/08/2023 02:09	32617.2	0.6	None	None
02/08/2023 03:09	32617.2	0.0	None	None
02/08/2023 04:09	32617.2	0.0	None	None
02/08/2023 05:09	32617.2	0.0	None	None
02/08/2023 06:09	32617.2	0.0	None	None
02/08/2023 07:09	32617.2	0.0	None	None
02/08/2023 08:09	32617.2	0.0	None	None
02/08/2023 09:09	32617.2	0.0	None	None
02/08/2023 10:09	32617.2	0.0	None	None
02/08/2023 11:09	32617.2	0.0	None	None
02/08/2023 12:09	32617.2	0.0	None	None
02/08/2023 13:09	32617.2	0.0	None	None
02/08/2023 14:09	32617.2	0.0	None	None
02/08/2023 15:09	32617.2	0.0	None	None
02/08/2023 16:09	32617.2	0.0	None	None



Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/08/2023 17:09	32617.2	0.0	None	None
02/08/2023 18:09	32617.2	0.0	None	None
02/08/2023 19:09	32617.2	0.0	None	None
02/08/2023 20:09	32617.2	0.0	None	None
02/08/2023 21:09	32617.2	0.0	None	None
02/08/2023 22:09	32617.2	0.0	None	None
02/08/2023 23:09	32617.2	0.0	None	None
02/09/2023 00:09	32617.2	0.0	None	None
02/09/2023 01:09	32617.2	0.0	None	None
02/09/2023 02:09	32617.2	0.0	None	None
02/09/2023 03:09	32617.2	0.0	None	None
02/09/2023 04:09	32617.2	0.0	None	None
02/09/2023 05:09	32617.2	0.0	None	None
02/09/2023 06:09	32617.2	0.0	None	None
02/09/2023 07:09	32617.2	0.0	None	None
02/09/2023 08:09	32617.2	0.0	None	None
02/09/2023 09:09	32617.2	0.0	None	None
02/09/2023 10:09	32617.2	0.0	None	None
02/09/2023 11:09	32617.2	0.0	None	None
02/09/2023 12:09	32617.2	0.0	None	None
02/09/2023 13:09	32617.2	0.0	None	None
02/09/2023 14:09	32617.2	0.0	None	None
02/09/2023 15:09	32617.2	0.0	None	None
02/09/2023 16:09	32617.2	0.0	None	None
02/09/2023 17:09	32617.2	0.0	None	None
02/09/2023 18:09	32617.9	0.7	None	None
02/09/2023 19:09	32617.9	0.0	None	None
02/09/2023 20:09	32617.9	0.0	None	None
02/09/2023 21:09	32617.9	0.0	None	None
02/09/2023 22:09	32617.9	0.0	None	None
02/09/2023 23:09	32617.9	0.0	None	None
02/10/2023 00:09	32617.9	0.0	None	None
02/10/2023 01:09	32617.9	0.0	None	None
02/10/2023 02:09	32617.9	0.0	None	None
02/10/2023 03:09	32617.9	0.0	None	None
02/10/2023 04:09	32617.9	0.0	None	None
02/10/2023 05:09	32617.9	0.0	None	None
02/10/2023 06:09	32617.9	0.0	None	None
02/10/2023 07:09	32617.9	0.0	None	None
02/10/2023 08:09	32617.9	0.0	None	None
02/10/2023 09:09	32617.9	0.0	None	None
02/10/2023 10:09	32617.9	0.0	None	None
02/10/2023 11:09	32617.9	0.0	None	None
02/10/2023 12:09	32617.9	0.0	None	None
02/10/2023 13:09	32617.9	0.0	None	None
02/10/2023 14:09	32617.9	0.0	None	None
02/10/2023 15:09	32617.9	0.0	None	None
02/10/2023 16:09	32617.9	0.0	None	None
02/10/2023 17:09	32617.9	0.0	None	None
02/10/2023 18:09	32617.9	0.0	None	None
02/10/2023 19:09	32617.9	0.0	None	None
02/10/2023 20:09	32617.9	0.0	None	None
02/10/2023 21:09	32617.9	0.0	None	None
02/10/2023 22:09	32617.9	0.0	None	None
02/10/2023 23:09	32617.9	0.0	None	None
02/11/2023 00:09	32617.9	0.0	None	None
02/11/2023 01:09	32617.9	0.0	None	None
02/11/2023 02:09	32617.9	0.0	None	None
02/11/2023 03:09	32617.9	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/11/2023 04:09	32617.9	0.0	None	None
02/11/2023 05:09	32617.9	0.0	None	None
02/11/2023 06:09	32617.9	0.0	None	None
02/11/2023 07:09	32617.9	0.0	None	None
02/11/2023 08:09	32617.9	0.0	None	None
02/11/2023 09:09	32618.5	0.6	None	None
02/11/2023 10:09	32618.5	0.0	None	None
02/11/2023 11:09	32618.5	0.0	None	None
02/11/2023 12:09	32618.5	0.0	None	None
02/11/2023 13:09	32618.5	0.0	None	None
02/11/2023 14:09	32618.5	0.0	None	None
02/11/2023 15:09	32618.5	0.0	None	None
02/11/2023 16:09	32618.5	0.0	None	None
02/11/2023 17:09	32618.5	0.0	None	None
02/11/2023 18:09	32618.5	0.0	None	None
02/11/2023 19:09	32618.5	0.0	None	None
02/11/2023 20:09	32618.5	0.0	None	None
02/11/2023 21:09	32618.5	0.0	None	None
02/11/2023 22:09	32618.5	0.0	None	None
02/11/2023 23:09	32618.5	0.0	None	None
02/12/2023 00:09	32618.5	0.0	None	None
02/12/2023 01:09	32618.5	0.0	None	None
02/12/2023 02:09	32618.5	0.0	None	None
02/12/2023 03:09	32618.5	0.0	None	None
02/12/2023 04:09	32618.5	0.0	None	None
02/12/2023 05:09	32618.5	0.0	None	None
02/12/2023 06:09	32618.5	0.0	None	None
02/12/2023 07:09	32618.5	0.0	None	None
02/12/2023 08:09	32618.5	0.0	None	None
02/12/2023 09:09	32618.5	0.0	None	None
02/12/2023 10:09	32618.5	0.0	None	None
02/12/2023 11:09	32618.5	0.0	None	None
02/12/2023 12:09	32618.5	0.0	None	None
02/12/2023 13:09	32618.5	0.0	None	None
02/12/2023 14:09	32618.5	0.0	None	None
02/12/2023 15:09	32618.5	0.0	None	None
02/12/2023 16:09	32618.5	0.0	None	None
02/12/2023 17:09	32618.5	0.0	None	None
02/12/2023 18:09	32618.5	0.0	None	None
02/12/2023 19:09	32618.5	0.0	None	None
02/12/2023 20:09	32618.5	0.0	None	None
02/12/2023 21:09	32618.5	0.0	None	None
02/12/2023 22:09	32618.5	0.0	None	None
02/12/2023 23:09	32618.5	0.0	None	None
02/13/2023 00:09	32618.5	0.0	None	None
02/13/2023 01:09	32618.5	0.0	None	None
02/13/2023 02:09	32618.5	0.0	None	None
02/13/2023 03:09	32618.5	0.0	None	None
02/13/2023 04:09	32618.5	0.0	None	None
02/13/2023 05:09	32619.2	0.7	None	None
02/13/2023 06:09	32619.2	0.0	None	None
02/13/2023 07:09	32619.2	0.0	None	None
02/13/2023 08:09	32619.2	0.0	None	None
02/13/2023 09:09	32619.2	0.0	None	None
02/13/2023 10:09	32619.2	0.0	None	None
02/13/2023 11:09	32619.2	0.0	None	None
02/13/2023 12:09	32619.2	0.0	None	None
02/13/2023 13:09	32619.2	0.0	None	None
02/13/2023 14:09	32619.2	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/13/2023 15:09	32619.2	0.0	None	None
02/13/2023 16:09	32619.2	0.0	None	None
02/13/2023 17:09	32619.2	0.0	None	None
02/13/2023 18:09	32622.0	2.8	None	None
02/13/2023 19:09	32622.0	0.0	None	None
02/13/2023 20:09	32622.0	0.0	None	None
02/13/2023 21:09	32622.0	0.0	None	None
02/13/2023 22:09	32622.0	0.0	None	None
02/13/2023 23:09	32622.0	0.0	None	None
02/14/2023 00:09	32622.0	0.0	None	None
02/14/2023 01:09	32622.0	0.0	None	None
02/14/2023 02:09	32622.0	0.0	None	None
02/14/2023 03:09	32622.0	0.0	None	None
02/14/2023 04:09	32622.0	0.0	None	None
02/14/2023 05:09	32622.0	0.0	None	None
02/14/2023 06:09	32622.0	0.0	None	None
02/14/2023 07:09	32622.0	0.0	None	None
02/14/2023 08:09	32622.0	0.0	None	None
02/14/2023 09:09	32622.0	0.0	None	None
02/14/2023 10:09	32622.0	0.0	None	None
02/14/2023 11:09	32622.0	0.0	None	None
02/14/2023 12:09	32622.0	0.0	None	None
02/14/2023 13:09	32622.0	0.0	None	None
02/14/2023 14:09	32622.0	0.0	None	None
02/14/2023 15:09	32622.0	0.0	None	None
02/14/2023 16:09	32622.0	0.0	None	None
02/14/2023 17:09	32622.0	0.0	None	None
02/14/2023 18:09	32622.0	0.0	None	None
02/14/2023 19:09	32622.0	0.0	None	None
02/14/2023 20:09	32622.0	0.0	None	None
02/14/2023 21:09	32622.0	0.0	None	None
02/14/2023 22:09	32622.0	0.0	None	None
02/14/2023 23:09	32622.0	0.0	None	None
02/15/2023 00:09	32622.0	0.0	None	None
02/15/2023 01:09	32622.0	0.0	None	None
02/15/2023 02:09	32622.6	0.6	None	None
02/15/2023 03:09	32622.6	0.0	None	None
02/15/2023 04:09	32622.6	0.0	None	None
02/15/2023 05:09	32622.6	0.0	None	None
02/15/2023 06:09	32622.6	0.0	None	None
02/15/2023 07:09	32622.6	0.0	None	None
02/15/2023 08:09	32622.6	0.0	None	None
02/15/2023 09:09	32622.6	0.0	None	None
02/15/2023 10:09	32622.6	0.0	None	None
02/15/2023 11:09	32624.0	1.4	None	None
02/15/2023 12:09	32624.0	0.0	None	None
02/15/2023 13:09	32624.0	0.0	None	None
02/15/2023 14:09	32624.0	0.0	None	None
02/15/2023 15:09	32624.0	0.0	None	None
02/15/2023 16:09	32624.0	0.0	None	None
02/15/2023 17:09	32624.0	0.0	None	None
02/15/2023 18:09	32624.0	0.0	None	None
02/15/2023 19:09	32624.0	0.0	None	None
02/15/2023 20:09	32624.0	0.0	None	None
02/15/2023 21:09	32624.0	0.0	None	None
02/15/2023 22:09	32624.0	0.0	None	None
02/15/2023 23:09	32624.0	0.0	None	None
02/16/2023 00:09	32624.0	0.0	None	None
02/16/2023 01:09	32624.0	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/16/2023 02:09	32624.0	0.0	None	None
02/16/2023 03:09	32624.0	0.0	None	None
02/16/2023 04:09	32624.0	0.0	None	None
02/16/2023 05:09	32624.0	0.0	None	None
02/16/2023 06:09	32624.0	0.0	None	None
02/16/2023 07:09	32624.0	0.0	None	None
02/16/2023 08:09	32624.0	0.0	None	None
02/16/2023 09:09	32624.0	0.0	None	None
02/16/2023 10:09	32624.0	0.0	None	None
02/16/2023 11:09	32624.0	0.0	None	None
02/16/2023 12:09	32624.0	0.0	None	None
02/16/2023 13:09	32624.0	0.0	None	None
02/16/2023 14:09	32624.0	0.0	None	None
02/16/2023 15:09	32624.0	0.0	None	None
02/16/2023 16:09	32624.0	0.0	None	None
02/16/2023 17:09	32624.0	0.0	None	None
02/16/2023 18:09	32624.0	0.0	None	None
02/16/2023 19:09	32624.0	0.0	None	None
02/16/2023 20:09	32624.0	0.0	None	None
02/16/2023 21:09	32624.0	0.0	None	None
02/16/2023 22:09	32624.7	0.7	None	None
02/16/2023 23:09	32624.7	0.0	None	None
02/17/2023 00:09	32624.7	0.0	None	None
02/17/2023 01:09	32624.7	0.0	None	None
02/17/2023 02:09	32624.7	0.0	None	None
02/17/2023 03:09	32624.7	0.0	None	None
02/17/2023 04:09	32624.7	0.0	None	None
02/17/2023 05:09	32624.7	0.0	None	None
02/17/2023 06:09	32624.7	0.0	None	None
02/17/2023 07:09	32624.7	0.0	None	None
02/17/2023 08:09	32624.7	0.0	None	None
02/17/2023 09:09	32624.7	0.0	None	None
02/17/2023 10:09	32624.7	0.0	None	None
02/17/2023 11:09	32624.7	0.0	None	None
02/17/2023 12:09	32624.7	0.0	None	None
02/17/2023 13:09	32624.7	0.0	None	None
02/17/2023 14:09	32624.7	0.0	None	None
02/17/2023 15:09	32624.7	0.0	None	None
02/17/2023 16:09	32624.7	0.0	None	None
02/17/2023 17:09	32624.7	0.0	None	None
02/17/2023 18:09	32624.7	0.0	None	None
02/17/2023 19:09	32624.7	0.0	None	None
02/17/2023 20:09	32624.7	0.0	None	None
02/17/2023 21:09	32624.7	0.0	None	None
02/17/2023 22:09	32624.7	0.0	None	None
02/17/2023 23:09	32624.7	0.0	None	None
02/18/2023 00:09	32624.7	0.0	None	None
02/18/2023 01:09	32624.7	0.0	None	None
02/18/2023 02:09	32624.7	0.0	None	None
02/18/2023 03:09	32624.7	0.0	None	None
02/18/2023 04:09	32624.7	0.0	None	None
02/18/2023 05:09	32624.7	0.0	None	None
02/18/2023 06:09	32624.7	0.0	None	None
02/18/2023 07:09	32624.7	0.0	None	None
02/18/2023 08:09	32624.7	0.0	None	None
02/18/2023 09:09	32624.7	0.0	None	None
02/18/2023 10:09	32624.7	0.0	None	None
02/18/2023 11:09	32624.7	0.0	None	None
02/18/2023 12:09	32624.7	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/18/2023 13:09	32624.7	0.0	None	None
02/18/2023 14:09	32624.7	0.0	None	None
02/18/2023 15:09	32624.7	0.0	None	None
02/18/2023 16:09	32624.7	0.0	None	None
02/18/2023 17:09	32624.7	0.0	None	None
02/18/2023 18:09	32625.3	0.6	None	None
02/18/2023 19:09	32625.3	0.0	None	None
02/18/2023 20:09	32625.3	0.0	None	None
02/18/2023 21:09	32625.3	0.0	None	None
02/18/2023 22:09	32625.3	0.0	None	None
02/18/2023 23:09	32625.3	0.0	None	None
02/19/2023 00:09	32625.3	0.0	None	None
02/19/2023 01:09	32625.3	0.0	None	None
02/19/2023 02:09	32625.3	0.0	None	None
02/19/2023 03:09	32625.3	0.0	None	None
02/19/2023 04:09	32625.3	0.0	None	None
02/19/2023 05:09	32625.3	0.0	None	None
02/19/2023 06:09	32625.3	0.0	None	None
02/19/2023 07:09	32625.3	0.0	None	None
02/19/2023 08:09	32625.3	0.0	None	None
02/19/2023 09:09	32625.3	0.0	None	None
02/19/2023 10:09	32625.3	0.0	None	None
02/19/2023 11:09	32625.3	0.0	None	None
02/19/2023 12:09	32625.3	0.0	None	None
02/19/2023 13:09	32625.3	0.0	None	None
02/19/2023 14:09	32625.3	0.0	None	None
02/19/2023 15:09	32625.3	0.0	None	None
02/19/2023 16:09	32625.3	0.0	None	None
02/19/2023 17:09	32626.6	1.3	None	None
02/19/2023 18:09	32626.6	0.0	None	None
02/19/2023 19:09	32626.6	0.0	None	None
02/19/2023 20:09	32626.6	0.0	None	None
02/19/2023 21:09	32626.6	0.0	None	None
02/19/2023 22:09	32626.6	0.0	None	None
02/19/2023 23:09	32626.6	0.0	None	None
02/20/2023 00:09	32626.6	0.0	None	None
02/20/2023 01:09	32626.6	0.0	None	None
02/20/2023 02:09	32626.6	0.0	None	None
02/20/2023 03:09	32626.6	0.0	None	None
02/20/2023 04:09	32626.6	0.0	None	None
02/20/2023 05:09	32626.6	0.0	None	None
02/20/2023 06:09	32626.6	0.0	None	None
02/20/2023 07:09	32626.6	0.0	None	None
02/20/2023 08:09	32626.6	0.0	None	None
02/20/2023 09:09	32626.6	0.0	None	None
02/20/2023 10:09	32626.6	0.0	None	None
02/20/2023 11:09	32629.0	2.4	None	None
02/20/2023 12:09	32636.0	7.0	None	None
02/20/2023 13:09	32677.0	41.0	None	None
02/20/2023 14:09	32677.0	0.0	None	None
02/20/2023 15:09	32677.0	0.0	None	None
02/20/2023 16:09	32680.9	3.9	None	None
02/20/2023 17:09	32680.9	0.0	None	None
02/20/2023 18:09	32680.9	0.0	None	None
02/20/2023 19:09	32680.9	0.0	None	None
02/20/2023 20:09	32680.9	0.0	None	None
02/20/2023 21:09	32680.9	0.0	None	None
02/20/2023 22:09	32680.9	0.0	None	None
02/20/2023 23:09	32680.9	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/21/2023 00:09	32680.9	0.0	None	None
02/21/2023 01:09	32680.9	0.0	None	None
02/21/2023 02:09	32680.9	0.0	None	None
02/21/2023 03:09	32680.9	0.0	None	None
02/21/2023 04:09	32680.9	0.0	None	None
02/21/2023 05:09	32680.9	0.0	None	None
02/21/2023 06:09	32680.9	0.0	None	None
02/21/2023 07:09	32680.9	0.0	None	None
02/21/2023 08:09	32680.9	0.0	None	None
02/21/2023 09:09	32680.9	0.0	None	None
02/21/2023 10:09	32680.9	0.0	None	None
02/21/2023 11:09	32680.9	0.0	None	None
02/21/2023 12:09	32680.9	0.0	None	None
02/21/2023 13:09	32680.9	0.0	None	None
02/21/2023 14:09	32680.9	0.0	None	None
02/21/2023 15:09	32680.9	0.0	None	None
02/21/2023 16:09	32680.9	0.0	None	None
02/21/2023 17:09	32680.9	0.0	None	None
02/21/2023 18:09	32680.9	0.0	None	None
02/21/2023 19:09	32680.9	0.0	None	None
02/21/2023 20:09	32680.9	0.0	None	None
02/21/2023 21:09	32680.9	0.0	None	None
02/21/2023 22:09	32680.9	0.0	None	None
02/21/2023 23:09	32680.9	0.0	None	None
02/22/2023 00:09	32680.9	0.0	None	None
02/22/2023 01:09	32680.9	0.0	None	None
02/22/2023 02:09	32680.9	0.0	None	None
02/22/2023 03:09	32680.9	0.0	None	None
02/22/2023 04:09	32680.9	0.0	None	None
02/22/2023 05:09	32680.9	0.0	None	None
02/22/2023 06:09	32680.9	0.0	None	None
02/22/2023 07:09	32681.6	0.7	None	None
02/22/2023 08:09	32681.6	0.0	None	None
02/22/2023 09:09	32681.6	0.0	None	None
02/22/2023 10:09	32681.6	0.0	None	None
02/22/2023 11:09	32681.6	0.0	None	None
02/22/2023 12:09	32681.6	0.0	None	None
02/22/2023 13:09	32681.6	0.0	None	None
02/22/2023 14:09	32681.6	0.0	None	None
02/22/2023 15:09	32681.6	0.0	None	None
02/22/2023 16:09	32681.6	0.0	None	None
02/22/2023 17:09	32681.6	0.0	None	None
02/22/2023 18:09	32681.6	0.0	None	None
02/22/2023 19:09	32681.6	0.0	None	None
02/22/2023 20:09	32681.6	0.0	None	None
02/22/2023 21:09	32681.6	0.0	None	None
02/22/2023 22:09	32681.6	0.0	None	None
02/22/2023 23:09	32681.6	0.0	None	None
02/23/2023 00:09	32681.6	0.0	None	None
02/23/2023 01:09	32681.6	0.0	None	None
02/23/2023 02:09	32681.6	0.0	None	None
02/23/2023 03:09	32681.6	0.0	None	None
02/23/2023 04:09	32681.6	0.0	None	None
02/23/2023 05:09	32681.6	0.0	None	None
02/23/2023 06:09	32681.6	0.0	None	None
02/23/2023 07:09	32681.6	0.0	None	None
02/23/2023 08:09	32681.6	0.0	None	None
02/23/2023 09:09	32681.6	0.0	None	None
02/23/2023 10:09	32681.6	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/23/2023 11:09	32681.6	0.0	None	None
02/23/2023 12:09	32681.6	0.0	None	None
02/23/2023 13:09	32681.6	0.0	None	None
02/23/2023 14:09	32681.6	0.0	None	None
02/23/2023 15:09	32681.6	0.0	None	None
02/23/2023 16:09	32681.6	0.0	None	None
02/23/2023 17:09	32681.6	0.0	None	None
02/23/2023 18:09	32681.6	0.0	None	None
02/23/2023 19:09	32681.6	0.0	None	None
02/23/2023 20:09	32681.6	0.0	None	None
02/23/2023 21:09	32681.6	0.0	None	None
02/23/2023 22:09	32681.6	0.0	None	None
02/23/2023 23:09	32681.6	0.0	None	None
02/24/2023 00:09	32681.6	0.0	None	None
02/24/2023 01:09	32681.6	0.0	None	None
02/24/2023 02:09	32681.6	0.0	None	None
02/24/2023 03:09	32681.6	0.0	None	None
02/24/2023 04:09	32681.6	0.0	None	None
02/24/2023 05:09	32681.6	0.0	None	None
02/24/2023 06:09	32681.6	0.0	None	None
02/24/2023 07:09	32681.6	0.0	None	None
02/24/2023 08:09	32681.6	0.0	None	None
02/24/2023 09:09	32681.6	0.0	None	None
02/24/2023 10:09	32681.6	0.0	None	None
02/24/2023 11:09	32681.6	0.0	None	None
02/24/2023 12:09	32681.6	0.0	None	None
02/24/2023 13:09	32681.6	0.0	None	None
02/24/2023 14:09	32681.6	0.0	None	None
02/24/2023 15:09	32681.6	0.0	None	None
02/24/2023 16:09	32681.6	0.0	None	None
02/24/2023 17:09	32681.6	0.0	None	None
02/24/2023 18:09	32681.6	0.0	None	None
02/24/2023 19:09	32681.6	0.0	None	None
02/24/2023 20:09	32681.6	0.0	None	None
02/24/2023 21:09	32681.6	0.0	None	None
02/24/2023 22:09	32681.6	0.0	None	None
02/24/2023 23:09	32681.6	0.0	None	None
02/25/2023 00:09	32681.6	0.0	None	None
02/25/2023 01:09	32681.6	0.0	None	None
02/25/2023 02:09	32681.6	0.0	None	None
02/25/2023 03:09	32681.6	0.0	None	None
02/25/2023 04:09	32681.6	0.0	None	None
02/25/2023 05:09	32681.6	0.0	None	None
02/25/2023 06:09	32681.6	0.0	None	None
02/25/2023 07:09	32681.6	0.0	None	None
02/25/2023 08:09	32681.6	0.0	None	None
02/25/2023 09:09	32681.6	0.0	None	None
02/25/2023 10:09	32681.6	0.0	None	None
02/25/2023 11:09	32681.6	0.0	None	None
02/25/2023 12:09	32681.6	0.0	None	None
02/25/2023 13:09	32681.6	0.0	None	None
02/25/2023 14:09	32681.6	0.0	None	None
02/25/2023 15:09	32681.6	0.0	None	None
02/25/2023 16:09	32681.6	0.0	None	None
02/25/2023 17:09	32681.6	0.0	None	None
02/25/2023 18:09	32681.6	0.0	None	None
02/25/2023 19:09	32681.6	0.0	None	None
02/25/2023 20:09	32681.6	0.0	None	None
02/25/2023 21:09	32681.6	0.0	None	None

Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/25/2023 22:09	32681.6	0.0	None	None
02/25/2023 23:09	32681.6	0.0	None	None
02/26/2023 00:09	32681.6	0.0	None	None
02/26/2023 01:09	32681.6	0.0	None	None
02/26/2023 02:09	32681.6	0.0	None	None
02/26/2023 03:09	32681.6	0.0	None	None
02/26/2023 04:09	32681.6	0.0	None	None
02/26/2023 05:09	32681.6	0.0	None	None
02/26/2023 06:09	32681.6	0.0	None	None
02/26/2023 07:09	32681.6	0.0	None	None
02/26/2023 08:09	32681.6	0.0	None	None
02/26/2023 09:09	32681.6	0.0	None	None
02/26/2023 10:09	32681.6	0.0	None	None
02/26/2023 11:09	32681.6	0.0	None	None
02/26/2023 12:09	32681.6	0.0	None	None
02/26/2023 13:09	32681.6	0.0	None	None
02/26/2023 14:09	32681.6	0.0	None	None
02/26/2023 15:09	32684.9	3.3	None	None
02/26/2023 16:09	32684.9	0.0	None	None
02/26/2023 17:09	32684.9	0.0	None	None
02/26/2023 18:09	32684.9	0.0	None	None
02/26/2023 19:09	32684.9	0.0	None	None
02/26/2023 20:09	32684.9	0.0	None	None
02/26/2023 21:09	32684.9	0.0	None	None
02/26/2023 22:09	32684.9	0.0	None	None
02/26/2023 23:09	32684.9	0.0	None	None
02/27/2023 00:09	32684.9	0.0	None	None
02/27/2023 01:09	32684.9	0.0	None	None
02/27/2023 02:09	32684.9	0.0	None	None
02/27/2023 03:09	32684.9	0.0	None	None
02/27/2023 04:09	32684.9	0.0	None	None
02/27/2023 05:09	32684.9	0.0	None	None
02/27/2023 06:09	32684.9	0.0	None	None
02/27/2023 07:09	32684.9	0.0	None	None
02/27/2023 08:09	32684.9	0.0	None	None
02/27/2023 09:09	32684.9	0.0	None	None
02/27/2023 10:09	32685.5	0.6	None	None
02/27/2023 11:09	32685.5	0.0	None	None
02/27/2023 12:09	32685.5	0.0	None	None
02/27/2023 13:09	32685.5	0.0	None	None
02/27/2023 14:09	32685.5	0.0	None	None
02/27/2023 15:09	32685.5	0.0	None	None
02/27/2023 16:09	32685.5	0.0	None	None
02/27/2023 17:09	32685.5	0.0	None	None
02/27/2023 18:09	32685.5	0.0	None	None
02/27/2023 19:09	32685.5	0.0	None	None
02/27/2023 20:09	32685.5	0.0	None	None
02/27/2023 21:09	32685.5	0.0	None	None
02/27/2023 22:09	32685.5	0.0	None	None
02/27/2023 23:09	32685.5	0.0	None	None
02/28/2023 00:09	32685.5	0.0	None	None
02/28/2023 01:09	32685.5	0.0	None	None
02/28/2023 02:09	32685.5	0.0	None	None
02/28/2023 03:09	32685.5	0.0	None	None
02/28/2023 04:09	32685.5	0.0	None	None
02/28/2023 05:09	32685.5	0.0	None	None
02/28/2023 06:09	32685.5	0.0	None	None
02/28/2023 07:09	32685.5	0.0	None	None
02/28/2023 08:09	32685.5	0.0	None	None



Data Log Report [REDACTED] for 11/24/2022 - 02/28/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/28/2023 09:09	32685.5	0.0	None	None
02/28/2023 10:09	32685.5	0.0	None	None
02/28/2023 11:09	32685.5	0.0	None	None

## PSC Consumer Inquiry System

2/27/2023

<b>Complaint:</b>	2023-00322	<b>Entry Date:</b>	2/27/2023	<b>Closed Date:</b>		<b>Contact Type:</b>	E-Mail
<b>Name:</b>	Pendones, Mariela	<b>Utility:</b>	Kentucky-American Water Company				
<b>Address:</b>	1221 Kalone Way Lexington, KY 40515	<b>Utility Nbr:</b>	15800	<b>Location:</b>	Residence		
<b>County:</b>	Fayette	<b>Utility Type:</b>	Investor-				
<b>Home:</b>		<b>Work:</b>		<b>Reason:</b>	Billing ( High bill/consumption ) (none) ( none )		
<b>Fax:</b>		<b>CBR Nbr:</b>		<b>Complaint referred by:</b>			
<b>Cell:</b>	██████████	<b>:</b>	██████████				
<b>Contacted Utility?</b>	<input checked="" type="checkbox"/>	<b>Spoke with:</b>	Customer Service				
		<b>Cust Relations:</b>	None				


<b>Utility Contact:</b>	<b>Contact's</b> ██████████
<b>Preliminary Description:</b> Bill is high	<b>Other Contacts:</b>
<b>Processor:</b> STACEY	
<b>See File</b> <input type="checkbox"/>	<b>Case Related</b> <input type="checkbox"/>
<b>Info Only</b> <input type="checkbox"/>	<b>Formal Forms</b> <input type="checkbox"/>
	<b>Staff Referral</b> <input type="checkbox"/>
	<b>Ref to Util</b> <input checked="" type="checkbox"/>
	<b>Confidential</b> <input type="checkbox"/>
	<b>Customer Satisfied</b> Yes <input type="radio"/> No <input type="radio"/>

**PSC Narratives:** **Investigator: STACEY**

**Date:** 2/27/2023 10:17:33 AM

Email from Customer:

My house has been vacant for a month because I bought/moved to a new house and my water bill for this empty home was \$120 sewer \$140. I've always paid \$40 each. The house was checked for leaks and was inspected by a professional company. No leaks anywhere and like I mentioned, it's been totally empty and locked. Yet the water company billed this outrageous amount. This seems to be an issue with several people and there is no resolution. Something need to be done about this!

**From:** [Varney, Stacey L \(PSC\)](#)  
**To:** [KAWC - Customer Advocacy](#)  
**Subject:** RE: Pendones, Mariela - complaint  
**Date:** Wednesday, March 1, 2023 1:59:38 PM  
**Attachments:** [image004.png](#)  
[image005.png](#)  


**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)**  
**"Think before you click!"**

Thanks. I will go ahead and close this. If you have any further contact with her, please let me know.

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

**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Sent:** Wednesday, March 1, 2023 1:49 PM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>; KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** RE: Pendones, Mariela - complaint

**\*\*CAUTION\*\* PDF attachments may contain links to malicious sites. Please contact the COT Service Desk [ServiceCorrespondence@ky.gov](mailto:ServiceCorrespondence@ky.gov) for any assistance.**

Stacey,

I just left this customer a voicemail. The hourly usage report does confirm the billed reads. It also shows usage from 2/1 -2/4 that accounts for almost all of the usage on the customer's current bill. I will be emailing a copy of the report to the customer as she requested the last time she and I spoke. Please let me know if you need anything further to help close this case.

*Joshua Riley*  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | [kawc\\_-\\_customeradvocacy@amwater.com](mailto:kawc_-_customeradvocacy@amwater.com)



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**From:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Sent:** Tuesday, February 28, 2023 11:50 AM  
**To:** KAWC - Customer Advocacy <[KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)>  
**Subject:** RE: Pendones, Mariela - complaint

**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!"**

Thank you. Please keep me posted once you receive the report. I will leave this complaint open until I hear back from you.

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

---

**From:** KAWC - Customer Advocacy <[KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)>  
**Sent:** Tuesday, February 28, 2023 11:32 AM  
**To:** KAWC - Customer Advocacy <[KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)>; Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Subject:** RE: Pendones, Mariela - complaint

**\*\*CAUTION\*\* PDF attachments may contain links to malicious sites. Please contact the COT Service Desk [ServiceCorrespondence@ky.gov](mailto:ServiceCorrespondence@ky.gov) for any assistance.**

Stacey,

I just spoke with the customer who stated they were only in the house from 1/10 – 1/16 which is only about a week of the bill cycle they are disputing. I let the customer know I had requested an hourly usage report and would call to discuss that with her once it was available. I explained that the report will allow us to confirm the readings on the bill and give us a better idea when the meter recorded the usage. I tried to be clear that we would not be able to say if the usage was due to a toilet running or a faucet left open but that I hoped the additional information about

when the usage occurred would be helpful. I also provided my name and number to the customer in case she had additional questions before the report was ready.

*Joshua Riley*

Customer Advocacy

Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502

Advocate Office 859.269.2386 option 6 | [kawc - customeradvocacy@amwater.com](mailto:kawc_customeradvocacy@amwater.com)



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**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Sent:** Monday, February 27, 2023 11:37 AM

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

**Subject:** RE: Pendones, Mariela - complaint

Stacey,

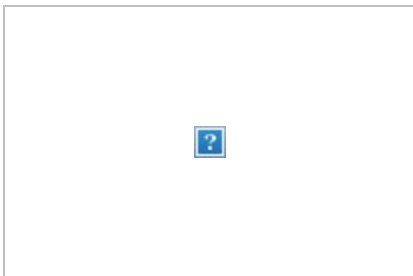
We have received this inquiry and will investigate and follow up with the customer and also the PSC office, thank you for bringing this to our attention.

*Joshua Riley*

Customer Advocacy

Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502

Advocate Office 859.269.2386 option 6 | [kawc\\_-\\_customeradvocacy@amwater.com](mailto:kawc_-_customeradvocacy@amwater.com)



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

**Sent:** Monday, February 27, 2023 10:19 AM

**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** Pendones, Mariela - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

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# PSC Inquiry Followup

Case # 2023 - 00184

Name Erin Rogers

Account Number [REDACTED]

Received by advocate team 1, 27, 23 12:18 AM (PM)  
Initial response to PSC 1, 27, 23 12:20 AM (PM)  
Customer Contacted 1, 27, 23 12:25 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 \_\_\_/\_\_\_/\_\_\_  
Hold Placed? Yes (No) Hold Through \_\_\_/\_\_\_/\_\_\_  
Meter test needed? Yes (No)  
Address associated with complaint \_\_\_\_\_

## Type of Complaint

## Contact Date

## Notes\* contact must be within 3 days

- |  |                  |                         |
|--|------------------|-------------------------|
| <input type="checkbox"/> Estimated Reading           | ___/___/___      | _____                   |
| <input type="checkbox"/> High Consumption/ Leak      | ___/___/___      | _____                   |
| <input type="checkbox"/> Stuck Meter                 | ___/___/___      | _____                   |
| <input checked="" type="checkbox"/> Customer Service | <u>1, 27, 23</u> | <u>spoke w/customer</u> |
| <input type="checkbox"/> Pressure/ Outage            | ___/___/___      | _____                   |
| <input type="checkbox"/> Fees                        | ___/___/___      | _____                   |
| <input type="checkbox"/> Water Quality: _____        | ___/___/___      | _____                   |
| <input type="checkbox"/> Other: _____                | ___/___/___      | _____                   |

Closed / Final Resolution with PSC 1, 27, 23 1:00 AM (PM)

Advocate Initials OP

PSC Consumer Inquiry System

1/27/2023

**Complaint:** 2023-00184    **Entry Date:** 1/27/2023    **Closed Date:**    **Contact Type:** Hotline  
**Name:** Rogers, Erin    **Utility:** Kentucky-American Water Company  
**Address:** 617 Blandville Rd    **Utility Nbr:** 15800    **Location:** Residence  
Lexington, KY 40509    **Utility Type:** Investor-  
**County:** Fayette    **Reason:** Rates/Policies ( Objects to utility  
policy/practices )  
Home:    **Work:** (none) ( (none) )  
**Fax:**    **CBR Nbr:**  
**Cell:** [REDACTED]    **Email:**    **Complaint referred by:**  
**Contacted Utility?**     **Spoke with:** Customer Service  
**Cust Relations:** Will not Return Calls

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

**Preliminary Description:** communication issues    **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:** 1/27/2023 12:17:14 PM

In Oct 2022 customer received a bill for over \$600, she called customer service and a tech was sent out and there had been an error in reading meter. Customer was told she would get a call about the error and what resolution would be, no phone call. Lately customer is receiving email bills for someone else with their bill information, this has been done as of last Thursday ad has stil not heard from anyone. KAW is not being transparent on their actions and is not having any communication with the customer. Please investigate and contact customer to discuss.



**From:** [Oscar Portillo-Garcia](#)  
**To:** [Tutt, Rosemary \(PSC\)](#)  
**Subject:** RE: 2023\_184.pdf Rogers  
**Date:** Friday, January 27, 2023 1:02:00 PM  
**Attachments:** [image001.png](#)

---

I will report it to Susan Lancho, she is in charge of External Affairs.

*Kind Regards,*

**Oscar Portillo**

**Specialist Service Delivery, Kentucky American Water**

**P** 859-268-6724

**E** [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

**A** 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>  
**Sent:** Friday, January 27, 2023 1:01 PM  
**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Subject:** RE: 2023\_184.pdf Rogers

**EXTERNAL EMAIL:** The Actual Sender of this email is [Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov) "Think before you click!"

Oscar,

I don't know who you would report it to but someone should know there are scams going on.

*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](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Sent:** Friday, January 27, 2023 12:58 PM  
**To:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>  
**Subject:** RE: 2023\_184.pdf Rogers

Hello Rosemary,

Mr. Rogers received scams emails, we can't do anything to stop scammers from sending scam emails. I explained how our account numbers start with and she understood. This is the reason she confused the scam with us and complained the PSC, I hope you have a great day!

I will close this case, thanks.

*Kind Regards,*

**Oscar Portillo**

**Specialist Service Delivery, Kentucky American Water**

**P** 859-268-6724

**E** [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

**A** 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>

**Sent:** Friday, January 27, 2023 12:43 PM

**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>

**Subject:** RE: 2023\_184.pdf Rogers

**EXTERNAL EMAIL:** The Actual Sender of this email is [Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov) "Think before you click!"

*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](mailto:Oscar.Portillo-Garcia01@amwater.com)>

**Sent:** Friday, January 27, 2023 12:42 PM

**To:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>

**Subject:** RE: 2023\_184.pdf Rogers

May I have your number, please.

*Kind Regards,*

**Oscar Portillo**

**Specialist Service Delivery, Kentucky American Water**

**P** 859-268-6724

**E** [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

**A** 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>

**Sent:** Friday, January 27, 2023 12:41 PM

**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>

**Subject:** RE: 2023\_184.pdf Rogers

**EXTERNAL EMAIL:** The Actual Sender of this email is [Rosemary.Tutt@ky.gov](mailto: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](mailto:Oscar.Portillo-Garcia01@amwater.com)>

**Sent:** Friday, January 27, 2023 12:40 PM

**To:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>

**Subject:** RE: 2023\_184.pdf Rogers

Rosemary,

May I please call you?

*Kind Regards,*

## Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

A 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Oscar Portillo-Garcia

**Sent:** Friday, January 27, 2023 12:26 PM

**To:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>

**Cc:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** RE: 2023\_184.pdf Rogers

Hello Rosemary,

We received Mr. Rogers complain, we will follow up with Mr. Rogers today, thanks.

*Kind Regards,*

## Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

A 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>

**Sent:** Friday, January 27, 2023 12:18 PM

**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** 2023\_184.pdf Rogers

**EXTERNAL EMAIL:** The Actual Sender of this email is [rosemary.tutt@ky.gov](mailto:rosemary.tutt@ky.gov) "Think before you click!".

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Oscar Prtillo-Garcia

In conversation with Susan L Lancho



[Blurred text]



Oscar Portillo-Garcia in chat 1/27 2:03 PM

Susan, just FYI. I received a BPEM about a customer receiving statement for other account, but it is a **scam**. The information the customer shared with me is inaccurate with ours, thanks .

See Less



Susan L Lancho 1/27 2:04 PM

Oh wow. Thank you!

From: Brigetta J McMurray  
To: Erica Schreffler  
Subject: RE: PSC CASE / Chrystal Schoeder/  
Date: Wednesday, April 12, 2023, 1:31 PM  
Attachments: image001.png  
image002.png  
image003.png

Doc. No.	Doc. Date	Due Date	Transaction Description	Amount	Cig. Doc.	Cig. Date	Reference Doc.	RR	Step
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	0.69	242005069927	04/19/2022	008754661791		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	0.84	266004038697	03/17/2020	000003086232		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	24.15	266004033567	03/17/2020	000003036232		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	14.18	222005051050	16/03/2022	008754661791		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	0.16	222005051050	04/03/2022	008754661791		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	0.32	246004152966	10/19/2020	008754661791		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	24.40	246004152966	10/19/2020	008754661791		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	25.25	26600331048	02/08/2019	008002831814		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	0.16	26600331048	02/08/2019	008002831814		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	34.37	239004645600	02/03/2022	001234567891		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	0.13	239004645600	02/03/2022	001234567891		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	3.49	22005511705	01/19/2023	008754661791		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	93.13	22005511705	01/19/2023	008754661791		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	34.15	246003432040	09/07/2019	021252640996		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	0.14	246003432040	09/07/2019	021252640996		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	40.31	231004639500	06/17/2021	022504172356		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	1.42	231004639500	06/17/2021	022504172356		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	25.27	227004547012	05/18/2021	008754661791		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	0.46	227004547012	05/18/2021	008754661791		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	47.15	23200324729	10/17/2019	001234567891		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	1.14	23200324729	10/17/2019	001234567891		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	24.18	249003411909	09/17/2019	000003036232		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	0.14	249003411909	09/17/2019	000003036232		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	32.13	256003079248	04/18/2018	002603179424		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	0.16	256003079248	04/18/2018	002603179424		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	0.86	256003079248	04/18/2018	002603179424		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	34.19	256003079248	04/18/2018	002603179424		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	0.41	260002718414	05/17/2019	002603179424		
0000220008239699	03/31/2022	04/15/2022	Consumption Billing Receivable	27.16	260002718414	05/17/2019	002603179424		
0000220008239699	03/31/2022	04/15/2022	Courtesy Adjustment	26.10-					
0000220008239699	12/18/2018	12/18/2018	Incoming Payment	33.26-	220002992197	12/18/2018			
0000220008239699	12/18/2018	12/18/2018	Incoming Payment	0.70-	220002992197	12/18/2018			
0000220008239699	11/19/2019	11/19/2019	Incoming Payment	35.72-	220003541759	11/19/2019			
0000220008239699	11/19/2019	11/19/2019	Incoming Payment	1.10-	220003541759	11/19/2019			
0000220008239699	09/19/2020	09/19/2020	Incoming Payment	33.16	220004068601	09/19/2020			
0000220008239699	09/17/2021	09/17/2021	Incoming Payment	1.16-	220004068601	09/17/2021			
0000220008239699	09/17/2021	09/17/2021	Incoming Payment	39.52-	220004068601	09/17/2021			
0000220008239699	09/17/2021	09/17/2021	Incoming Payment	1.14-	221004703452	09/17/2021			

From: Erica Schreffler <Erica.Schreffler@amwater.com>  
Sent: Wednesday, April 12, 2023 1:31 PM  
To: Brigetta J McMurray <Brigetta.McMurray@amwater.com>  
Subject: RE: PSC CASE / Chrystal Schoeder/

I apologize are you saying it was already applied to the account? If it has not already been applied then yes it would need to be applied to her account if you wouldn't mind. I would also need some sort of documentation i.e. a screenshot or BPEM to share with the PSC showing that it has been completed because she references it in her complaint.

Thank you

*Erica Schreffler*  
Customer Advocacy  
Kentucky American Water  
2300 Richmond Rd. Lexington KY 40502  
Advocate Office 859.269.2386 option 6  
Advocate Email [KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)  
Direct Email [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



From: Brigetta J McMurray <Brigetta.McMurray@amwater.com>  
Sent: Wednesday, April 12, 2023 2:04 PM  
To: Erica Schreffler <Erica.Schreffler@amwater.com>  
Subject: RE: PSC CASE / Chrystal Schoeder/

Hello Erica,

I do show that the \$25 courtesy adjustment was applied, but if we spoke to the customer no letter is issued. Would you like for me to apply the adjustment now?

Brigetta McMurray (B.J.)  
Account Resolution Supervisor  
1-800-957-2886 ext 5350

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

From: Erica Schreffler <Erica.Schreffler@amwater.com>  
Sent: Wednesday, April 12, 2023 12:59 PM  
To: Brigetta J McMurray <Brigetta.McMurray@amwater.com>

Subject: FW PSC CASE [REDACTED] / Chrystal Schoeder/

Brigetta

Is there any way I could get an update on this? The PSC is waiting to hear back from us for a resolution for the customer.

Thank you

*Erica Schreffler*

Customer Advocacy  
Kentucky American Water  
2300 Richmond Rd. Lexington KY 40502  
Advocate Office 859.269.2386 option 6  
Advocate Email [KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)  
Direct Email [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



---

From: Erica Schreffler  
Sent: Tuesday, April 11, 2023, 2:24 PM  
To: CSC - ART Mailbox <[AccountResolutionTeam@amwater.com](mailto:AccountResolutionTeam@amwater.com)>  
Cc: Meriah A Osborne <[Meriah.AOsborne@amwater.com](mailto:Meriah.AOsborne@amwater.com)>; KAWC - Customer Advocacy <[KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)>  
Subject: PSC CASE [REDACTED] / Chrystal Schoeder/

Good Afternoon ART

I am working on a PSC case for this customer and she referenced that we had promised a courtesy adjustment in her complaint. I went through the IR notes and have included a screenshot of what was on the account. I am unable to find where this has actually been credited to her account on any of the bills. Could you please provide the bill and/or letter reflecting this credit for the customer?

```
=====
Log GREENPL 03/13/2023 16:55:41
=====
0362764923 Complaints Case Completion Notes
Note
03/13/2023 16:55:41 GREENPL
ZC18 - CS - Account Resolution Team Follow-up
02/22/2023 09:30 Lisa Halme

Spoke with Chrystal Ph [REDACTED] and she states there was nothing going on for her to have this high of usage for billing date
1/4/2023. She did say she stopped the water 2 nights for maybe 6-8 hrs so the pipes didn't freeze. She states there was no toilets
leaking, no company over for the holidays and they have checked on everything in-between. She is at a loss as to why this bill is
this high. Please she would like to have this gone over and if at all possible send her a data log to show when the water was used
and how we came to this conclusion.
-----
03/13/2023 16:55
03/13/2023***ART***Greenpl

Called and spoke with customer. Review shows reading verified and water
use correct. Granted $25.00 courtesy adjustment to resolve customer
dispute. Customer ok with this. Updated holds. Case closed.
```

Thank you

*Erica Schreffler*

Customer Advocacy  
Kentucky American Water  
2300 Richmond Rd. Lexington KY 40502  
Advocate Office 859.269.2386 option 6  
Advocate Email [KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)  
Direct Email [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)





**Kentucky American Water - Customer Meter Test Form**

**BENCH 2 (5/8") Only**

CUSTOMER NAME: Chrystal Schoeder ACCT # [REDACTED]

SERVICE ADDRESS: 435 Dudley Rd PREMISE # [REDACTED]

METER SIZE: [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>632.6215</u>	<u>632.6316</u>	<u>101</u>	<u>95%-101%</u>
<u>1 CF / MED</u>	<u>2</u>	<u>632.6316</u>	<u>632.6417</u>	<u>101</u>	<u>98.5%-101.5%</u>
<u>10 CF / HIGH</u>	<u>15</u>	<u>632.6417</u>	<u>632.7426</u>	<u>100.9</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: 100.9 Second Test Series % Average: \_\_\_\_\_

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

Before Test Reading: 0632.62 After Test Reading: 0632.74

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 meter has old model MIU. Meter passed bench test.

Copy To: Customer advocacy Disputes: Erica Schreffler 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 0632

Make \_\_\_ Size \_\_\_ OLD MIU # [REDACTED]

Address 435 Dudley County Fayette

Premise # [REDACTED] Date Removed 4-4-23

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)

ED2B11RHG2S1942

No data log old model MIU



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

Reading 00000 (Correct number of dials)

New MIU # [REDACTED]

Name J. Barnett Install Date 4-4-23

PSC Consumer Inquiry System

3/30/2023

**Complaint:** 2023-00473    **Entry Date:** 3/30/2023    **Closed Date:**    **Contact Type:** E-Mail  
**Name:** Schoeder, Chrystal    **Utility:** Kentucky-American Water Company  
**Address:** 435 Dudley Road    **Utility Nbr:** 15800    **Location:** Residence  
Lexington, KY 40502    **Utility Type:** Investor-  
**County:** Fayette    **Reason:** Billing ( High bill/consumption )  
(none) ( (none) )  
**Home:**    **Work:**  
**Fax:**    **CBR Nbr:**    **Complaint referred by:**  
**Cell:** [REDACTED]    **Email:** [REDACTED]  
**Contacted Utility?**     **Spoke with:** Customer Service  
**Cust Relations:** Failed To Correct Problem

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

**Preliminary Description:**    **Other Contacts:**  
Bill is high

**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:** 3/30/2023 10:32:15 AM

Email from Customer:

Our December/January bill showed water consumption over 3 times our normal consumption over a 7 year period for this time frame. KAWC researched the logs and have no idea why the water consumption was inexplicably high. They tried to blame it on the cold weather and dripping the faucet. Cold weather and dripping faucets have occurred during other winter seasons without this high rate. In the end, they offered me a 50% credit on the excessive fee. Now I'm hearing from all sorts of people across Lexington who ALSO had a water consumption 3 times higher. I don't think it's our water consumption, but rather a mistake with KAWC. We can't all be to blame for the same problem.

# PSC Inquiry Followup

**Case # 2023 - 00473**

**Name Chrystal Schoeder**

**Account Number** [REDACTED]

Received by advocate team	3/30/2023	10:33 AM
Initial response to PSC	3/30/2023	10 : 46 AM
Customer Contacted	___ / ___ / ___	___ : ___ AM PM
PUC BPEM Case Created?	Yes	BPEM #: [REDACTED]
Shut off letter?	No	
Pending order to cancel?	No	
Comm. Complaint Hold Placed?	Yes	Hold Through 5/29/2023
Hold Placed?	Yes	Hold Through 5/29/2023
Meter test needed?	Yes	
Address associated with complaint	[REDACTED]	

**Type of Complaint**

**Contact Date**

**Notes\* contact must be within 3 days**

- |  |                 |   |
|--|-----------------|---|
| <input type="checkbox"/> Estimated Reading                 | 3/30/2023       | Left voicemail for customer with my name and Customer     |
| <input checked="" type="checkbox"/> High Consumption/ Leak | 4/3/2023        | Spoke with customer and set appointment to test meter     |
| <input type="checkbox"/> Stuck Meter                       | 4/12/2023       | Spoke with customer and went over meter test results. M   |
| <input type="checkbox"/> Customer Service                  | 4/12/2023       | Reached out to ART dept to verify credit applied to accou |
| <input type="checkbox"/> Pressure/ Outage                  |                 | _____   |
| <input type="checkbox"/> Fees                              | ___ / ___ / ___ | _____   |
| <input type="checkbox"/> Water Quality: _____              | ___ / ___ / ___ | _____   |
| <input type="checkbox"/> Other: _____                      | ___ / ___ / ___ | _____   |

Closed / Final Resolution with PSC 4/14/2023 9:43 AM

Advocate Initials ES

**From:** [Varney, Stacey L \(PSC\)](#)  
**To:** [KAWC - Customer Advocacy](#)  
**Subject:** RE: Schoeder, Chrystal - complaint  
**Date:** Friday, April 14, 2023 9:43:08 AM  
**Attachments:** [image001.png](#)

---

**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)**  
**"Think before you click!"**

Thank you. I will go ahead and close this complaint.

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

---

**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Sent:** Friday, April 14, 2023 9:30 AM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Cc:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** RE: Schoeder, Chrystal - complaint

**\*\*CAUTION\*\* PDF attachments may contain links to malicious sites. Please contact the COT Service Desk [ServiceCorrespondence@ky.gov](mailto:ServiceCorrespondence@ky.gov) for any assistance.**

Stacey,

I spoke with the customer on Wednesday. I informed her that we received her meter test, and that the meter passed all benchmarks. I informed her that we were unable to tell where the water went once it had passed through the meter and she said she understood. This meter cannot be data logged. I also followed up with our accounting department to verify that she receives the \$25 courtesy credit that she was promised. You'll find the documents pertaining to this case attached. If there's anything else I can do to aid in closing this case, please let me know.

Thank you,

*Erica Schreffler*  
Customer Advocacy  
Kentucky American Water  
2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



---

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

**Sent:** Tuesday, April 11, 2023 8:42 AM

**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** RE: Schoeder, Chrystal - complaint

**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!"**

Thanks. Keep me posted.

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

**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Sent:** Tuesday, April 11, 2023 8:40 AM

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

**Cc:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** RE: Schoeder, Chrystal - complaint

Good morning Stacey,

I have received the information for this case and will be reviewing it and going over it with the customer today. I was out of the office for a couple of days.

Thank you,

*Erica Schreffler*

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



---

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

**Sent:** Monday, April 10, 2023 8:25 AM

**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** RE: Schoeder, Chrystal - complaint

**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!"**

Erica,

Any update on this?

*Stacey Varney*

*KY Public Service Commission*

*Consumer Services*

*(502) 782-2574*

*[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)*

**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Sent:** Monday, April 3, 2023 8:50 AM

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

**Cc:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** RE: Schoeder, Chrystal - complaint

Stacey,

I have spoken with Chrystal Shoeder and we are having her meter pulled for testing today. I will update when we receive those results

Thank you,

*Erica Schreffler*

Customer Advocacy

Kentucky American Water

2300 Richmond Rd. Lexington, KY 40502

Advocate Office: 859.269.2386 option 6

Advocate Email: [KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)

Direct Email: [Erica.Schreffler@amwater.com](mailto:Erica.Schreffler@amwater.com)



---

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

**Sent:** Thursday, March 30, 2023 10:33 AM

**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** Schoeder, Chrystal - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

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# PSC Inquiry Followup

Case # 2023 - 304

Name Sarah Thornton

Account Number [REDACTED]

Received by advocate team 2/23/23 10:51 AM PM

Initial response to PSC 2/23/23 11:20 AM PM

Customer Contacted 2/23/23 11:36 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 3/15/23

Hold Placed?  Yes  No Hold Through 3/15/23

Meter test needed?  Yes  No

Address associated with complaint 2352 Logan Ct

Type of Complaint	Contact Date	Notes* contact must be within 3 days
<input type="checkbox"/> Estimated Reading	<u>2/23/23</u>	<u>spoke w/customer</u>
<input checked="" type="checkbox"/> High Consumption/ Leak	<u>2/23/23</u>	<u>spoke w/customer</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 3/01/23 10:48 AM PM

Advocate Initials OP

PSC Consumer Inquiry System

2/23/2023

**Complaint:** 2023-00304    **Entry Date:** 2/23/2023    **Closed Date:**    **Contact Type:** E-Mail  
**Name:** Thornton, Sarah    **Utility:** Kentucky-American Water Company  
**Address:** 2352 Lonan Court    **Utility Nbr:** 15800    **Location:** Residence  
Lexington, KY 40511  
**County:** Fayette    **Utility Type:** Investor-  
**Home:**    **Work:**    **Reason:** Billing ( High bill/consumption )  
(none) ( none )  
**Fax:**    **CBR Nbr:**    **Complaint referred by:**  
**Cell:** [REDACTED]    **Email:** [REDACTED]  
**Contacted Utility?**     **Spoke with:** Customer Service

**Cust Relations:** Failed To Correct Problem

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

**Preliminary Description:**    **Other Contacts:**  
Bill is high

**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:** 2/23/2023 10:49:22 AM

Email from Customer:

My water bill was extremely high and the water company is refusing to adjust it. The tech said my meter probably had a malfunction when it was freezing and replaced it. They did test on my meter and it came back working fine- well of course they aren't testing it in freezing weather.

# METER INFORMATION FORM

MS Only: Pallet  Crate 48 Scrap  WR  Boxed

(As shown in SAP)

(Correct number of dials)

Meter # [REDACTED] Reading 0538  
Make N Size 5/8 OLD MIU # [REDACTED]

Address 2352 Lonan Ct.

Premise # [REDACTED] Date Removed 2/10/23

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**)

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

Reading 00000 (Correct number of dials)

New MIU # [REDACTED]

Name V. Kinley "Mr. Fabulous" Install Date 2/10/23

**From:** [Varney, Stacey L \(PSC\)](#)  
**To:** [Oscar Portillo-Garcia](#)  
**Subject:** RE: Thornton, Sarah - complaint  
**Date:** Wednesday, March 1, 2023 10:48:34 AM  
**Attachments:** [image001.png](#)

---

**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)**  
**"Think before you click!"**

Okay. I'll go ahead and close the complaint since she spoke with her.

Thank you. Have a good 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](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Sent:** Wednesday, March 1, 2023 10:44 AM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Subject:** RE: Thornton, Sarah - complaint

Stacey,

My supervisor spoke with Ms. Sarah earlier this morning. Meriah explained to her why no adjustment can't be made to her water bill.

*Kind Regards,*

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



---

**From:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Sent:** Wednesday, March 1, 2023 9:51 AM

**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>

**Subject:** RE: Thornton, Sarah - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

Great. Keep me posted once she speaks to her.

*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](mailto:Oscar.Portillo-Garcia01@amwater.com)>

**Sent:** Wednesday, March 1, 2023 9:49 AM

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

**Subject:** RE: Thornton, Sarah - complaint

My supervisor called her this morning, but she was unable to talk and she shared her phone number with her.

*Kind Regards,*

**Oscar Portillo**

**Specialist Service Delivery, Kentucky American Water**

**P** 859-268-6724

**E** [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

**A** 2300 Richmond Rd, Lexington, KY 40502



---

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

**Sent:** Wednesday, March 1, 2023 8:30 AM

**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>

**Subject:** RE: Thornton, Sarah - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

---

I know you are doing what you can. If she wants a supervisor to call her, she probably won't be happy if you call her.

Check with your supervisor again to see if he/she will call her.

*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](mailto:Oscar.Portillo-Garcia01@amwater.com)>

**Sent:** Wednesday, March 1, 2023 8:27 AM

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

**Subject:** RE: Thornton, Sarah - complaint

I don't think she has yet, I checked the account for any notes from her, but I don't see any. I don't want to get in trouble, but I will call Ms. Sarah and ask her if she has been contact by my supervisor. I am sorry about the inconvenience, I am doing everything I can and what I can to solve this complaint.

*Kind Regards,*

**Oscar Portillo**

**Specialist Service Delivery, Kentucky American Water**

**P** 859-268-6724

**E** [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

**A** 2300 Richmond Rd, Lexington, KY 40502



---

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

**Sent:** Wednesday, March 1, 2023 8:23 AM

**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>

**Subject:** RE: Thornton, Sarah - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

Will your supervisor not contact her?

*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](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Sent:** Wednesday, March 1, 2023 8:19 AM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Subject:** RE: Thornton, Sarah - complaint

Hello Stacey,

I will call Ms. Sarah today and ask her if there is anything else I can do. I can't make an adjustment base on the meter test results. I also sent another email to my supervisor yesterday afternoon, Ms. Sarah believes if she speaks with someone from management they will make an adjustment, I explained to her no supervisor/manager will be able to make any adjustment, but she doesn't believed me.

Once I speak with her I will follow up with you, I am doing what I can to take care this complaint.

I hope 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](mailto:oscar.portillo-garcia@amwater.com)  
**A** 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Sent:** Wednesday, March 1, 2023 7:51 AM  
**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Subject:** RE: Thornton, Sarah - complaint





**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

Hi Oscar,

Any up-date on this one?

*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](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Sent:** Monday, February 27, 2023 1:27 PM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Subject:** RE: Thornton, Sarah - complaint

Hello Stacey,

I will ask again if she can please follow up with Ms. Sarah, as she requested. I am sorry for the inconvenience.

*Kind Regards,*

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



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**From:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Sent:** Monday, February 27, 2023 1:24 PM  
**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Subject:** RE: Thornton, Sarah - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you

click!".

Hi Oscar,

Were you able to follow up with your supervisor regarding this customer?

Thanks.

*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](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Sent:** Friday, February 24, 2023 8:09 AM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Subject:** RE: Thornton, Sarah - complaint

Hello Stacey,

I have not, I will follow up with her today about this customer. I apologize for the inconvenience, thanks.

*Kind Regards,*

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



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**From:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Sent:** Friday, February 24, 2023 8:05 AM  
**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Subject:** RE: Thornton, Sarah - complaint

**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think**

**before you click!"**.

Oscar,

Did you receive an update from your supervisor?

*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](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Sent:** Thursday, February 23, 2023 11:32 AM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Subject:** RE: Thornton, Sarah - complaint

I am on the phone with her. She demanded to speak with my supervisor and whoever responsible who can make an adjustment. I shared this information with my supervisor, she also stated other people receiving adjustments and I kindly asked her to please share that information. I also shared with her, customer who had a leak and it qualified for an adjustment "yes and adjustment was made".

She stated she had to work and end the call. Once I received any update from my supervisor I will share it with you, thanks.

*Kind Regards,*

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



---

**From:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Sent:** Thursday, February 23, 2023 11:26 AM  
**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Subject:** RE: Thornton, Sarah - complaint

---

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

Oscar,

Please let me know once you speak with her.

Thanks.

*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](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Sent:** Thursday, February 23, 2023 11:20 AM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Cc:** KAWC - Customer Advocacy <[KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)>  
**Subject:** RE: Thornton, Sarah - complaint

**\*\*CAUTION\*\* PDF attachments may contain links to malicious sites. Please contact the COT Service Desk [ServiceCorrespondence@ky.gov](mailto:ServiceCorrespondence@ky.gov) for any assistance.**

Hello Stacey,

I hope this email finds you well!

We received this customer complaint regarding a high bill. I spoke with Ms. Sarah earlier this morning and shared the meter test results, unfortunately we can make any adjustment. I requested to test her meter for accuracy and it passed.

I will call her again, I can suggest to have the Public Service Commission to test it if she would like. Please let me know if there is anything else I can do, thank you and I hope 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](mailto:oscar.portillo-garcia@amwater.com)  
A 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Sent:** Thursday, February 23, 2023 10:51 AM  
**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** Thornton, Sarah - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

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**From:** [Oscar Portillo-Garcia](#)  
**To:** [Meriah A Osbourne](#)  
**Subject:** RE: [REDACTED], Lexington, KY [REDACTED]  
**Date:** Wednesday, March 1, 2023 10:27:00 AM  
**Attachments:** [image001.png](#)

---

Thank you again!! I shared that with her, but she didn't believe me and she was very convinced that by speaking with you, you would be able to make an adjustment. Thanks again!

*Kind Regards,*

## Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

A 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Meriah A Osbourne <[Meriah.Osbourne@amwater.com](mailto:Meriah.Osbourne@amwater.com)>  
**Sent:** Wednesday, March 1, 2023 10:13 AM  
**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Subject:** RE: [REDACTED], Lexington, KY [REDACTED]

Hi Oscar- she called me back. I left interaction records. Mostly the customer just wanted a courtesy adjustment, but we are unable to provide that for her.

Thanks,

*Meriah Osbourne*

*She/ Her/ Hers*

*Supervisor Customer Advocacy*

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

Visit our website: [www.amwater.com/kyaw/](http://www.amwater.com/kyaw/)

Advocate Office: 859.269.2386 option 6 | [KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)

Office: 859.268.6701 | Cell: 859.447.3968 | [Meriah.Osbourne@amwater.com](mailto:Meriah.Osbourne@amwater.com)

---

**From:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Sent:** Wednesday, March 1, 2023 9:48 AM  
**To:** Meriah A Osbourne <[Meriah.Osbourne@amwater.com](mailto:Meriah.Osbourne@amwater.com)>  
**Subject:** RE: [REDACTED], Lexington, KY [REDACTED]

Thank you so very much!!!

*Kind Regards,*

**Oscar Portillo**

**Specialist Service Delivery, Kentucky American Water**

**P** 859-268-6724

**E** [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

**A** 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Meriah A Osbourne <[Meriah.Osbourne@amwater.com](mailto:Meriah.Osbourne@amwater.com)>

**Sent:** Wednesday, March 1, 2023 9:45 AM

**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>

**Subject:** RE: [REDACTED], Lexington, KY [REDACTED]

Hi Oscar,

I just called her. She was unable to have a conversation, but I gave her my number and she will call me back when she is available.

Thanks,

*Meriah Osbourne*

*She/ Her/ Hers*

*Supervisor Customer Advocacy*

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

Visit our website: [www.amwater.com/kyaw/](http://www.amwater.com/kyaw/)

Advocate Office: 859.269.2386 option 6 | [KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)

Office: 859.268.6701 | Cell: 859.447.3968 | [Meriah.Osbourne@amwater.com](mailto:Meriah.Osbourne@amwater.com)

---

**From:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>

**Sent:** Tuesday, February 28, 2023 3:43 PM

**To:** Meriah A Osbourne <[Meriah.Osbourne@amwater.com](mailto:Meriah.Osbourne@amwater.com)>

**Subject:** RE: [REDACTED], Lexington, KY [REDACTED]

Meriah,

The last thing I want is to bother you, but if you can. Would you give this customer a call, please, 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](mailto:oscar.portillo-garcia@amwater.com)

**A** 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Oscar Portillo-Garcia

**Sent:** Thursday, February 23, 2023 10:12 AM

**To:** Meriah A Osbourne <[Meriah.Osbourne@amwater.com](mailto:Meriah.Osbourne@amwater.com)>

**Subject:** [REDACTED], Lexington, KY [REDACTED]

Meriah,

I spoke with Sarah Thornton regarding her high bill and the meter test results. After I shared the results and told her no adjustment will be made, she was extremely upset and asked to speak with anybody who can approved and adjustment.

I hate to bother you with this inquiry, but the customer is very upset. I did everything I could, thanks. ( she stated that if I can't do anything for her, it was pointless to be on the phone with her)

*Kind Regards,*

**Oscar Portillo**

**Specialist Service Delivery, Kentucky American Water**

**P** 859-268-6724

**E** [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

**A** 2300 Richmond Rd, Lexington, KY 40502





WE KEEP LIFE FLOWING™

**Service Address:**

SUZY WAMPLER  
3941 PINECREST WAY  
LEXINGTON, KY 40514-1154

**THANK YOU FOR BEING OUR CUSTOMER**

**Important Account Messages**

- We recently identified the water meter serving your property malfunctioned and did not register all water used. This bill includes an additional amount for the unbilled water based on your average water use. If needed, please contact us to discuss an extended payment agreement.
- 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.

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)

**Statement**

Account No. [REDACTED]


<b>Total Amount Due:</b>	<b>\$237.69</b>
<b>Payment Due By:</b>	<b>December 19, 2022</b>

**Billing Date:** December 02, 2022  
**Service Period:** Oct 27 to Nov 29 (34 Days)  
**Total Gallons:** 4,400


**Account Summary – See page 3 for Account Detail**

Prior Billing:	\$56.95
Payments - Thank You!	- \$56.95
<b>Balance Forward:</b>	<b>= \$0.00</b>
Fees and Adjustments:	+ \$1.14
Service Related Charges:	+ \$223.13
Taxes:	+ \$13.42
<b>Total Amount Due:</b>	<b>= \$237.69</b>

 **View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://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:** 3941 PINECREST WAY  
 LEXINGTON, KY 40514-1154

SUZY WAMPLER  
 3941 PINECREST WAY  
 LEXINGTON, KY 40514-1154

Account No. [REDACTED]

<b>Total Amount Due:</b>	<b>\$237.69</b>
<b>Payment Due By:</b>	<b>December 19, 2022</b>

If paying after 12/19/22, pay this amount: \$249.57

**Amount Enclosed** \$

**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](http://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](http://www.kentuckyamwater.com).



### CUSTOMER SERVICE

1-800-678-6301




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


TTY/TDD FOR THE HEARING IMPAIRED:


711 (and then reference Customer Service number listed above)

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](http://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](http://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](http://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](http://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](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://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"	10/27/2022	11/29/2022	8 (A)	52 (A)	44	44.00	4,400

A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,400

### Billed Usage History (graph shown in 100 gallons)

- 4,400 gallons = usage for this period
- 0 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about December 28, 2022  
**Account Type:** Residential

Average daily use for this period is: (34 days)

**129**  
gallons

Year to Date Billed Usage: 5,200 gallons

### Account Detail

Account No. ██████████

Service To: 3941 PINECREST WAY LEXINGTON, KY 40514-1154

<b>Prior Billing</b>	<b>56.95</b>
<b>Payments</b>	<b>-56.95</b>
Total payments as of Nov 30. Thank you!	
<b>Balance Forward</b>	<b>0.00</b>
<b>Fees and Adjustments</b>	<b>1.14</b>
Water Late Payment Charge	1.14
<b>Service Related Charges - 10/27/22 to 11/29/22</b>	
<b>Stopped Meter - 10/04/21 to 10/03/22</b>	
<b>Water Service</b>	<b>166.95</b>
Water Usage Charge	166.95
<b>Other Charges</b>	<b>12.78</b>
QIP Surcharge Water	4.59
KRA Withdrawal Fee	8.19
<b>Bill Period - 10/27/22 to 11/29/22</b>	
<b>Water Service</b>	<b>40.33</b>
Water Service Charge	15.00
Water Usage Charge (44 x \$0.5757)	25.33
<b>Other Charges</b>	<b>3.07</b>
QIP Surcharge Water (\$40.33 x 4.61%)	1.86
KRA Withdrawal Fee (44 x \$0.0275)	1.21
<b>Total Service Related Charges</b>	<b>223.13</b>
<b>Taxes</b>	<b>13.42</b>
Franchise Taxes (\$223.13 x 3.000%)	6.71
School District Tax (\$223.13 x 3.000%)	6.71
<b>Total Current Period Charges</b>	<b>237.69</b>

(Continued on next page)

### 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>

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Total Amount Due



**\$237.69**

PSC Consumer Inquiry System

3/24/2023

**Complaint:** 2023-00458    **Entry Date:** 3/24/2023    **Closed Date:**    **Contact Type:** E-Mail  
**Name:** Wampler, Suzy    **Utility:** Kentucky-American Water Company  
**Address:** 3941 Pinecrest Way    **Utility Nbr:** 15800    **Location:** Residence  
Lexington, KY 40514  
**County:** Fayette    **Utility Type:** Investor-  
**Home:**    **Work:**    **Reason:** Billing ( High bill/consumption )  
(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:**  
Bill is high  
**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:** 3/24/2023 9:44:09 AM  
**Email from Customer:**

My KY american water bill from November to December 2022 went from an average use of 35 gallons a day and a \$35 bill to 129 gallons a day and a \$233 bill, without any change in our actual household usage.

**From:** Josh D Riley  
**To:** [REDACTED]  
**Subject:** [REDACTED]  
**Date:** Tuesday, March 28, 2023 9:51:00 AM  
**Attachments:** [image001.png](#)

---

Good Morning Suzy,

My name is Josh and I work for Kentucky American Water in the Customer Advocate office in Lexington. I have been trying to reach you about your recent case with the public service commission. When you open one of those their office contacts us and we reach out to the customer to discuss it. Would you mind to give me a call at your earliest convenience, 859-269-2386 option 6 to stay local. If no one is available to answer please just leave a message and I will follow up with you as soon as I am able, thank you.

*Joshua Riley*

Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | [kawc - customeradvocacy@amwater.com](mailto:kawc_customeradvocacy@amwater.com)



**From:** [Varney, Stacey L \(PSC\)](#)  
**To:** [KAWC - Customer Advocacy](#)  
**Subject:** RE: Wampler, Suzy - complaint  
**Date:** Thursday, April 6, 2023 7:48:53 AM  
**Attachments:** [image004.png](#)  
[image005.png](#)  
[image006.png](#)

**EXTERNAL EMAIL: The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)**  
**"Think before you click!"**

Since her account is current, I'm going to go ahead and close the complaint. If you hear from her, please let me know.

Thanks.

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

**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Sent:** Wednesday, April 5, 2023 7:58 AM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>; KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** RE: Wampler, Suzy - complaint

Good Morning Stacey,

No I have not heard from the customer about this. I did check the account today and I do not see any other contact attempts from the customer, for example I was looking to see if she had called the call center by mistake. I also see that her account is now current. She was on an installment plan for the back billed amount but that has all been paid and she only owes \$39.73 which has a due date of 04/16/23.

*Joshua Riley*  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | [kawc\\_-\\_customeradvocacy@amwater.com](mailto:kawc_-_customeradvocacy@amwater.com)





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**From:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Sent:** Tuesday, April 4, 2023 8:07 AM  
**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** RE: Wampler, Suzy - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

Josh,

Any word from Ms. Wampler?

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

**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Sent:** Thursday, March 30, 2023 11:00 AM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>; KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** RE: Wampler, Suzy - complaint

Good Morning Stacey,

I have not heard from the customer on this.

*Joshua Riley*  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | [kawc\\_-\\_customeradvocacy@amwater.com](mailto:kawc_-_customeradvocacy@amwater.com)



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**From:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Sent:** Thursday, March 30, 2023 7:44 AM  
**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** RE: Wampler, Suzy - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

Josh,

Any word from Ms. Wampler?

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

**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Sent:** Tuesday, March 28, 2023 9:53 AM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>; KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** RE: Wampler, Suzy - complaint

Stacey,

I have sent an email asking the customer to give me a call. May I ask if your office has heard from the customer since the originally submission?

*Joshua Riley*

Customer Advocacy

Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502

Advocate Office 859.269.2386 option 6 | [kawc\\_-\\_customeradvocacy@amwater.com](mailto:kawc_-_customeradvocacy@amwater.com)



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**From:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Sent:** Tuesday, March 28, 2023 8:56 AM  
**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** RE: Wampler, Suzy - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

Josh,

There is an email address listed on the complaint. You could email her and ask her to call you. She might get that message faster.

I will wait to hear back from you on this.

Thanks.

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

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**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Sent:** Tuesday, March 28, 2023 8:47 AM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>; KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** RE: Wampler, Suzy - complaint

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Good Moring Stacey,

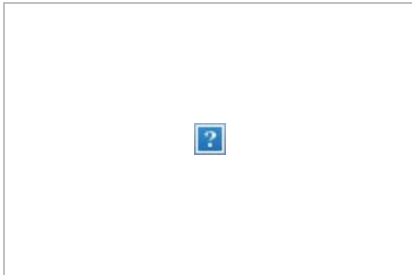
The customer has yet to return my call. I did call again this morning, the call went directly to the customers voicemail. I did leave another message letting her know my contact information and that I was calling to discuss the case she had opened with your office. If I do hear from the customer I will be sure to let you know. Also I have attached the letter showing the updated dates.

*Joshua Riley*

Customer Advocacy

Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502

Advocate Office 859.269.2386 option 6 | [kawc\\_-\\_customeradvocacy@amwater.com](mailto:kawc_-_customeradvocacy@amwater.com)



---

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

**Sent:** Tuesday, March 28, 2023 7:58 AM

**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** RE: Wampler, Suzy - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

Josh,

Have you been able to speak with Ms. Wampler?

*Stacey Varney*

*KY Public Service Commission*

*Consumer Services*

*(502) 782-2574*

*[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)*

**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Sent:** Friday, March 24, 2023 2:58 PM

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

**Subject:** RE: Wampler, Suzy - complaint

Stacey,

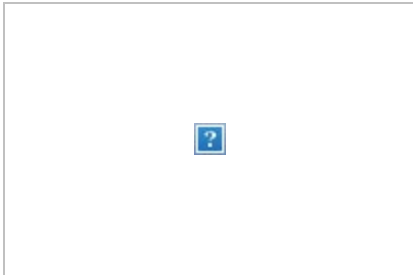
I will let you know once the customer and I are able to discuss this. I do see those dates showing differently on the letter from what was on the bill, I will ask to have that reviewed. Thank you.

*Joshua Riley*

Customer Advocacy

Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502

Advocate Office 859.269.2386 option 6 | [kawc\\_-\\_customeradvocacy@amwater.com](mailto:kawc_-_customeradvocacy@amwater.com)



---

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

**Sent:** Friday, March 24, 2023 2:47 PM

**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** RE: Wampler, Suzy - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

Josh,

I can't close this until you speak with Ms. Wampler. She is going to need an explanation regarding her bill. Please let me know once she returns your call.

Also, I think there is a typo in the letter regarding the dates that her meter wasn't working. You should check it.

Thanks.

*Stacey Varney*

*KY Public Service Commission*

*Consumer Services*

*(502) 782-2574*

*[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)*

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**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Sent:** Friday, March 24, 2023 2:39 PM  
**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>; Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Subject:** RE: Wampler, Suzy - complaint

**\*\*CAUTION\*\* PDF attachments may contain links to malicious sites. Please contact the COT Service Desk [ServiceCorrespondence@ky.gov](mailto:ServiceCorrespondence@ky.gov) for any assistance.**

Stacey,

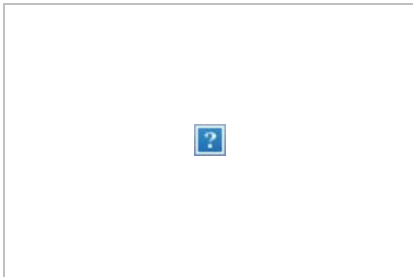
I reviewed this account and the bill the customer is talking about shows additional charges due to a stuck meter. The charges are itemized on the bill and we also sent a letter to the explaining this. I have attached both to this email. I did call the customer to share this information earlier but had to leave a voicemail. Please let me know if you need anything further to help close this case.

*Joshua Riley*

Customer Advocacy

Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502

Advocate Office 859.269.2386 option 6 | [kawc\\_-\\_customeradvocacy@amwater.com](mailto:kawc_-_customeradvocacy@amwater.com)



**From:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Sent:** Friday, March 24, 2023 10:09 AM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>; KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** RE: Wampler, Suzy - complaint

Stacey,

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



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

**Sent:** Friday, March 24, 2023 9:45 AM

**To:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>

**Subject:** Wampler, Suzy - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

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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](http://www.amwater.com)



03/24/2023

Suzy Wampler  
3941 Pinecrest Way  
Lexington, KY 40514-1154

**For Service To:**  
Account Number: [REDACTED]  
Service Address: 3941 Pinecrest Way  
Lexington, KY 40514-1154

Dear Customer Wampler:

American Water is contacting you about an important matter concerning your account. During a recent routine inspection, we found the meter at this property was no longer registering water use. According to our records, the volume of water used was not captured between 10/4/2021 and 10/3/2022.

The condition has been corrected and your meter is now registering water use. Soon, you will receive a bill that reflects charges for estimated water usage during the period when the meter was not registering, as allowed and limited by applicable state regulations.

Below, please find details related to the calculation of the back billed amount:

- Your estimated daily water usage was multiplied by the number of days the meter was not registering.
- The estimated usage was then calculated by the water rates in place at the time the meter was not working.
- The total amount of estimated water usage being billed is 29,000 gallons and \$179.73, plus any taxes if applicable.

**Note:** If your water usage was estimated and billed during the time the meter was not registering correctly, those previously estimated billing periods will not be included in the forthcoming back billing adjustment.

The charges for the period when the meter was not registering will be sent as a separate bill or included with your next regular bill as a separate line item. The back charges are due based on the due date reflected on the invoice containing the adjustment.

We understand that the additional amount on your bill was unexpected and we are happy to work with you and agree upon a payment agreement if you cannot pay the bill in full by the due date. The agreement will spread your payment for the previously unbilled charges over the next 12 month(s).

If you would like to discuss a payment agreement or have a question about your billing, please contact Customer Service at 1-800-678-6301. Representatives are available Monday through Friday between the hours of 7 a.m. and 7 p.m. Please reference the bottom of this letter for contact information.

We appreciate the opportunity to provide quality, reliable water service in your community.

Sincerely,

Kentucky American Water Customer Service

12/02/2022

Suzy Wampler  
3941 Pinecrest Way  
Lexington, KY 40514-1154

**For Service To:**  
Account Number: [REDACTED]  
Service Address: 3941 Pinecrest Way  
Lexington, KY 40514-1154

Dear Customer Wampler:

American Water is contacting you about an important matter concerning your account. During a recent routine inspection, we found the meter at this property was no longer registering water use. According to our records, the volume of water used was not captured between 10/04/2021 and 10/03/2021.

The condition has been corrected and your meter is now registering water use. Soon, you will receive a bill that reflects charges for estimated water usage during the period when the meter was not registering, as allowed and limited by applicable state regulations.

Below, please find details related to the calculation of the back billed amount:

- Your estimated daily water usage was multiplied by the number of days the meter was not registering.
- The estimated usage was then calculated by the water rates in place at the time the meter was not working.
- The total amount of estimated water usage being billed is 29,000 gallons and \$179.73, plus any taxes if applicable.

**Note:** If your water usage was estimated and billed during the time the meter was not registering correctly, those previously estimated billing periods will not be included in the forthcoming back billing adjustment.

The charges for the period when the meter was not registering will be sent as a separate bill or included with your next regular bill as a separate line item. The back charges are due based on the due date reflected on the invoice containing the adjustment.

We understand that the additional amount on your bill was unexpected and we are happy to work with you and agree upon a payment agreement if you cannot pay the bill in full by the due date. The agreement will spread your payment for the previously unbilled charges over the next 12 month(s).

If you would like to discuss a payment agreement or have a question about your billing, please contact Customer Service at 1-800-678-6301. Representatives are available Monday through Friday between the hours of 7 a.m. and 7 p.m. Please reference the bottom of this letter for contact information.

We appreciate the opportunity to provide quality, reliable water service in your community.

Sincerely,

Kentucky American Water Customer Service

# PSC Inquiry Followup

**Case # 2023 - 00458**

**Name Wampler**

**Account Number** [REDACTED]

Received by advocate team	3/24/2023	9:45 AM	
Initial response to PSC	3/24/2023	10:09 AM	
Customer Contacted	3/24/2023	1:50 PM	
PUC BPEM Case Created?	Yes	BPEM #:	[REDACTED]
Shut off letter?	No		
Pending order to cancel?	No		
Comm. Complaint Hold Placed?	Yes	Hold Through	4/30/2023
Hold Placed?	No	Hold Through	_____
Meter test needed?	No		
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	3/24/2023	called and left a voicemail
<input type="checkbox"/> High Consumption/ Leak	3/28/2023	called and left a voicemail
<input checked="" type="checkbox"/> Stuck Meter	3/28/2023	Sent email to customer requesting a call to discuss
<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      4/6/2023      7:50 AM

Advocate Initials      \_\_\_\_\_

# PSC Inquiry Followup

Case # 2022 - 02648

Name Alena Williams

Account Number [REDACTED]

Received by advocate team 8, 23, 22 8:16  AM  PM

Initial response to PSC 8, 23, 22 8:33  AM  PM

Customer Contacted 8, 23, 22 9:10  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 285 Rosemont Gdns

## Type of Complaint

## Contact Date

## Contact Notes

Estimated Reading

8, 23, 22 Voice mail

High Consumption/ Leak

    /    /         

Stuck Meter

    /    /         

Customer Service

    /    /         

Pressure/ Outage

    /    /         

Fees

    /    /         

Water Quality:     

    /    /         

Other:     

    /    /         

Closed / Final Resolution with PSC 8, 23, 22 3:41  AM  PM

Advocate Initials OP

PSC Consumer Inquiry System

8/23/2022

**Complaint:** 2022-02648    **Entry Date:** 8/23/2022    **Closed Date:**    **Contact Type:** E-Mail  
**Name:** Williams, Alena    **Utility:** Kentucky-American Water Company  
**Address:** 285 Rosemont Garden, O    **Utility Nbr:** 15800    **Location:** Residence  
Lexington, KY 40503  
**County:** Fayette    **Utility Type:** Investor-  
**Home:**    **Work:**    **Reason:** Billing ( Delayed billing )  
(none) ( none )  
**Fax:**    **CBR Nbr:**    **Complaint referred by:**  
**Cell:**    **Email:**  
**Contacted Utility?**     **Spoke with:** Customer Service  
**Cust Relations:** Failed To Correct Problem

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

**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:** 8/23/2022 8:14:00 AM

Email from Customer:

I moved into a rental residence where my water was already on. I tried to contact KAW several times and could never get a person on the phone and never received a call back despite leaving my number. I never received a bill despite living in the rental property for two years now. Last week my water was abruptly turned off without notice. When I contacted KAW they said the account for my address had been under someone else's name. They said in order to turn my water back on I would have to pay a service fee along with back pay all usage for the last two years despite never having been sent a bill from them or being contacted in any way. After looking online this has happened to multiple other customers before me. Are they not half responsible for never cutting off the water sooner since it wasn't being paid? Along with shutting off my service without any kind of notice?

## Oscar Portillo-Garcia

---

**From:** Varney, Stacey L (PSC) <stacey.varney@ky.gov>  
**Sent:** Tuesday, August 23, 2022 3:41 PM  
**To:** Oscar Portillo-Garcia  
**Subject:** RE: Williams, Alena - complaint

**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](mailto:stacey.varney@ky.gov)*

---

**From:** Oscar Portillo-Garcia <Oscar.Portillo-Garcia01@amwater.com>  
**Sent:** Tuesday, August 23, 2022 3:38 PM  
**To:** Varney, Stacey L (PSC) <stacey.varney@ky.gov>  
**Subject:** RE: Williams, Alena - complaint

Hello Stacey,

I spoke with Ms. Williams regarding her concerns and questions about her back bill.

I explained the reasons why the water service was disconnected and also that she will only be back bill for 12 months. I also share we can help her setting up and IP once the statement is generate it. She understood and stated that she will call me to set up the IP.

Have a great night!

*Kind Regards,*

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



---

**From:** Oscar Portillo-Garcia  
**Sent:** Tuesday, August 23, 2022 9:30 AM

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

Subject: RE: Williams, Alena - complaint

Yes, we will be able to set up an installment plan once the statement is completed and I will also share information for agencies that could possible help with her statement.

*Kind Regards,*

**Oscar Portillo**

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

A 2300 Richmond Rd, Lexington, KY 40502



---

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

Sent: Tuesday, August 23, 2022 9:27 AM

To: Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>

Subject: RE: Williams, Alena - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

Thanks Oscar. Yes, until you speak with the customer and report back to me we must keep the complaint open. Will you all be able to offer her a payment plan for the past 12 months?

*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](mailto:Oscar.Portillo-Garcia01@amwater.com)>

Sent: Tuesday, August 23, 2022 9:24 AM

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

Subject: RE: Williams, Alena - complaint

Hello Stacey,

I called the customer and left a voice mail. Customer is disputing not receiving a statement or disconnection order, the reason is we can't send any documents to inactive accounts. This customer was using water for over two years and never set up service, I will ask her if she has records of calls made to the call center or the local office asking for assistance to set up service, if she has these records I will send them for a coaching opportunity at the call center. She will receive a back bill for the past 12 months, not 24.

The reason the water was turn off was because we registered usage at this address without an active account. We have no record of this customer calling to set up service at this premise, again I hope she does have the phone records from when she called us to set up service.

Please let me know if you need anything else from us and I would be happy to help. Would you like me to keep this case open? Thanks.

*Kind Regards,*

**Oscar Portillo**

**Specialist Service Delivery, Kentucky American Water**

**P** 859-268-6724

**E** [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

**A** 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Oscar Portillo-Garcia  
**Sent:** Tuesday, August 23, 2022 8:33 AM  
**To:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Cc:** KAWC - Customer Advocacy <[KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)>  
**Subject:** RE: Williams, Alena - complaint

Hello Stacey,

We received this customer PSC case, we will follow up with you and the customer.

Have a great day!

*Kind Regards,*

**Oscar Portillo**

**Specialist Service Delivery, Kentucky American Water**

**P** 859-268-6724

**E** [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

**A** 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Varney, Stacey L (PSC) <[stacey.varney@ky.gov](mailto:stacey.varney@ky.gov)>  
**Sent:** Tuesday, August 23, 2022 8:16 AM



To: KAWC - Customer Advocacy <[KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)>

Subject: Williams, Alena - complaint

**EXTERNAL EMAIL:** The Actual Sender of this email is [stacey.varney@ky.gov](mailto:stacey.varney@ky.gov) "Think before you click!".

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[www.amwater.com](http://www.amwater.com)

PSC Consumer Inquiry System

2/20/2023

**Complaint:** 2023-00273    **Entry Date:** 2/20/2023    **Closed Date:**    **Contact Type:** Hotline  
**Name:** Williams, Mark    **Utility:** Kentucky-American Water Company  
**Address:** 345 Long Branch Lane    **Utility Nbr:** 15800    **Location:** Residence  
Lexington, KY 40511  
**County:** Fayette    **Utility Type:** Investor-  
**Home:**    **Work:** [REDACTED]    **Reason:** Billing ( High bill/consumption )  
(none) ( none )  
**Fax:**    **CBR Nbr:**    **Complaint referred by:** Executive Director  
**Cell:**    **Email:**  
**Contacted Utility?**     **Spoke with:** office  
**Cust Relations:** Failed To Correct Problem

**Utility Contact:**    **Contact's** [REDACTED]  
**Preliminary Description:**    **Other Contacts:**  
high bill  
**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:** 2/20/2023 12:02:31 PM  
Customer contacted Executive Director about billing issue of a large consumption and amount. Was referred to Consumer Service to file an informal complaint asking has the meter been tested, what were the results? What is the background on this customer, please provide information to the PSC. Thank you.

**Kentucky American Water - Customer Meter Test Form**

**BENCH 2 (5/8") Only**

CUSTOMER NAME: Mark Williams ACCT # [REDACTED]

SERVICE ADDRESS: 345 Long Branch Ln 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>26885.03</u>	<u>268892.49</u>	<u>99.7</u>	<u>95%-101%</u>
<u>1 CF / MED</u>	<u>2</u>	<u>268892.49</u>	<u>268900.03</u>	<u>100.8</u>	<u>98.5%-101.5%</u>
<u>10 CF / HIGH</u>	<u>15</u>	<u>268900.03</u>	<u>268974.50</u>	<u>99.5</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: 02688 After Test Reading: 02689

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: Data logged meter. Meter passed bench test.

Copy To: \_\_\_\_\_ Disputes: Josh Riley Meter Tech: E. Mosby

# PSC Inquiry Followup

**Case # 2023 - 00273**

**Name Mark Williams**

**Account Number** [REDACTED]

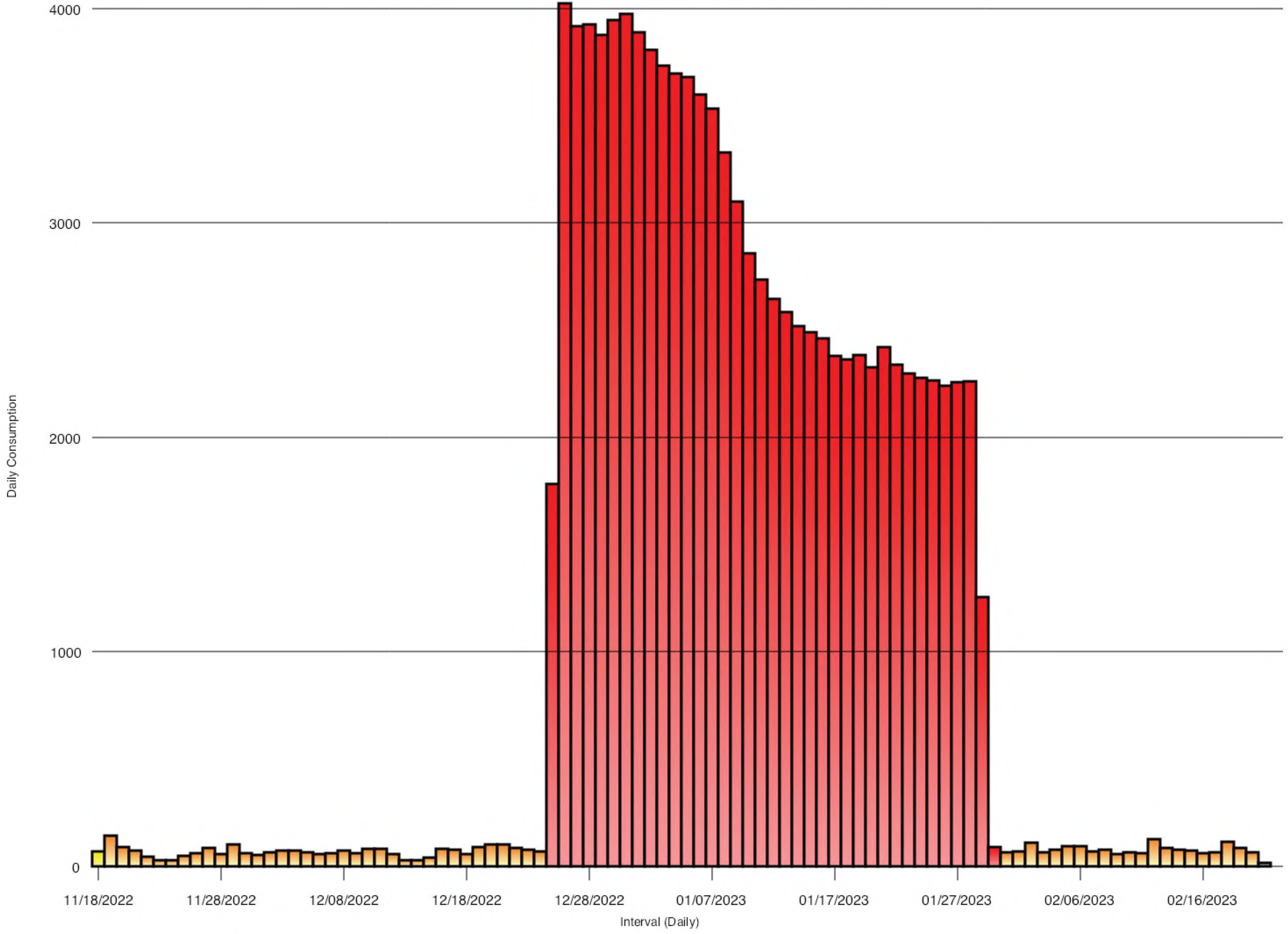
Received by advocate team	2/20/2023	12:03 PM	
Initial response to PSC	2/20/2023	12:46 PM	
Customer Contacted	2/20/2023	1:16 PM	
PUC BPEM Case Created?	Yes	BPEM #:	[REDACTED]
Shut off letter?	No		
Pending order to cancel?	No		
Comm. Complaint Hold Placed?	Yes	Hold Through	3/31/2023
Hold Placed?	Yes	Hold Through	3/19/2023 Hold already on account
Meter test needed?	Yes		
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	2/20/2023	called the customer and left a voicemail
<input checked="" type="checkbox"/> High Consumption/ Leak	3/2/2023	set customer up on IP and let him know via email
<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      3/2/2023      8:10 AM

Advocate Initials      \_\_\_\_\_

E-Coder R900i Data Logging Report  
for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS



Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/18/2022 07:27	159501.0		None	None
11/18/2022 08:27	159503.7	2.7	None	None
11/18/2022 09:27	159503.7	0.0	None	None
11/18/2022 10:27	159505.7	2.0	None	None
11/18/2022 11:27	159511.8	6.1	None	None
11/18/2022 12:27	159516.7	4.9	None	None
11/18/2022 13:27	159525.7	9.0	None	None
11/18/2022 14:27	159529.1	3.4	None	None
11/18/2022 15:27	159539.9*	10.8*	None*	None*
11/18/2022 16:27	159550.6	10.7*	None	None
11/18/2022 17:27	159554.7	4.1	None	None
11/18/2022 18:27	159557.0	2.3	None	None
11/18/2022 19:27	159559.2	2.2	None	None
11/18/2022 20:27	159561.3	2.1	None	None
11/18/2022 21:27	159563.4	2.1	None	None
11/18/2022 22:27	159569.3	5.9	None	None
11/18/2022 23:27	159569.3	0.0	None	None
11/19/2022 00:27	159569.3	0.0	None	None
11/19/2022 01:27	159569.3	0.0	None	None
11/19/2022 02:27	159569.3	0.0	None	None
11/19/2022 03:27	159569.3	0.0	None	None
11/19/2022 04:27	159569.3	0.0	None	None
11/19/2022 05:27	159569.3	0.0	None	None
11/19/2022 06:27	159569.3	0.0	None	None
11/19/2022 07:27	159576.0	6.7	None	None
11/19/2022 08:27	159576.5	0.5	None	None
11/19/2022 09:27	159576.6	0.1	None	None
11/19/2022 10:27	159609.9	33.3	None	None
11/19/2022 11:27	159616.5	6.6	None	None
11/19/2022 12:27	159618.2	1.7	None	None
11/19/2022 13:27	159625.5	7.3	None	None
11/19/2022 14:27	159680.1	54.6	None	None
11/19/2022 15:27	159690.5	10.4	None	None
11/19/2022 16:27	159696.2	5.7	None	None
11/19/2022 17:27	159700.6	4.4	None	None
11/19/2022 18:27	159703.1	2.5	None	None
11/19/2022 19:27	159707.7	4.6	None	None
11/19/2022 20:27	159708.1	0.4	None	None
11/19/2022 21:27	159710.3	2.2	None	None
11/19/2022 22:27	159712.1	1.8	None	None
11/19/2022 23:27	159712.1	0.0	None	None
11/20/2022 00:27	159712.1	0.0	None	None
11/20/2022 01:27	159712.1	0.0	None	None
11/20/2022 02:27	159712.1	0.0	None	None
11/20/2022 03:27	159712.1	0.0	None	None
11/20/2022 04:27	159712.1	0.0	None	None
11/20/2022 05:27	159712.1	0.0	None	None
11/20/2022 06:27	159712.1	0.0	None	None
11/20/2022 07:27	159719.0	6.9	None	None
11/20/2022 08:27	159719.3	0.3	None	None
11/20/2022 09:27	159721.6	2.3	None	None
11/20/2022 10:27	159726.3	4.7	None	None
11/20/2022 11:27	159729.2	2.9	None	None
11/20/2022 12:27	159745.2	16.0	None	None
11/20/2022 13:27	159751.6	6.4	None	None
11/20/2022 14:27	159756.5	4.9	None	None
11/20/2022 15:27	159766.9	10.4	None	None
11/20/2022 16:27	159771.8	4.9	None	None
11/20/2022 17:27	159790.3	18.5	None	None

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/20/2022 18:27	159790.5	0.2	None	None
11/20/2022 19:27	159795.2	4.7	None	None
11/20/2022 20:27	159795.2	0.0	None	None
11/20/2022 21:27	159800.6	5.4	None	None
11/20/2022 22:27	159800.6	0.0	None	None
11/20/2022 23:27	159800.6	0.0	None	None
11/21/2022 00:27	159800.6	0.0	None	None
11/21/2022 01:27	159800.6	0.0	None	None
11/21/2022 02:27	159800.6	0.0	None	None
11/21/2022 03:27	159800.6	0.0	None	None
11/21/2022 04:27	159800.6	0.0	None	None
11/21/2022 05:27	159800.6	0.0	None	None
11/21/2022 06:27	159800.7	0.1	None	None
11/21/2022 07:27	159810.7	10.0	None	None
11/21/2022 08:27	159810.7	0.0	None	None
11/21/2022 09:27	159825.8	15.1	None	None
11/21/2022 10:27	159831.5	5.7	None	None
11/21/2022 11:27	159836.1	4.6	None	None
11/21/2022 12:27	159836.1	0.0	None	None
11/21/2022 13:27	159840.9	4.8	None	None
11/21/2022 14:27	159843.5	2.6	None	None
11/21/2022 15:27	159849.4	5.9	None	None
11/21/2022 16:27	159856.2	6.8	None	None
11/21/2022 17:27	159863.4	7.2	None	None
11/21/2022 18:27	159865.6	2.2	None	None
11/21/2022 19:27	159865.9	0.3	None	None
11/21/2022 20:27	159866.2	0.3	None	None
11/21/2022 21:27	159870.6	4.4	None	None
11/21/2022 22:27	159870.6	0.0	None	None
11/21/2022 23:27	159872.9	2.3	None	None
11/22/2022 00:27	159872.9	0.0	None	None
11/22/2022 01:27	159872.9	0.0	None	None
11/22/2022 02:27	159872.9	0.0	None	None
11/22/2022 03:27	159872.9	0.0	None	None
11/22/2022 04:27	159872.9	0.0	None	None
11/22/2022 05:27	159872.9	0.0	None	None
11/22/2022 06:27	159873.5	0.6	None	None
11/22/2022 07:27	159877.7	4.2	None	None
11/22/2022 08:27	159877.7	0.0	None	None
11/22/2022 09:27	159895.4	17.7	None	None
11/22/2022 10:27	159895.8	0.4	None	None
11/22/2022 11:27	159904.0	8.2	None	None
11/22/2022 12:27	159904.1	0.1	None	None
11/22/2022 13:27	159906.0	1.9	None	None
11/22/2022 14:27	159906.0	0.0	None	None
11/22/2022 15:27	159906.8	0.8	None	None
11/22/2022 16:27	159908.6	1.8	None	None
11/22/2022 17:27	159910.8	2.2	None	None
11/22/2022 18:27	159915.2	4.4	None	None
11/22/2022 19:27	159915.2	0.0	None	None
11/22/2022 20:27	159915.2	0.0	None	None
11/22/2022 21:27	159915.2	0.0	None	None
11/22/2022 22:27	159915.2	0.0	None	None
11/22/2022 23:27	159915.2	0.0	None	None
11/23/2022 00:27	159915.2	0.0	None	None
11/23/2022 01:27	159915.2	0.0	None	None
11/23/2022 02:27	159915.2	0.0	None	None
11/23/2022 03:27	159915.2	0.0	None	None
11/23/2022 04:27	159915.2	0.0	None	None

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/23/2022 05:27	159915.2	0.0	None	None
11/23/2022 06:27	159915.2	0.0	None	None
11/23/2022 07:27	159915.5	0.3	None	None
11/23/2022 08:27	159915.5	0.0	None	None
11/23/2022 09:27	159915.5	0.0	None	None
11/23/2022 10:27	159915.5	0.0	None	None
11/23/2022 11:27	159927.1	11.6	None	None
11/23/2022 12:27	159933.8	6.7	None	None
11/23/2022 13:27	159933.8	0.0	None	None
11/23/2022 14:27	159934.0	0.2	None	None
11/23/2022 15:27	159934.0	0.0	None	None
11/23/2022 16:27	159935.3*	1.3*	None*	None*
11/23/2022 17:27	159936.5	1.2*	None	None
11/23/2022 18:27	159936.5	0.0	None	None
11/23/2022 19:27	159936.5	0.0	None	None
11/23/2022 20:27	159938.5	2.0	None	None
11/23/2022 21:27	159942.4	3.9	None	None
11/23/2022 22:27	159942.4	0.0	None	None
11/23/2022 23:27	159942.4	0.0	None	None
11/24/2022 00:27	159942.4	0.0	None	None
11/24/2022 01:27	159942.4	0.0	None	None
11/24/2022 02:27	159942.4	0.0	None	None
11/24/2022 03:27	159942.4	0.0	None	None
11/24/2022 04:27	159942.4	0.0	None	None
11/24/2022 05:27	159942.4	0.0	None	None
11/24/2022 06:27	159942.4	0.0	None	None
11/24/2022 07:27	159945.0	2.6	None	None
11/24/2022 08:27	159945.0	0.0	None	None
11/24/2022 09:27	159945.0	0.0	None	None
11/24/2022 10:27	159948.7	3.7	None	None
11/24/2022 11:27	159951.6	2.9	None	None
11/24/2022 12:27	159952.8	1.2	None	None
11/24/2022 13:27	159954.1	1.3	None	None
11/24/2022 14:27	159956.2	2.1	None	None
11/24/2022 15:27	159956.5	0.3	None	None
11/24/2022 16:27	159958.8	2.3	None	None
11/24/2022 17:27	159966.0	7.2	None	None
11/24/2022 18:27	159966.0	0.0	None	None
11/24/2022 19:27	159968.0	2.0	None	None
11/24/2022 20:27	159968.0	0.0	None	None
11/24/2022 21:27	159968.9	0.9	None	None
11/24/2022 22:27	159968.9	0.0	None	None
11/24/2022 23:27	159968.9	0.0	None	None
11/25/2022 00:27	159968.9	0.0	None	None
11/25/2022 01:27	159968.9	0.0	None	None
11/25/2022 02:27	159968.9	0.0	None	None
11/25/2022 03:27	159968.9	0.0	None	None
11/25/2022 04:27	159968.9	0.0	None	None
11/25/2022 05:27	159968.9	0.0	None	None
11/25/2022 06:27	159971.2	2.3	None	None
11/25/2022 07:27	159971.2	0.0	None	None
11/25/2022 08:27	159971.3	0.1	None	None
11/25/2022 09:27	159973.5	2.2	None	None
11/25/2022 10:27	159973.5	0.0	None	None
11/25/2022 11:27	159977.2	3.7	None	None
11/25/2022 12:27	159980.9	3.7	None	None
11/25/2022 13:27	159988.0	7.1	None	None
11/25/2022 14:27	159994.5	6.5	None	None
11/25/2022 15:27	159994.6	0.1	None	None



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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/25/2022 16:27	159994.9	0.3	None	None
11/25/2022 17:27	159999.3	4.4	None	None
11/25/2022 18:27	159999.4	0.1	None	None
11/25/2022 19:27	160000.6	1.2	None	None
11/25/2022 20:27	160008.0	7.4	None	None
11/25/2022 21:27	160014.7	6.7	None	None
11/25/2022 22:27	160014.7	0.0	None	None
11/25/2022 23:27	160014.7	0.0	None	None
11/26/2022 00:27	160014.7	0.0	None	None
11/26/2022 01:27	160014.8	0.1	None	None
11/26/2022 02:27	160014.8	0.0	None	None
11/26/2022 03:27	160014.8	0.0	None	None
11/26/2022 04:27	160014.8	0.0	None	None
11/26/2022 05:27	160014.8	0.0	None	None
11/26/2022 06:27	160016.8	2.0	None	None
11/26/2022 07:27	160016.8	0.0	None	None
11/26/2022 08:27	160024.3	7.5	None	None
11/26/2022 09:27	160024.3	0.0	None	None
11/26/2022 10:27	160026.2	1.9	None	None
11/26/2022 11:27	160034.8	8.6	None	None
11/26/2022 12:27	160040.2	5.4	None	None
11/26/2022 13:27	160041.1	0.9	None	None
11/26/2022 14:27	160043.4	2.3	None	None
11/26/2022 15:27	160057.0	13.6	None	None
11/26/2022 16:27	160059.0	2.0	None	None
11/26/2022 17:27	160061.9	2.9	None	None
11/26/2022 18:27	160062.0	0.1	None	None
11/26/2022 19:27	160066.0	4.0	None	None
11/26/2022 20:27	160067.3	1.3	None	None
11/26/2022 21:27	160073.9	6.6	None	None
11/26/2022 22:27	160073.9	0.0	None	None
11/26/2022 23:27	160073.9	0.0	None	None
11/27/2022 00:27	160073.9	0.0	None	None
11/27/2022 01:27	160073.9	0.0	None	None
11/27/2022 02:27	160073.9	0.0	None	None
11/27/2022 03:27	160073.9	0.0	None	None
11/27/2022 04:27	160073.9	0.0	None	None
11/27/2022 05:27	160073.9	0.0	None	None
11/27/2022 06:27	160073.9	0.0	None	None
11/27/2022 07:27	160073.9	0.0	None	None
11/27/2022 08:27	160083.2	9.3	None	None
11/27/2022 09:27	160083.3	0.1	None	None
11/27/2022 10:27	160083.4	0.1	None	None
11/27/2022 11:27	160093.1	9.7	None	None
11/27/2022 12:27	160094.3	1.2	None	None
11/27/2022 13:27	160096.1	1.8	None	None
11/27/2022 14:27	160104.7	8.6	None	None
11/27/2022 15:27	160123.4	18.7	None	None
11/27/2022 16:27	160138.5	15.1	None	None
11/27/2022 17:27	160142.2	3.7	None	None
11/27/2022 18:27	160142.2	0.0	None	None
11/27/2022 19:27	160146.2	4.0	None	None
11/27/2022 20:27	160155.9	9.7	None	None
11/27/2022 21:27	160155.9	0.0	None	None
11/27/2022 22:27	160155.9	0.0	None	None
11/27/2022 23:27	160155.9	0.0	None	None
11/28/2022 00:27	160155.9	0.0	None	None
11/28/2022 01:27	160155.9	0.0	None	None
11/28/2022 02:27	160156.4	0.5	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/28/2022 03:27	160156.4	0.0	None	None
11/28/2022 04:27	160156.4	0.0	None	None
11/28/2022 05:27	160156.4	0.0	None	None
11/28/2022 06:27	160156.4	0.0	None	None
11/28/2022 07:27	160163.8	7.4	None	None
11/28/2022 08:27	160165.9	2.1	None	None
11/28/2022 09:27	160165.9	0.0	None	None
11/28/2022 10:27	160165.9	0.0	None	None
11/28/2022 11:27	160170.2	4.3	None	None
11/28/2022 12:27	160173.2	3.0	None	None
11/28/2022 13:27	160173.3	0.1	None	None
11/28/2022 14:27	160179.1	5.8	None	None
11/28/2022 15:27	160186.5	7.4	None	None
11/28/2022 16:27	160188.3	1.8	None	None
11/28/2022 17:27	160190.3	2.0	None	None
11/28/2022 18:27	160196.5*	6.2*	None*	None*
11/28/2022 19:27	160202.6	6.1*	None	None
11/28/2022 20:27	160202.6	0.0	None	None
11/28/2022 21:27	160210.0	7.4	None	None
11/28/2022 22:27	160210.0	0.0	None	None
11/28/2022 23:27	160210.0	0.0	None	None
11/29/2022 00:27	160210.0	0.0	None	None
11/29/2022 01:27	160210.0	0.0	None	None
11/29/2022 02:27	160210.0	0.0	None	None
11/29/2022 03:27	160210.1	0.1	None	None
11/29/2022 04:27	160210.1	0.0	None	None
11/29/2022 05:27	160210.1	0.0	None	None
11/29/2022 06:27	160210.1	0.0	None	None
11/29/2022 07:27	160217.7	7.6	None	None
11/29/2022 08:27	160217.8	0.1	None	None
11/29/2022 09:27	160255.1	37.3	None	None
11/29/2022 10:27	160255.1	0.0	None	None
11/29/2022 11:27	160259.3	4.2	None	None
11/29/2022 12:27	160263.9	4.6	None	None
11/29/2022 13:27	160276.5	12.6	None	None
11/29/2022 14:27	160279.0	2.5	None	None
11/29/2022 15:27	160281.8	2.8	None	None
11/29/2022 16:27	160282.2	0.4	None	None
11/29/2022 17:27	160282.9	0.7	None	None
11/29/2022 18:27	160298.2	15.3	None	None
11/29/2022 19:27	160299.8	1.6	None	None
11/29/2022 20:27	160299.8	0.0	None	None
11/29/2022 21:27	160306.0	6.2	None	None
11/29/2022 22:27	160306.0	0.0	None	None
11/29/2022 23:27	160308.4	2.4	None	None
11/30/2022 00:27	160308.4	0.0	None	None
11/30/2022 01:27	160308.4	0.0	None	None
11/30/2022 02:27	160308.4	0.0	None	None
11/30/2022 03:27	160308.4	0.0	None	None
11/30/2022 04:27	160308.4	0.0	None	None
11/30/2022 05:27	160312.3	3.9	None	None
11/30/2022 06:27	160312.3	0.0	None	None
11/30/2022 07:27	160319.6	7.3	None	None
11/30/2022 08:27	160319.6	0.0	None	None
11/30/2022 09:27	160319.6	0.0	None	None
11/30/2022 10:27	160323.5	3.9	None	None
11/30/2022 11:27	160324.7	1.2	None	None
11/30/2022 12:27	160325.9	1.2	None	None
11/30/2022 13:27	160346.4	20.5	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
11/30/2022 14:27	160346.4	0.0	None	None
11/30/2022 15:27	160351.0	4.6	None	None
11/30/2022 16:27	160351.4	0.4	None	None
11/30/2022 17:27	160354.2	2.8	None	None
11/30/2022 18:27	160359.9	5.7	None	None
11/30/2022 19:27	160359.9	0.0	None	None
11/30/2022 20:27	160362.4	2.5	None	None
11/30/2022 21:27	160368.4	6.0	None	None
11/30/2022 22:27	160368.4	0.0	None	None
11/30/2022 23:27	160368.4	0.0	None	None
12/01/2022 00:27	160368.4	0.0	None	None
12/01/2022 01:27	160368.4	0.0	None	None
12/01/2022 02:27	160368.4	0.0	None	None
12/01/2022 03:27	160368.4	0.0	None	None
12/01/2022 04:27	160368.6	0.2	None	None
12/01/2022 05:27	160369.3	0.7	None	None
12/01/2022 06:27	160369.8	0.5	None	None
12/01/2022 07:27	160370.9	1.1	None	None
12/01/2022 08:27	160370.9	0.0	None	None
12/01/2022 09:27	160373.7	2.8	None	None
12/01/2022 10:27	160378.5*	4.8*	None*	None*
12/01/2022 11:27	160383.2	4.7*	None	None
12/01/2022 12:27	160385.7	2.5	None	None
12/01/2022 13:27	160386.3	0.6	None	None
12/01/2022 14:27	160390.0	3.7	None	None
12/01/2022 15:27	160400.5	10.5	None	None
12/01/2022 16:27	160401.2	0.7	None	None
12/01/2022 17:27	160403.3	2.1	None	None
12/01/2022 18:27	160407.9	4.6	None	None
12/01/2022 19:27	160407.9	0.0	None	None
12/01/2022 20:27	160412.9	5.0	None	None
12/01/2022 21:27	160417.3	4.4	None	None
12/01/2022 22:27	160421.0	3.7	None	None
12/01/2022 23:27	160421.0	0.0	None	None
12/02/2022 00:27	160421.0	0.0	None	None
12/02/2022 01:27	160421.0	0.0	None	None
12/02/2022 02:27	160421.0	0.0	None	None
12/02/2022 03:27	160421.0	0.0	None	None
12/02/2022 04:27	160421.0	0.0	None	None
12/02/2022 05:27	160421.0	0.0	None	None
12/02/2022 06:27	160427.2	6.2	None	None
12/02/2022 07:27	160428.5	1.3	None	None
12/02/2022 08:27	160428.5	0.0	None	None
12/02/2022 09:27	160436.5	8.0	None	None
12/02/2022 10:27	160439.8	3.3	None	None
12/02/2022 11:27	160442.5	2.7	None	None
12/02/2022 12:27	160442.5	0.0	None	None
12/02/2022 13:27	160442.5	0.0	None	None
12/02/2022 14:27	160456.1	13.6	None	None
12/02/2022 15:27	160464.3	8.2	None	None
12/02/2022 16:27	160467.3*	3.0*	None*	None*
12/02/2022 17:27	160470.2	2.9*	None	None
12/02/2022 18:27	160472.2	2.0	None	None
12/02/2022 19:27	160474.8	2.6	None	None
12/02/2022 20:27	160475.9	1.1	None	None
12/02/2022 21:27	160479.7*	3.8*	None*	None*
12/02/2022 22:27	160483.5	3.8*	None	None
12/02/2022 23:27	160485.5	2.0	None	None
12/03/2022 00:27	160485.5	0.0	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/03/2022 01:27	160485.5	0.0	None	None
12/03/2022 02:27	160485.5	0.0	None	None
12/03/2022 03:27	160485.5	0.0	None	None
12/03/2022 04:27	160485.5	0.0	None	None
12/03/2022 05:27	160485.5	0.0	None	None
12/03/2022 06:27	160485.5	0.0	None	None
12/03/2022 07:27	160487.4	1.9	None	None
12/03/2022 08:27	160494.8	7.4	None	None
12/03/2022 09:27	160496.7	1.9	None	None
12/03/2022 10:27	160500.7	4.0	None	None
12/03/2022 11:27	160511.2	10.5	None	None
12/03/2022 12:27	160511.2	0.0	None	None
12/03/2022 13:27	160513.7	2.5	None	None
12/03/2022 14:27	160513.7	0.0	None	None
12/03/2022 15:27	160527.6	13.9	None	None
12/03/2022 16:27	160537.2	9.6	None	None
12/03/2022 17:27	160547.4	10.2	None	None
12/03/2022 18:27	160548.5	1.1	None	None
12/03/2022 19:27	160551.3	2.8	None	None
12/03/2022 20:27	160553.6	2.3	None	None
12/03/2022 21:27	160555.7	2.1	None	None
12/03/2022 22:27	160555.7	0.0	None	None
12/03/2022 23:27	160558.0	2.3	None	None
12/04/2022 00:27	160558.0	0.0	None	None
12/04/2022 01:27	160558.0	0.0	None	None
12/04/2022 02:27	160558.0	0.0	None	None
12/04/2022 03:27	160558.0	0.0	None	None
12/04/2022 04:27	160558.0	0.0	None	None
12/04/2022 05:27	160561.7	3.7	None	None
12/04/2022 06:27	160561.7	0.0	None	None
12/04/2022 07:27	160561.7	0.0	None	None
12/04/2022 08:27	160565.4	3.7	None	None
12/04/2022 09:27	160567.3	1.9	None	None
12/04/2022 10:27	160567.4	0.1	None	None
12/04/2022 11:27	160571.8	4.4	None	None
12/04/2022 12:27	160581.5	9.7	None	None
12/04/2022 13:27	160590.5	9.0	None	None
12/04/2022 14:27	160593.0	2.5	None	None
12/04/2022 15:27	160596.8	3.8	None	None
12/04/2022 16:27	160608.2	11.4	None	None
12/04/2022 17:27	160617.7	9.5	None	None
12/04/2022 18:27	160620.0	2.3	None	None
12/04/2022 19:27	160621.8	1.8	None	None
12/04/2022 20:27	160621.9	0.1	None	None
12/04/2022 21:27	160626.0	4.1	None	None
12/04/2022 22:27	160628.1	2.1	None	None
12/04/2022 23:27	160628.1	0.0	None	None
12/05/2022 00:27	160628.1	0.0	None	None
12/05/2022 01:27	160628.1	0.0	None	None
12/05/2022 02:27	160628.1	0.0	None	None
12/05/2022 03:27	160628.1	0.0	None	None
12/05/2022 04:27	160628.1	0.0	None	None
12/05/2022 05:27	160628.3	0.2	None	None
12/05/2022 06:27	160628.3	0.0	None	None
12/05/2022 07:27	160630.5	2.2	None	None
12/05/2022 08:27	160635.3	4.8	None	None
12/05/2022 09:27	160637.3	2.0	None	None
12/05/2022 10:27	160637.6	0.3	None	None
12/05/2022 11:27	160642.9	5.3	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/05/2022 12:27	160644.1	1.2	None	None
12/05/2022 13:27	160646.1	2.0	None	None
12/05/2022 14:27	160651.5	5.4	None	None
12/05/2022 15:27	160663.8	12.3	None	None
12/05/2022 16:27	160663.8	0.0	None	None
12/05/2022 17:27	160665.1	1.3	None	None
12/05/2022 18:27	160682.0	16.9	None	None
12/05/2022 19:27	160682.1	0.1	None	None
12/05/2022 20:27	160682.3	0.2	None	None
12/05/2022 21:27	160689.3	7.0	None	None
12/05/2022 22:27	160689.4	0.1	None	None
12/05/2022 23:27	160691.3	1.9	None	None
12/06/2022 00:27	160691.3	0.0	None	None
12/06/2022 01:27	160691.4	0.1	None	None
12/06/2022 02:27	160691.4	0.0	None	None
12/06/2022 03:27	160691.5	0.1	None	None
12/06/2022 04:27	160691.5*	0.0*	None*	None*
12/06/2022 05:27	160691.5	0.0*	None	None
12/06/2022 06:27	160691.5	0.0	None	None
12/06/2022 07:27	160699.4	7.9	None	None
12/06/2022 08:27	160699.4	0.0	None	None
12/06/2022 09:27	160699.4	0.0	None	None
12/06/2022 10:27	160701.5	2.1	None	None
12/06/2022 11:27	160703.7	2.2	None	None
12/06/2022 12:27	160706.1	2.4	None	None
12/06/2022 13:27	160716.0	9.9	None	None
12/06/2022 14:27	160716.0	0.0	None	None
12/06/2022 15:27	160717.3	1.3	None	None
12/06/2022 16:27	160717.3	0.0	None	None
12/06/2022 17:27	160721.7	4.4	None	None
12/06/2022 18:27	160729.9	8.2	None	None
12/06/2022 19:27	160737.0	7.1	None	None
12/06/2022 20:27	160737.4	0.4	None	None
12/06/2022 21:27	160744.0	6.6	None	None
12/06/2022 22:27	160744.0	0.0	None	None
12/06/2022 23:27	160746.6	2.6	None	None
12/07/2022 00:27	160746.6	0.0	None	None
12/07/2022 01:27	160746.6	0.0	None	None
12/07/2022 02:27	160746.6	0.0	None	None
12/07/2022 03:27	160746.6	0.0	None	None
12/07/2022 04:27	160746.6	0.0	None	None
12/07/2022 05:27	160746.6	0.0	None	None
12/07/2022 06:27	160746.6	0.0	None	None
12/07/2022 07:27	160758.8	12.2	None	None
12/07/2022 08:27	160765.0	6.2	None	None
12/07/2022 09:27	160777.9	12.9	None	None
12/07/2022 10:27	160781.5	3.6	None	None
12/07/2022 11:27	160781.7	0.2	None	None
12/07/2022 12:27	160782.6	0.9	None	None
12/07/2022 13:27	160790.6	8.0	None	None
12/07/2022 14:27	160792.4	1.8	None	None
12/07/2022 15:27	160792.4	0.0	None	None
12/07/2022 16:27	160793.2	0.8	None	None
12/07/2022 17:27	160795.9	2.7	None	None
12/07/2022 18:27	160800.7	4.8	None	None
12/07/2022 19:27	160801.3	0.6	None	None
12/07/2022 20:27	160801.7	0.4	None	None
12/07/2022 21:27	160803.5	1.8	None	None
12/07/2022 22:27	160807.5	4.0	None	None

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/07/2022 23:27	160807.5	0.0	None	None
12/08/2022 00:27	160807.5	0.0	None	None
12/08/2022 01:27	160807.5	0.0	None	None
12/08/2022 02:27	160807.5	0.0	None	None
12/08/2022 03:27	160807.5	0.0	None	None
12/08/2022 04:27	160807.5	0.0	None	None
12/08/2022 05:27	160807.6	0.1	None	None
12/08/2022 06:27	160807.6	0.0	None	None
12/08/2022 07:27	160809.7	2.1	None	None
12/08/2022 08:27	160814.4	4.7	None	None
12/08/2022 09:27	160814.5	0.1	None	None
12/08/2022 10:27	160819.9	5.4	None	None
12/08/2022 11:27	160823.4	3.5	None	None
12/08/2022 12:27	160833.8	10.4	None	None
12/08/2022 13:27	160835.8	2.0	None	None
12/08/2022 14:27	160842.1	6.3	None	None
12/08/2022 15:27	160852.6	10.5	None	None
12/08/2022 16:27	160855.0	2.4	None	None
12/08/2022 17:27	160860.9	5.9	None	None
12/08/2022 18:27	160867.9	7.0	None	None
12/08/2022 19:27	160873.4	5.5	None	None
12/08/2022 20:27	160873.6	0.2	None	None
12/08/2022 21:27	160878.0	4.4	None	None
12/08/2022 22:27	160879.8	1.8	None	None
12/08/2022 23:27	160879.8	0.0	None	None
12/09/2022 00:27	160879.8	0.0	None	None
12/09/2022 01:27	160879.8	0.0	None	None
12/09/2022 02:27	160879.8	0.0	None	None
12/09/2022 03:27	160879.8	0.0	None	None
12/09/2022 04:27	160879.8	0.0	None	None
12/09/2022 05:27	160879.8	0.0	None	None
12/09/2022 06:27	160879.8	0.0	None	None
12/09/2022 07:27	160888.3	8.5	None	None
12/09/2022 08:27	160888.3	0.0	None	None
12/09/2022 09:27	160888.4	0.1	None	None
12/09/2022 10:27	160888.4	0.0	None	None
12/09/2022 11:27	160895.8	7.4	None	None
12/09/2022 12:27	160900.0	4.2	None	None
12/09/2022 13:27	160910.2	10.2	None	None
12/09/2022 14:27	160914.3	4.1	None	None
12/09/2022 15:27	160914.7	0.4	None	None
12/09/2022 16:27	160916.6	1.9	None	None
12/09/2022 17:27	160916.9	0.3	None	None
12/09/2022 18:27	160923.4	6.5	None	None
12/09/2022 19:27	160927.5	4.1	None	None
12/09/2022 20:27	160927.7	0.2	None	None
12/09/2022 21:27	160932.7	5.0	None	None
12/09/2022 22:27	160937.4	4.7	None	None
12/09/2022 23:27	160937.4	0.0	None	None
12/10/2022 00:27	160937.4	0.0	None	None
12/10/2022 01:27	160937.4	0.0	None	None
12/10/2022 02:27	160937.4	0.0	None	None
12/10/2022 03:27	160937.4	0.0	None	None
12/10/2022 04:27	160937.4	0.0	None	None
12/10/2022 05:27	160937.4	0.0	None	None
12/10/2022 06:27	160937.5	0.1	None	None
12/10/2022 07:27	160937.5	0.0	None	None
12/10/2022 08:27	160945.3	7.8	None	None
12/10/2022 09:27	160950.6	5.3	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/10/2022 10:27	160950.6	0.0	None	None
12/10/2022 11:27	160950.6	0.0	None	None
12/10/2022 12:27	160957.1	6.5	None	None
12/10/2022 13:27	160962.0	4.9	None	None
12/10/2022 14:27	160987.9	25.9	None	None
12/10/2022 15:27	160991.5	3.6	None	None
12/10/2022 16:27	160993.9	2.4	None	None
12/10/2022 17:27	160998.6	4.7	None	None
12/10/2022 18:27	160998.8	0.2	None	None
12/10/2022 19:27	161007.5	8.7	None	None
12/10/2022 20:27	161007.7	0.2	None	None
12/10/2022 21:27	161015.9	8.2	None	None
12/10/2022 22:27	161015.9	0.0	None	None
12/10/2022 23:27	161015.9	0.0	None	None
12/11/2022 00:27	161015.9	0.0	None	None
12/11/2022 01:27	161015.9	0.0	None	None
12/11/2022 02:27	161015.9	0.0	None	None
12/11/2022 03:27	161016.0	0.1	None	None
12/11/2022 04:27	161016.5	0.5	None	None
12/11/2022 05:27	161016.5	0.0	None	None
12/11/2022 06:27	161016.5	0.0	None	None
12/11/2022 07:27	161016.6	0.1	None	None
12/11/2022 08:27	161027.6	11.0	None	None
12/11/2022 09:27	161030.2	2.6	None	None
12/11/2022 10:27	161030.2	0.0	None	None
12/11/2022 11:27	161036.7	6.5	None	None
12/11/2022 12:27	161047.0	10.3	None	None
12/11/2022 13:27	161048.4	1.4	None	None
12/11/2022 14:27	161051.6	3.2	None	None
12/11/2022 15:27	161057.0	5.4	None	None
12/11/2022 16:27	161068.1	11.1	None	None
12/11/2022 17:27	161083.7	15.6	None	None
12/11/2022 18:27	161083.7	0.0	None	None
12/11/2022 19:27	161089.3	5.6	None	None
12/11/2022 20:27	161089.6	0.3	None	None
12/11/2022 21:27	161094.6	5.0	None	None
12/11/2022 22:27	161094.6	0.0	None	None
12/11/2022 23:27	161094.6	0.0	None	None
12/12/2022 00:27	161094.6	0.0	None	None
12/12/2022 01:27	161094.6	0.0	None	None
12/12/2022 02:27	161094.6	0.0	None	None
12/12/2022 03:27	161094.6	0.0	None	None
12/12/2022 04:27	161094.6	0.0	None	None
12/12/2022 05:27	161095.2	0.6	None	None
12/12/2022 06:27	161095.2	0.0	None	None
12/12/2022 07:27	161100.4	5.2	None	None
12/12/2022 08:27	161100.4	0.0	None	None
12/12/2022 09:27	161102.9	2.5	None	None
12/12/2022 10:27	161103.4	0.5	None	None
12/12/2022 11:27	161108.5	5.1	None	None
12/12/2022 12:27	161116.7	8.2	None	None
12/12/2022 13:27	161120.6	3.9	None	None
12/12/2022 14:27	161124.7	4.1	None	None
12/12/2022 15:27	161129.9	5.2	None	None
12/12/2022 16:27	161132.1	2.2	None	None
12/12/2022 17:27	161134.3	2.2	None	None
12/12/2022 18:27	161135.6	1.3	None	None
12/12/2022 19:27	161138.5	2.9	None	None
12/12/2022 20:27	161142.3	3.8	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/12/2022 21:27	161149.0	6.7	None	None
12/12/2022 22:27	161149.0	0.0	None	None
12/12/2022 23:27	161149.0	0.0	None	None
12/13/2022 00:27	161149.0	0.0	None	None
12/13/2022 01:27	161149.0	0.0	None	None
12/13/2022 02:27	161149.0	0.0	None	None
12/13/2022 03:27	161149.2	0.2	None	None
12/13/2022 04:27	161149.2	0.0	None	None
12/13/2022 05:27	161149.2	0.0	None	None
12/13/2022 06:27	161152.3	3.1	None	None
12/13/2022 07:27	161152.5	0.2	None	None
12/13/2022 08:27	161153.3	0.8	None	None
12/13/2022 09:27	161156.0	2.7	None	None
12/13/2022 10:27	161156.1	0.1	None	None
12/13/2022 11:27	161162.6	6.5	None	None
12/13/2022 12:27	161164.5	1.9	None	None
12/13/2022 13:27	161167.7	3.2	None	None
12/13/2022 14:27	161168.5	0.8	None	None
12/13/2022 15:27	161171.0	2.5	None	None
12/13/2022 16:27	161171.0	0.0	None	None
12/13/2022 17:27	161173.3	2.3	None	None
12/13/2022 18:27	161173.4	0.1	None	None
12/13/2022 19:27	161173.4	0.0	None	None
12/13/2022 20:27	161177.6	4.2	None	None
12/13/2022 21:27	161177.6	0.0	None	None
12/13/2022 22:27	161177.6	0.0	None	None
12/13/2022 23:27	161177.6	0.0	None	None
12/14/2022 00:27	161177.6	0.0	None	None
12/14/2022 01:27	161177.6*	0.0*	None*	None*
12/14/2022 02:27	161177.6	0.0*	None	None
12/14/2022 03:27	161177.6	0.0	None	None
12/14/2022 04:27	161177.6	0.0	None	None
12/14/2022 05:27	161177.6	0.0	None	None
12/14/2022 06:27	161177.6	0.0	None	None
12/14/2022 07:27	161177.6	0.0	None	None
12/14/2022 08:27	161179.6	2.0	None	None
12/14/2022 09:27	161186.4	6.8	None	None
12/14/2022 10:27	161189.6	3.2	None	None
12/14/2022 11:27	161190.1	0.5	None	None
12/14/2022 12:27	161196.4	6.3	None	None
12/14/2022 13:27	161199.7	3.3	None	None
12/14/2022 14:27	161200.2	0.5	None	None
12/14/2022 15:27	161200.6	0.4	None	None
12/14/2022 16:27	161200.7	0.1	None	None
12/14/2022 17:27	161200.7	0.0	None	None
12/14/2022 18:27	161202.9	2.2	None	None
12/14/2022 19:27	161203.4	0.5	None	None
12/14/2022 20:27	161204.0	0.6	None	None
12/14/2022 21:27	161204.0	0.0	None	None
12/14/2022 22:27	161204.0	0.0	None	None
12/14/2022 23:27	161204.0*	0.0*	None*	None*
12/15/2022 00:27	161204.0	0.0*	None	None
12/15/2022 01:27	161204.0	0.0	None	None
12/15/2022 02:27	161204.0	0.0	None	None
12/15/2022 03:27	161204.0	0.0	None	None
12/15/2022 04:27	161204.0	0.0	None	None
12/15/2022 05:27	161204.0	0.0	None	None
12/15/2022 06:27	161206.2	2.2	None	None
12/15/2022 07:27	161206.2	0.0	None	None



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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/15/2022 08:27	161206.2	0.0	None	None
12/15/2022 09:27	161215.9	9.7	None	None
12/15/2022 10:27	161216.0	0.1	None	None
12/15/2022 11:27	161216.0	0.0	None	None
12/15/2022 12:27	161225.2	9.2	None	None
12/15/2022 13:27	161227.4	2.2	None	None
12/15/2022 14:27	161227.4	0.0	None	None
12/15/2022 15:27	161230.3	2.9	None	None
12/15/2022 16:27	161234.5	4.2	None	None
12/15/2022 17:27	161236.6	2.1	None	None
12/15/2022 18:27	161238.5	1.9	None	None
12/15/2022 19:27	161238.5	0.0	None	None
12/15/2022 20:27	161238.5	0.0	None	None
12/15/2022 21:27	161244.1	5.6	None	None
12/15/2022 22:27	161244.1	0.0	None	None
12/15/2022 23:27	161244.1	0.0	None	None
12/16/2022 00:27	161244.1	0.0	None	None
12/16/2022 01:27	161244.1	0.0	None	None
12/16/2022 02:27	161244.1	0.0	None	None
12/16/2022 03:27	161244.1	0.0	None	None
12/16/2022 04:27	161244.1	0.0	None	None
12/16/2022 05:27	161244.1	0.0	None	None
12/16/2022 06:27	161244.1	0.0	None	None
12/16/2022 07:27	161246.2	2.1	None	None
12/16/2022 08:27	161246.2	0.0	None	None
12/16/2022 09:27	161246.2	0.0	None	None
12/16/2022 10:27	161246.2	0.0	None	None
12/16/2022 11:27	161250.8	4.6	None	None
12/16/2022 12:27	161267.2	16.4	None	None
12/16/2022 13:27	161272.9	5.7	None	None
12/16/2022 14:27	161274.1	1.2	None	None
12/16/2022 15:27	161277.4	3.3	None	None
12/16/2022 16:27	161307.7	30.3	None	None
12/16/2022 17:27	161307.7	0.0	None	None
12/16/2022 18:27	161309.8	2.1	None	None
12/16/2022 19:27	161312.0	2.2	None	None
12/16/2022 20:27	161316.2	4.2	None	None
12/16/2022 21:27	161322.6	6.4	None	None
12/16/2022 22:27	161322.8	0.2	None	None
12/16/2022 23:27	161324.9	2.1	None	None
12/17/2022 00:27	161324.9	0.0	None	None
12/17/2022 01:27	161324.9	0.0	None	None
12/17/2022 02:27	161324.9	0.0	None	None
12/17/2022 03:27	161324.9	0.0	None	None
12/17/2022 04:27	161325.1	0.2	None	None
12/17/2022 05:27	161325.1	0.0	None	None
12/17/2022 06:27	161325.1	0.0	None	None
12/17/2022 07:27	161327.1	2.0	None	None
12/17/2022 08:27	161336.5	9.4	None	None
12/17/2022 09:27	161336.5	0.0	None	None
12/17/2022 10:27	161344.2	7.7	None	None
12/17/2022 11:27	161346.7	2.5	None	None
12/17/2022 12:27	161348.8	2.1	None	None
12/17/2022 13:27	161349.3	0.5	None	None
12/17/2022 14:27	161355.4	6.1	None	None
12/17/2022 15:27	161358.1	2.7	None	None
12/17/2022 16:27	161382.8	24.7	None	None
12/17/2022 17:27	161385.3	2.5	None	None
12/17/2022 18:27	161386.5	1.2	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/17/2022 19:27	161388.9	2.4	None	None
12/17/2022 20:27	161391.9	3.0	None	None
12/17/2022 21:27	161397.3	5.4	None	None
12/17/2022 22:27	161399.5	2.2	None	None
12/17/2022 23:27	161399.5	0.0	None	None
12/18/2022 00:27	161399.5	0.0	None	None
12/18/2022 01:27	161399.5	0.0	None	None
12/18/2022 02:27	161399.5	0.0	None	None
12/18/2022 03:27	161399.7	0.2	None	None
12/18/2022 04:27	161399.7*	0.0*	None*	None*
12/18/2022 05:27	161399.7	0.0*	None	None
12/18/2022 06:27	161399.7	0.0	None	None
12/18/2022 07:27	161401.5	1.8	None	None
12/18/2022 08:27	161405.8	4.3	None	None
12/18/2022 09:27	161405.9	0.1	None	None
12/18/2022 10:27	161411.9	6.0	None	None
12/18/2022 11:27	161417.8	5.9	None	None
12/18/2022 12:27	161422.5	4.7	None	None
12/18/2022 13:27	161424.1	1.6	None	None
12/18/2022 14:27	161426.0	1.9	None	None
12/18/2022 15:27	161437.6	11.6	None	None
12/18/2022 16:27	161437.7	0.1	None	None
12/18/2022 17:27	161439.8	2.1	None	None
12/18/2022 18:27	161439.8	0.0	None	None
12/18/2022 19:27	161443.4	3.6	None	None
12/18/2022 20:27	161445.1	1.7	None	None
12/18/2022 21:27	161454.3	9.2	None	None
12/18/2022 22:27	161454.3	0.0	None	None
12/18/2022 23:27	161454.3	0.0	None	None
12/19/2022 00:27	161454.3	0.0	None	None
12/19/2022 01:27	161454.3	0.0	None	None
12/19/2022 02:27	161454.6	0.3	None	None
12/19/2022 03:27	161454.6	0.0	None	None
12/19/2022 04:27	161455.0*	0.4*	None*	None*
12/19/2022 05:27	161455.4	0.4*	None	None
12/19/2022 06:27	161466.5	11.1	None	None
12/19/2022 07:27	161468.8	2.3	None	None
12/19/2022 08:27	161472.6	3.8	None	None
12/19/2022 09:27	161472.8	0.2	None	None
12/19/2022 10:27	161487.4	14.6	None	None
12/19/2022 11:27	161490.1	2.7	None	None
12/19/2022 12:27	161491.6	1.5	None	None
12/19/2022 13:27	161496.6	5.0	None	None
12/19/2022 14:27	161500.2	3.6	None	None
12/19/2022 15:27	161510.2	10.0	None	None
12/19/2022 16:27	161510.2	0.0	None	None
12/19/2022 17:27	161526.8	16.6	None	None
12/19/2022 18:27	161531.7	4.9	None	None
12/19/2022 19:27	161535.9	4.2	None	None
12/19/2022 20:27	161537.7	1.8	None	None
12/19/2022 21:27	161538.4	0.7	None	None
12/19/2022 22:27	161544.1	5.7	None	None
12/19/2022 23:27	161544.1	0.0	None	None
12/20/2022 00:27	161544.1	0.0	None	None
12/20/2022 01:27	161544.1	0.0	None	None
12/20/2022 02:27	161544.1	0.0	None	None
12/20/2022 03:27	161544.1	0.0	None	None
12/20/2022 04:27	161544.1	0.0	None	None
12/20/2022 05:27	161544.1	0.0	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/20/2022 06:27	161544.4	0.3	None	None
12/20/2022 07:27	161551.2	6.8	None	None
12/20/2022 08:27	161553.2	2.0	None	None
12/20/2022 09:27	161578.1	24.9	None	None
12/20/2022 10:27	161601.1	23.0	None	None
12/20/2022 11:27	161604.9	3.8	None	None
12/20/2022 12:27	161610.1	5.2	None	None
12/20/2022 13:27	161616.8	6.7	None	None
12/20/2022 14:27	161626.4	9.6	None	None
12/20/2022 15:27	161626.4	0.0	None	None
12/20/2022 16:27	161628.7	2.3	None	None
12/20/2022 17:27	161630.6	1.9	None	None
12/20/2022 18:27	161633.3	2.7	None	None
12/20/2022 19:27	161635.9	2.6	None	None
12/20/2022 20:27	161638.2	2.3	None	None
12/20/2022 21:27	161640.6	2.4	None	None
12/20/2022 22:27	161646.1	5.5	None	None
12/20/2022 23:27	161646.1	0.0	None	None
12/21/2022 00:27	161646.1	0.0	None	None
12/21/2022 01:27	161646.1	0.0	None	None
12/21/2022 02:27	161646.1	0.0	None	None
12/21/2022 03:27	161646.1	0.0	None	None
12/21/2022 04:27	161646.1	0.0	None	None
12/21/2022 05:27	161646.1	0.0	None	None
12/21/2022 06:27	161646.3	0.2	None	None
12/21/2022 07:27	161655.4	9.1	None	None
12/21/2022 08:27	161655.4	0.0	None	None
12/21/2022 09:27	161663.7	8.3	None	None
12/21/2022 10:27	161663.7	0.0	None	None
12/21/2022 11:27	161690.4	26.7	None	None
12/21/2022 12:27	161715.1	24.7	None	None
12/21/2022 13:27	161717.0	1.9	None	None
12/21/2022 14:27	161719.4	2.4	None	None
12/21/2022 15:27	161719.4	0.0	None	None
12/21/2022 16:27	161721.8	2.4	None	None
12/21/2022 17:27	161729.2	7.4	None	None
12/21/2022 18:27	161733.5	4.3	None	None
12/21/2022 19:27	161737.1	3.6	None	None
12/21/2022 20:27	161739.2	2.1	None	None
12/21/2022 21:27	161741.7	2.5	None	None
12/21/2022 22:27	161746.5	4.8	None	None
12/21/2022 23:27	161746.6	0.1	None	None
12/22/2022 00:27	161746.6	0.0	None	None
12/22/2022 01:27	161746.6	0.0	None	None
12/22/2022 02:27	161746.6	0.0	None	None
12/22/2022 03:27	161746.6	0.0	None	None
12/22/2022 04:27	161746.6	0.0	None	None
12/22/2022 05:27	161746.6	0.0	None	None
12/22/2022 06:27	161752.4	5.8	None	None
12/22/2022 07:27	161753.4	1.0	None	None
12/22/2022 08:27	161753.6	0.2	None	None
12/22/2022 09:27	161761.2	7.6	None	None
12/22/2022 10:27	161790.9	29.7	None	None
12/22/2022 11:27	161794.6	3.7	None	None
12/22/2022 12:27	161799.0	4.4	None	None
12/22/2022 13:27	161799.7	0.7	None	None
12/22/2022 14:27	161803.4	3.7	None	None
12/22/2022 15:27	161803.4	0.0	None	None
12/22/2022 16:27	161816.6	13.2	None	None

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/22/2022 17:27	161820.4	3.8	None	None
12/22/2022 18:27	161824.9	4.5	None	None
12/22/2022 19:27	161825.1	0.2	None	None
12/22/2022 20:27	161825.2	0.1	None	None
12/22/2022 21:27	161825.2	0.0	None	None
12/22/2022 22:27	161830.2	5.0	None	None
12/22/2022 23:27	161830.2	0.0	None	None
12/23/2022 00:27	161830.2	0.0	None	None
12/23/2022 01:27	161830.2	0.0	None	None
12/23/2022 02:27	161830.2	0.0	None	None
12/23/2022 03:27	161830.4	0.2	None	None
12/23/2022 04:27	161830.4	0.0	None	None
12/23/2022 05:27	161830.4	0.0	None	None
12/23/2022 06:27	161832.3	1.9	None	None
12/23/2022 07:27	161836.4	4.1	None	None
12/23/2022 08:27	161837.3	0.9	None	None
12/23/2022 09:27	161837.5	0.2	None	None
12/23/2022 10:27	161845.4*	7.9*	None*	None*
12/23/2022 11:27	161853.2	7.8*	None	None
12/23/2022 12:27	161854.0	0.8	None	None
12/23/2022 13:27	161861.1	7.1	None	None
12/23/2022 14:27	161866.3	5.2	None	None
12/23/2022 15:27	161886.2	19.9	None	None
12/23/2022 16:27	161888.5	2.3	None	None
12/23/2022 17:27	161890.2	1.7	None	None
12/23/2022 18:27	161897.7	7.5	None	None
12/23/2022 19:27	161899.8	2.1	None	None
12/23/2022 20:27	161905.2	5.4	None	None
12/23/2022 21:27	161905.2	0.0	None	None
12/23/2022 22:27	161907.1	1.9	None	None
12/23/2022 23:27	161907.1	0.0	None	None
12/24/2022 00:27	161907.1	0.0	None	None
12/24/2022 01:27	161907.1	0.0	None	None
12/24/2022 02:27	161907.1	0.0	None	None
12/24/2022 03:27	161907.1	0.0	None	None
12/24/2022 04:27	161907.7	0.6	None	None
12/24/2022 05:27	161908.2	0.5	None	None
12/24/2022 06:27	161910.3	2.1	None	None
12/24/2022 07:27	161910.3	0.0	None	None
12/24/2022 08:27	161915.9	5.6	None	None
12/24/2022 09:27	161920.4	4.5	None	None
12/24/2022 10:27	161926.2	5.8	None	None
12/24/2022 11:27	161931.4	5.2	None	None
12/24/2022 12:27	161942.2	10.8	None	None
12/24/2022 13:27	161943.4	1.2	None	None
12/24/2022 14:27	161943.8	0.4	None	None
12/24/2022 15:27	161946.2	2.4	None	None
12/24/2022 16:27	161963.0	16.8	None	None
12/24/2022 17:27	161967.9	4.9	None	None
12/24/2022 18:27	161967.9	0.0	None	None
12/24/2022 19:27	161967.9	0.0	None	None
12/24/2022 20:27	161968.0	0.1	None	None
12/24/2022 21:27	161968.0	0.0	None	None
12/24/2022 22:27	161969.4	1.4	None	None
12/24/2022 23:27	161974.7	5.3	None	None
12/25/2022 00:27	161974.7	0.0	None	None
12/25/2022 01:27	161974.7	0.0	None	None
12/25/2022 02:27	161974.7	0.0	None	None
12/25/2022 03:27	161974.7	0.0	None	None

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/25/2022 04:27	161974.7	0.0	None	None
12/25/2022 05:27	161974.9	0.2	None	None
12/25/2022 06:27	161975.4	0.5	None	None
12/25/2022 07:27	161982.2	6.8	None	None
12/25/2022 08:27	161982.3	0.1	None	None
12/25/2022 09:27	161996.5	14.2	None	None
12/25/2022 10:27	162006.0	9.5	None	None
12/25/2022 11:27	162012.8	6.8	None	None
12/25/2022 12:27	162027.1	14.3	None	None
12/25/2022 13:27	162040.7	13.6	None	None
12/25/2022 14:27	162219.1	178.4	None	None
12/25/2022 15:27	162394.4	175.3	None	None
12/25/2022 16:27	162569.5	175.1	None	None
12/25/2022 17:27	162743.7	174.2	None	None
12/25/2022 18:27	162912.3	168.6	None	None
12/25/2022 19:27	163082.5	170.2	None	None
12/25/2022 20:27	163249.3	166.8	None	Intermittent
12/25/2022 21:27	163419.5	170.2	None	Intermittent
12/25/2022 22:27	163588.1	168.6	None	Intermittent
12/25/2022 23:27	163757.7	169.6	None	Intermittent
12/26/2022 00:27	163927.8	170.1	None	Intermittent
12/26/2022 01:27	164094.4	166.6	None	Intermittent
12/26/2022 02:27	164258.9	164.5	None	Intermittent
12/26/2022 03:27	164424.2	165.3	None	Intermittent
12/26/2022 04:27	164587.9	163.7	None	Intermittent
12/26/2022 05:27	164753.2	165.3	None	Intermittent
12/26/2022 06:27	164917.3	164.1	None	Intermittent
12/26/2022 07:27	165089.3	172.0	None	Intermittent
12/26/2022 08:27	165255.4	166.1	None	Intermittent
12/26/2022 09:27	165421.7	166.3	None	Intermittent
12/26/2022 10:27	165584.6	162.9	None	Intermittent
12/26/2022 11:27	165756.6	172.0	None	Intermittent
12/26/2022 12:27	165926.6	170.0	None	Intermittent
12/26/2022 13:27	166092.8	166.2	None	Continuous
12/26/2022 14:27	166280.6	187.8	None	Continuous
12/26/2022 15:27	166449.5	168.9	None	Continuous
12/26/2022 16:27	166636.0	186.5	None	Continuous
12/26/2022 17:27	166801.1	165.1	None	Continuous
12/26/2022 18:27	166966.4	165.3	None	Continuous
12/26/2022 19:27	167131.9	165.5	None	Continuous
12/26/2022 20:27	167297.9	166.0	None	Continuous
12/26/2022 21:27	167460.0	162.1	None	Continuous
12/26/2022 22:27	167621.0	161.0	None	Continuous
12/26/2022 23:27	167784.1	163.1	None	Continuous
12/27/2022 00:27	167945.0	160.9	None	Continuous
12/27/2022 01:27	168103.8	158.8	None	Continuous
12/27/2022 02:27	168263.9	160.1	None	Continuous
12/27/2022 03:27	168424.2	160.3	None	Continuous
12/27/2022 04:27	168584.3	160.1	None	Continuous
12/27/2022 05:27	168744.6	160.3	None	Continuous
12/27/2022 06:27	168907.8	163.2	None	Continuous
12/27/2022 07:27	169070.1	162.3	None	Continuous
12/27/2022 08:27	169230.5	160.4	None	Continuous
12/27/2022 09:27	169392.6	162.1	None	Continuous
12/27/2022 10:27	169579.8	187.2	None	Continuous
12/27/2022 11:27	169739.4	159.6	None	Continuous
12/27/2022 12:27	169899.8	160.4	None	Continuous
12/27/2022 13:27	170063.7	163.9	None	Continuous
12/27/2022 14:27	170225.6	161.9	None	Continuous

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/27/2022 15:27	170389.1	163.5	None	Continuous
12/27/2022 16:27	170551.8	162.7	None	Continuous
12/27/2022 17:27	170712.1	160.3	None	Continuous
12/27/2022 18:27	170879.3	167.2	None	Continuous
12/27/2022 19:27	171043.5	164.2	None	Continuous
12/27/2022 20:27	171202.8	159.3	None	Continuous
12/27/2022 21:27	171374.0	171.2	None	Continuous
12/27/2022 22:27	171536.7	162.7	None	Continuous
12/27/2022 23:27	171700.2	163.5	None	Continuous
12/28/2022 00:27	171862.0	161.8	None	Continuous
12/28/2022 01:27	172024.2	162.2	None	Continuous
12/28/2022 02:27	172187.4	163.2	None	Continuous
12/28/2022 03:27	172353.1	165.7	None	Continuous
12/28/2022 04:27	172520.3	167.2	None	Continuous
12/28/2022 05:27	172687.2	166.9	None	Continuous
12/28/2022 06:27	172853.2	166.0	None	Continuous
12/28/2022 07:27	173022.3	169.1	None	Continuous
12/28/2022 08:27	173182.0	159.7	None	Continuous
12/28/2022 09:27	173346.5	164.5	None	Continuous
12/28/2022 10:27	173505.3	158.8	None	Continuous
12/28/2022 11:27	173668.2	162.9	None	Continuous
12/28/2022 12:27	173825.3	157.1	None	Continuous
12/28/2022 13:27	173985.9	160.6	None	Continuous
12/28/2022 14:27	174144.2	158.3	None	Continuous
12/28/2022 15:27	174305.3	161.1	None	Continuous
12/28/2022 16:27	174467.2	161.9	None	Continuous
12/28/2022 17:27	174637.8	170.6	None	Continuous
12/28/2022 18:27	174807.9	170.1	None	Continuous
12/28/2022 19:27	174970.7	162.8	None	Continuous
12/28/2022 20:27	175132.4	161.7	None	Continuous
12/28/2022 21:27	175300.6	168.2	None	Continuous
12/28/2022 22:27	175463.1	162.5	None	Continuous
12/28/2022 23:27	175624.4	161.3	None	Continuous
12/29/2022 00:27	175784.1	159.7	None	Continuous
12/29/2022 01:27	175943.2	159.1	None	Continuous
12/29/2022 02:27	176103.3	160.1	None	Continuous
12/29/2022 03:27	176261.7	158.4	None	Continuous
12/29/2022 04:27	176418.1	156.4	None	Continuous
12/29/2022 05:27	176575.0	156.9	None	Continuous
12/29/2022 06:27	176732.9	157.9	None	Continuous
12/29/2022 07:27	176894.0	161.1	None	Continuous
12/29/2022 08:27	177058.3	164.3	None	Continuous
12/29/2022 09:27	177219.0	160.7	None	Continuous
12/29/2022 10:27	177380.4	161.4	None	Continuous
12/29/2022 11:27	177542.8	162.4	None	Continuous
12/29/2022 12:27	177702.2	159.4	None	Continuous
12/29/2022 13:27	177859.5	157.3	None	Continuous
12/29/2022 14:27	178029.2	169.7	None	Continuous
12/29/2022 15:27	178187.6	158.4	None	Continuous
12/29/2022 16:27	178353.5	165.9	None	Continuous
12/29/2022 17:27	178516.3	162.8	None	Continuous
12/29/2022 18:27	178678.0	161.7	None	Continuous
12/29/2022 19:27	178842.7	164.7	None	Continuous
12/29/2022 20:27	179005.1	162.4	None	Continuous
12/29/2022 21:27	179175.3	170.2	None	Continuous
12/29/2022 22:27	179339.4	164.1	None	Continuous
12/29/2022 23:27	179501.3	161.9	None	Continuous
12/30/2022 00:27	179661.9	160.6	None	Continuous
12/30/2022 01:27	179823.4	161.5	None	Continuous

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
12/30/2022 02:27	179985.3	161.9	None	Continuous
12/30/2022 03:27	180146.2	160.9	None	Continuous
12/30/2022 04:27	180309.1	162.9	None	Continuous
12/30/2022 05:27	180472.4	163.3	None	Continuous
12/30/2022 06:27	180634.5	162.1	None	Continuous
12/30/2022 07:27	180799.0	164.5	None	Continuous
12/30/2022 08:27	180967.6	168.6	None	Continuous
12/30/2022 09:27	181133.3	165.7	None	Continuous
12/30/2022 10:27	181313.3	180.0	None	Continuous
12/30/2022 11:27	181479.1	165.8	None	Continuous
12/30/2022 12:27	181643.8	164.7	None	Continuous
12/30/2022 13:27	181809.1	165.3	None	Continuous
12/30/2022 14:27	181987.3	178.2	None	Continuous
12/30/2022 15:27	182153.8	166.5	None	Continuous
12/30/2022 16:27	182321.5	167.7	None	Continuous
12/30/2022 17:27	182481.4	159.9	None	Continuous
12/30/2022 18:27	182641.0	159.6	None	Continuous
12/30/2022 19:27	182800.3	159.3	None	Continuous
12/30/2022 20:27	182964.1*	163.8*	None*	Continuous*
12/30/2022 21:27	183127.8	163.7*	None	Continuous
12/30/2022 22:27	183288.9	161.1	None	Continuous
12/30/2022 23:27	183449.8	160.9	None	Continuous
12/31/2022 00:27	183608.8	159.0	None	Continuous
12/31/2022 01:27	183769.0	160.2	None	Continuous
12/31/2022 02:27	183926.2	157.2	None	Continuous
12/31/2022 03:27	184083.9	157.7	None	Continuous
12/31/2022 04:27	184243.1	159.2	None	Continuous
12/31/2022 05:27	184402.5	159.4	None	Continuous
12/31/2022 06:27	184562.5	160.0	None	Continuous
12/31/2022 07:27	184722.2	159.7	None	Continuous
12/31/2022 08:27	184881.6	159.4	None	Continuous
12/31/2022 09:27	185053.3	171.7	None	Continuous
12/31/2022 10:27	185210.8	157.5	None	Continuous
12/31/2022 11:27	185385.7	174.9	None	Continuous
12/31/2022 12:27	185573.3	187.6	None	Continuous
12/31/2022 13:27	185777.2	203.9	None	Continuous
12/31/2022 14:27	185961.2	184.0	None	Continuous
12/31/2022 15:27	186119.4	158.2	None	Continuous
12/31/2022 16:27	186286.9	167.5	None	Continuous
12/31/2022 17:27	186450.3	163.4	None	Continuous
12/31/2022 18:27	186611.4*	161.1*	None*	Continuous*
12/31/2022 19:27	186772.5	161.1*	None	Continuous
12/31/2022 20:27	186939.8	167.3	None	Continuous
12/31/2022 21:27	187101.0	161.2	None	Continuous
12/31/2022 22:27	187264.8	163.8	None	Continuous
12/31/2022 23:27	187423.9	159.1	None	Continuous
01/01/2023 00:27	187583.4	159.5	None	Continuous
01/01/2023 01:27	187740.5	157.1	None	Continuous
01/01/2023 02:27	187897.2	156.7	None	Continuous
01/01/2023 03:27	188055.0	157.8	None	Continuous
01/01/2023 04:27	188214.5	159.5	None	Continuous
01/01/2023 05:27	188374.4	159.9	None	Continuous
01/01/2023 06:27	188533.1	158.7	None	Continuous
01/01/2023 07:27	188691.8	158.7	None	Continuous
01/01/2023 08:27	188867.1	175.3	None	Continuous
01/01/2023 09:27	189026.2	159.1	None	Continuous
01/01/2023 10:27	189184.6	158.4	None	Continuous
01/01/2023 11:27	189354.8	170.2	None	Continuous
01/01/2023 12:27	189513.7	158.9	None	Continuous

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/01/2023 13:27	189689.2	175.5	None	Continuous
01/01/2023 14:27	189864.7	175.5	None	Continuous
01/01/2023 15:27	190027.8	163.1	None	Continuous
01/01/2023 16:27	190195.9	168.1	None	Continuous
01/01/2023 17:27	190356.1	160.2	None	Continuous
01/01/2023 18:27	190515.7	159.6	None	Continuous
01/01/2023 19:27	190674.9	159.2	None	Continuous
01/01/2023 20:27	190832.4	157.5	None	Continuous
01/01/2023 21:27	190995.4	163.0	None	Continuous
01/01/2023 22:27	191153.6	158.2	None	Continuous
01/01/2023 23:27	191312.2	158.6	None	Continuous
01/02/2023 00:27	191467.4	155.2	None	Continuous
01/02/2023 01:27	191618.9	151.5	None	Continuous
01/02/2023 02:27	191769.4	150.5	None	Continuous
01/02/2023 03:27	191921.8	152.4	None	Continuous
01/02/2023 04:27	192075.1	153.3	None	Continuous
01/02/2023 05:27	192231.6	156.5	None	Continuous
01/02/2023 06:27	192389.6	158.0	None	Continuous
01/02/2023 07:27	192550.8	161.2	None	Continuous
01/02/2023 08:27	192722.3	171.5	None	Continuous
01/02/2023 09:27	192882.7	160.4	None	Continuous
01/02/2023 10:27	193048.1	165.4	None	Continuous
01/02/2023 11:27	193210.2	162.1	None	Continuous
01/02/2023 12:27	193363.7	153.5	None	Continuous
01/02/2023 13:27	193522.3	158.6	None	Continuous
01/02/2023 14:27	193684.7	162.4	None	Continuous
01/02/2023 15:27	193840.7	156.0	None	Continuous
01/02/2023 16:27	194017.5	176.8	None	Continuous
01/02/2023 17:27	194175.9	158.4	None	Continuous
01/02/2023 18:27	194333.9	158.0	None	Continuous
01/02/2023 19:27	194489.5	155.6	None	Continuous
01/02/2023 20:27	194645.4	155.9	None	Continuous
01/02/2023 21:27	194806.6	161.2	None	Continuous
01/02/2023 22:27	194963.0	156.4	None	Continuous
01/02/2023 23:27	195120.2	157.2	None	Continuous
01/03/2023 00:27	195274.8	154.6	None	Continuous
01/03/2023 01:27	195430.4	155.6	None	Continuous
01/03/2023 02:27	195583.7	153.3	None	Continuous
01/03/2023 03:27	195737.0	153.3	None	Continuous
01/03/2023 04:27	195886.7	149.7	None	Continuous
01/03/2023 05:27	196036.7	150.0	None	Continuous
01/03/2023 06:27	196186.1	149.4	None	Continuous
01/03/2023 07:27	196341.7	155.6	None	Continuous
01/03/2023 08:27	196493.1	151.4	None	Continuous
01/03/2023 09:27	196646.3	153.2	None	Continuous
01/03/2023 10:27	196798.1	151.8	None	Continuous
01/03/2023 11:27	196959.1	161.0	None	Continuous
01/03/2023 12:27	197111.5	152.4	None	Continuous
01/03/2023 13:27	197262.1	150.6	None	Continuous
01/03/2023 14:27	197421.0	158.9	None	Continuous
01/03/2023 15:27	197579.7	158.7	None	Continuous
01/03/2023 16:27	197740.3	160.6	None	Continuous
01/03/2023 17:27	197900.4	160.1	None	Continuous
01/03/2023 18:27	198058.4	158.0	None	Continuous
01/03/2023 19:27	198221.2	162.8	None	Continuous
01/03/2023 20:27	198380.5	159.3	None	Continuous
01/03/2023 21:27	198537.5	157.0	None	Continuous
01/03/2023 22:27	198700.7	163.2	None	Continuous
01/03/2023 23:27	198852.2	151.5	None	Continuous



Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/04/2023 00:27	199004.7	152.5	None	Continuous
01/04/2023 01:27	199157.4	152.7	None	Continuous
01/04/2023 02:27	199304.7	147.3	None	Continuous
01/04/2023 03:27	199453.0	148.3	None	Continuous
01/04/2023 04:27	199603.0	150.0	None	Continuous
01/04/2023 05:27	199755.2	152.2	None	Continuous
01/04/2023 06:27	199908.3	153.1	None	Continuous
01/04/2023 07:27	200084.1	175.8	None	Continuous
01/04/2023 08:27	200234.6	150.5	None	Continuous
01/04/2023 09:27	200387.6	153.0	None	Continuous
01/04/2023 10:27	200538.6	151.0	None	Continuous
01/04/2023 11:27	200699.5	160.9	None	Continuous
01/04/2023 12:27	200852.9	153.4	None	Continuous
01/04/2023 13:27	201007.9	155.0	None	Continuous
01/04/2023 14:27	201162.6	154.7	None	Continuous
01/04/2023 15:27	201315.7*	153.1*	None*	Continuous*
01/04/2023 16:27	201468.8	153.1*	None	Continuous
01/04/2023 17:27	201623.0	154.2	None	Continuous
01/04/2023 18:27	201778.2	155.2	None	Continuous
01/04/2023 19:27	201933.9	155.7	None	Continuous
01/04/2023 20:27	202090.3	156.4	None	Continuous
01/04/2023 21:27	202243.0	152.7	None	Continuous
01/04/2023 22:27	202399.4	156.4	None	Continuous
01/04/2023 23:27	202549.5	150.1	None	Continuous
01/05/2023 00:27	202696.9	147.4	None	Continuous
01/05/2023 01:27	202843.2	146.3	None	Continuous
01/05/2023 02:27	202990.3	147.1	None	Continuous
01/05/2023 03:27	203138.4	148.1	None	Continuous
01/05/2023 04:27	203286.3	147.9	None	Continuous
01/05/2023 05:27	203434.4	148.1	None	Continuous
01/05/2023 06:27	203581.8	147.4	None	Continuous
01/05/2023 07:27	203738.3	156.5	None	Continuous
01/05/2023 08:27	203888.0	149.7	None	Continuous
01/05/2023 09:27	204040.0	152.0	None	Continuous
01/05/2023 10:27	204194.3	154.3	None	Continuous
01/05/2023 11:27	204348.0	153.7	None	Continuous
01/05/2023 12:27	204526.0	178.0	None	Continuous
01/05/2023 13:27	204677.3	151.3	None	Continuous
01/05/2023 14:27	204836.9	159.6	None	Continuous
01/05/2023 15:27	204985.2	148.3	None	Continuous
01/05/2023 16:27	205157.6	172.4	None	Continuous
01/05/2023 17:27	205310.0	152.4	None	Continuous
01/05/2023 18:27	205467.4	157.4	None	Continuous
01/05/2023 19:27	205618.5	151.1	None	Continuous
01/05/2023 20:27	205774.0	155.5	None	Continuous
01/05/2023 21:27	205932.0	158.0	None	Continuous
01/05/2023 22:27	206083.4	151.4	None	Continuous
01/05/2023 23:27	206231.4	148.0	None	Continuous
01/06/2023 00:27	206377.8	146.4	None	Continuous
01/06/2023 01:27	206522.5	144.7	None	Continuous
01/06/2023 02:27	206667.9	145.4	None	Continuous
01/06/2023 03:27	206813.8	145.9	None	Continuous
01/06/2023 04:27	206960.0	146.2	None	Continuous
01/06/2023 05:27	207108.6	148.6	None	Continuous
01/06/2023 06:27	207259.3	150.7	None	Continuous
01/06/2023 07:27	207415.3	156.0	None	Continuous
01/06/2023 08:27	207562.4	147.1	None	Continuous
01/06/2023 09:27	207710.1	147.7	None	Continuous
01/06/2023 10:27	207866.8	156.7	None	Continuous

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/06/2023 11:27	208017.6	150.8	None	Continuous
01/06/2023 12:27	208165.8	148.2	None	Continuous
01/06/2023 13:27	208316.3	150.5	None	Continuous
01/06/2023 14:27	208472.0	155.7	None	Continuous
01/06/2023 15:27	208626.8	154.8	None	Continuous
01/06/2023 16:27	208775.4	148.6	None	Continuous
01/06/2023 17:27	208926.7	151.3	None	Continuous
01/06/2023 18:27	209075.6	148.9	None	Continuous
01/06/2023 19:27	209228.3	152.7	None	Continuous
01/06/2023 20:27	209379.3	151.0	None	Continuous
01/06/2023 21:27	209528.2	148.9	None	Continuous
01/06/2023 22:27	209680.6	152.4	None	Continuous
01/06/2023 23:27	209832.1	151.5	None	Continuous
01/07/2023 00:27	209979.2	147.1	None	Continuous
01/07/2023 01:27	210126.7	147.5	None	Continuous
01/07/2023 02:27	210272.6	145.9	None	Continuous
01/07/2023 03:27	210418.6	146.0	None	Continuous
01/07/2023 04:27	210564.6	146.0	None	Continuous
01/07/2023 05:27	210710.5	145.9	None	Continuous
01/07/2023 06:27	210856.2	145.7	None	Continuous
01/07/2023 07:27	211003.3	147.1	None	Continuous
01/07/2023 08:27	211147.9	144.6	None	Continuous
01/07/2023 09:27	211288.2	140.3	None	Continuous
01/07/2023 10:27	211431.4	143.2	None	Continuous
01/07/2023 11:27	211576.6	145.2	None	Continuous
01/07/2023 12:27	211721.4	144.8	None	Continuous
01/07/2023 13:27	211900.4	179.0	None	Continuous
01/07/2023 14:27	212047.5*	147.1*	None*	Continuous*
01/07/2023 15:27	212194.5	147.0*	None	Continuous
01/07/2023 16:27	212339.0	144.5	None	Continuous
01/07/2023 17:27	212486.8	147.8	None	Continuous
01/07/2023 18:27	212632.8	146.0	None	Continuous
01/07/2023 19:27	212781.6	148.8	None	Continuous
01/07/2023 20:27	212925.4	143.8	None	Continuous
01/07/2023 21:27	213073.3	147.9	None	Continuous
01/07/2023 22:27	213223.2	149.9	None	Continuous
01/07/2023 23:27	213366.9	143.7	None	Continuous
01/08/2023 00:27	213504.4	137.5	None	Continuous
01/08/2023 01:27	213642.1	137.7	None	Continuous
01/08/2023 02:27	213781.6	139.5	None	Continuous
01/08/2023 03:27	213921.5	139.9	None	Continuous
01/08/2023 04:27	214063.4	141.9	None	Continuous
01/08/2023 05:27	214203.4	140.0	None	Continuous
01/08/2023 06:27	214342.5	139.1	None	Continuous
01/08/2023 07:27	214480.6	138.1	None	Continuous
01/08/2023 08:27	214622.5	141.9	None	Continuous
01/08/2023 09:27	214757.5	135.0	None	Continuous
01/08/2023 10:27	214893.3	135.8	None	Continuous
01/08/2023 11:27	215045.3	152.0	None	Continuous
01/08/2023 12:27	215183.5	138.2	None	Continuous
01/08/2023 13:27	215325.2	141.7	None	Continuous
01/08/2023 14:27	215461.5	136.3	None	Continuous
01/08/2023 15:27	215599.2	137.7	None	Continuous
01/08/2023 16:27	215736.7	137.5	None	Continuous
01/08/2023 17:27	215874.9	138.2	None	Continuous
01/08/2023 18:27	216011.3	136.4	None	Continuous
01/08/2023 19:27	216146.2	134.9	None	Continuous
01/08/2023 20:27	216279.8	133.6	None	Continuous
01/08/2023 21:27	216432.0	152.2	None	Continuous

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/08/2023 22:27	216564.2	132.2	None	Continuous
01/08/2023 23:27	216697.3	133.1	None	Continuous
01/09/2023 00:27	216825.3*	128.0*	None*	Continuous*
01/09/2023 01:27	216953.2	127.9*	None	Continuous
01/09/2023 02:27	217081.6	128.4	None	Continuous
01/09/2023 03:27	217210.8	129.2	None	Continuous
01/09/2023 04:27	217340.7	129.9	None	Continuous
01/09/2023 05:27	217472.6	131.9	None	Continuous
01/09/2023 06:27	217602.6	130.0	None	Continuous
01/09/2023 07:27	217735.2	132.6	None	Continuous
01/09/2023 08:27	217865.1	129.9	None	Continuous
01/09/2023 09:27	218002.2	137.1	None	Continuous
01/09/2023 10:27	218130.0	127.8	None	Continuous
01/09/2023 11:27	218261.6	131.6	None	Continuous
01/09/2023 12:27	218389.5	127.9	None	Continuous
01/09/2023 13:27	218520.3	130.8	None	Continuous
01/09/2023 14:27	218653.9	133.6	None	Continuous
01/09/2023 15:27	218780.9	127.0	None	Continuous
01/09/2023 16:27	218907.9	127.0	None	Continuous
01/09/2023 17:27	219037.9	130.0	None	Continuous
01/09/2023 18:27	219170.4	132.5	None	Continuous
01/09/2023 19:27	219298.5	128.1	None	Continuous
01/09/2023 20:27	219426.0	127.5	None	Continuous
01/09/2023 21:27	219549.8	123.8	None	Continuous
01/09/2023 22:27	219677.4	127.6	None	Continuous
01/09/2023 23:27	219798.8	121.4	None	Continuous
01/10/2023 00:27	219918.5	119.7	None	Continuous
01/10/2023 01:27	220039.0	120.5	None	Continuous
01/10/2023 02:27	220160.0	121.0	None	Continuous
01/10/2023 03:27	220280.8	120.8	None	Continuous
01/10/2023 04:27	220401.4	120.6	None	Continuous
01/10/2023 05:27	220520.8	119.4	None	Continuous
01/10/2023 06:27	220638.5	117.7	None	Continuous
01/10/2023 07:27	220774.7	136.2	None	Continuous
01/10/2023 08:27	220895.0	120.3	None	Continuous
01/10/2023 09:27	221012.5	117.5	None	Continuous
01/10/2023 10:27	221137.2	124.7	None	Continuous
01/10/2023 11:27	221256.5	119.3	None	Continuous
01/10/2023 12:27	221374.5*	118.0*	None*	Continuous*
01/10/2023 13:27	221492.4	117.9*	None	Continuous
01/10/2023 14:27	221611.1	118.7	None	Continuous
01/10/2023 15:27	221730.3	119.2	None	Continuous
01/10/2023 16:27	221848.6	118.3	None	Continuous
01/10/2023 17:27	221964.7	116.1	None	Continuous
01/10/2023 18:27	222084.3	119.6	None	Continuous
01/10/2023 19:27	222205.9	121.6	None	Continuous
01/10/2023 20:27	222319.0	113.1	None	Continuous
01/10/2023 21:27	222437.4	118.4	None	Continuous
01/10/2023 22:27	222548.1	110.7	None	Continuous
01/10/2023 23:27	222658.9	110.8	None	Continuous
01/11/2023 00:27	222770.0	111.1	None	Continuous
01/11/2023 01:27	222881.5	111.5	None	Continuous
01/11/2023 02:27	222993.5	112.0	None	Continuous
01/11/2023 03:27	223105.2	111.7	None	Continuous
01/11/2023 04:27	223217.3	112.1	None	Continuous
01/11/2023 05:27	223329.0	111.7	None	Continuous
01/11/2023 06:27	223440.7	111.7	None	Continuous
01/11/2023 07:27	223560.5	119.8	None	Continuous
01/11/2023 08:27	223672.9	112.4	None	Continuous

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/11/2023 09:27	223791.0	118.1	None	Continuous
01/11/2023 10:27	223903.1	112.1	None	Continuous
01/11/2023 11:27	224015.8	112.7	None	Continuous
01/11/2023 12:27	224141.6	125.8	None	Continuous
01/11/2023 13:27	224254.4	112.8	None	Continuous
01/11/2023 14:27	224371.4	117.0	None	Continuous
01/11/2023 15:27	224484.2	112.8	None	Continuous
01/11/2023 16:27	224598.6	114.4	None	Continuous
01/11/2023 17:27	224710.8	112.2	None	Continuous
01/11/2023 18:27	224831.6	120.8	None	Continuous
01/11/2023 19:27	224943.2	111.6	None	Continuous
01/11/2023 20:27	225056.5	113.3	None	Continuous
01/11/2023 21:27	225174.1	117.6	None	Continuous
01/11/2023 22:27	225283.7	109.6	None	Continuous
01/11/2023 23:27	225393.3	109.6	None	Continuous
01/12/2023 00:27	225501.9	108.6	None	Continuous
01/12/2023 01:27	225609.1	107.2	None	Continuous
01/12/2023 02:27	225716.8	107.7	None	Continuous
01/12/2023 03:27	225825.0	108.2	None	Continuous
01/12/2023 04:27	225933.7	108.7	None	Continuous
01/12/2023 05:27	226042.7	109.0	None	Continuous
01/12/2023 06:27	226153.4	110.7	None	Continuous
01/12/2023 07:27	226261.2	107.8	None	Continuous
01/12/2023 08:27	226375.0	113.8	None	Continuous
01/12/2023 09:27	226486.1	111.1	None	Continuous
01/12/2023 10:27	226607.7	121.6	None	Continuous
01/12/2023 11:27	226722.6	114.9	None	Continuous
01/12/2023 12:27	226831.3	108.7	None	Continuous
01/12/2023 13:27	226941.9	110.6	None	Continuous
01/12/2023 14:27	227052.0	110.1	None	Continuous
01/12/2023 15:27	227167.6	115.6	None	Continuous
01/12/2023 16:27	227277.6*	110.0*	None*	Continuous*
01/12/2023 17:27	227387.5	109.9*	None	Continuous
01/12/2023 18:27	227498.1	110.6	None	Continuous
01/12/2023 19:27	227604.5	106.4	None	Continuous
01/12/2023 20:27	227716.6	112.1	None	Continuous
01/12/2023 21:27	227828.5	111.9	None	Continuous
01/12/2023 22:27	227935.7	107.2	None	Continuous
01/12/2023 23:27	228040.2	104.5	None	Continuous
01/13/2023 00:27	228143.6	103.4	None	Continuous
01/13/2023 01:27	228247.7	104.1	None	Continuous
01/13/2023 02:27	228352.7	105.0	None	Continuous
01/13/2023 03:27	228456.8	104.1	None	Continuous
01/13/2023 04:27	228561.4	104.6	None	Continuous
01/13/2023 05:27	228666.0	104.6	None	Continuous
01/13/2023 06:27	228770.4	104.4	None	Continuous
01/13/2023 07:27	228880.0	109.6	None	Continuous
01/13/2023 08:27	228987.1	107.1	None	Continuous
01/13/2023 09:27	229098.7	111.6	None	Continuous
01/13/2023 10:27	229203.6	104.9	None	Continuous
01/13/2023 11:27	229317.7	114.1	None	Continuous
01/13/2023 12:27	229429.4	111.7	None	Continuous
01/13/2023 13:27	229539.1	109.7	None	Continuous
01/13/2023 14:27	229654.2	115.1	None	Continuous
01/13/2023 15:27	229765.5	111.3	None	Continuous
01/13/2023 16:27	229878.9	113.4	None	Continuous
01/13/2023 17:27	229984.7	105.8	None	Continuous
01/13/2023 18:27	230093.7	109.0	None	Continuous
01/13/2023 19:27	230200.8	107.1	None	Continuous

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Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/13/2023 20:27	230308.0	107.2	None	Continuous
01/13/2023 21:27	230415.1	107.1	None	Continuous
01/13/2023 22:27	230519.8	104.7	None	Continuous
01/13/2023 23:27	230624.4	104.6	None	Continuous
01/14/2023 00:27	230727.8	103.4	None	Continuous
01/14/2023 01:27	230830.9	103.1	None	Continuous
01/14/2023 02:27	230933.8	102.9	None	Continuous
01/14/2023 03:27	231036.2	102.4	None	Continuous
01/14/2023 04:27	231138.8	102.6	None	Continuous
01/14/2023 05:27	231242.9	104.1	None	Continuous
01/14/2023 06:27	231346.9	104.0	None	Continuous
01/14/2023 07:27	231454.6	107.7	None	Continuous
01/14/2023 08:27	231557.0	102.4	None	Continuous
01/14/2023 09:27	231665.2	108.2	None	Continuous
01/14/2023 10:27	231781.4	116.2	None	Continuous
01/14/2023 11:27	231885.4	104.0	None	Continuous
01/14/2023 12:27	231990.4	105.0	None	Continuous
01/14/2023 13:27	232094.1	103.7	None	Continuous
01/14/2023 14:27	232199.2	105.1	None	Continuous
01/14/2023 15:27	232303.6	104.4	None	Continuous
01/14/2023 16:27	232415.6	112.0	None	Continuous
01/14/2023 17:27	232529.9	114.3	None	Continuous
01/14/2023 18:27	232631.8	101.9	None	Continuous
01/14/2023 19:27	232733.2	101.4	None	Continuous
01/14/2023 20:27	232835.2	102.0	None	Continuous
01/14/2023 21:27	232936.8	101.6	None	Continuous
01/14/2023 22:27	233043.3	106.5	None	Continuous
01/14/2023 23:27	233144.0	100.7	None	Continuous
01/15/2023 00:27	233243.8	99.8	None	Continuous
01/15/2023 01:27	233343.3	99.5	None	Continuous
01/15/2023 02:27	233443.6	100.3	None	Continuous
01/15/2023 03:27	233543.2	99.6	None	Continuous
01/15/2023 04:27	233642.8	99.6	None	Continuous
01/15/2023 05:27	233742.5	99.7	None	Continuous
01/15/2023 06:27	233842.3	99.8	None	Continuous
01/15/2023 07:27	233942.7	100.4	None	Continuous
01/15/2023 08:27	234048.2	105.5	None	Continuous
01/15/2023 09:27	234150.5	102.3	None	Continuous
01/15/2023 10:27	234253.5	103.0	None	Continuous
01/15/2023 11:27	234357.9	104.4	None	Continuous
01/15/2023 12:27	234465.4	107.5	None	Continuous
01/15/2023 13:27	234582.9	117.5	None	Continuous
01/15/2023 14:27	234701.2	118.3	None	Continuous
01/15/2023 15:27	234806.9	105.7	None	Continuous
01/15/2023 16:27	234914.0	107.1	None	Continuous
01/15/2023 17:27	235018.3	104.3	None	Continuous
01/15/2023 18:27	235123.2	104.9	None	Continuous
01/15/2023 19:27	235225.2	102.0	None	Continuous
01/15/2023 20:27	235324.7	99.5	None	Continuous
01/15/2023 21:27	235427.3	102.6	None	Continuous
01/15/2023 22:27	235534.0	106.7	None	Continuous
01/15/2023 23:27	235633.3	99.3	None	Continuous
01/16/2023 00:27	235731.8	98.5	None	Continuous
01/16/2023 01:27	235830.6	98.8	None	Continuous
01/16/2023 02:27	235928.7*	98.1*	None*	Continuous*
01/16/2023 03:27	236026.7	98.0*	None	Continuous
01/16/2023 04:27	236125.6	98.9	None	Continuous
01/16/2023 05:27	236224.6	99.0	None	Continuous
01/16/2023 06:27	236323.8	99.2	None	Continuous

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/16/2023 07:27	236428.6	104.8	None	Continuous
01/16/2023 08:27	236530.8	102.2	None	Continuous
01/16/2023 09:27	236630.8	100.0	None	Continuous
01/16/2023 10:27	236740.7	109.9	None	Continuous
01/16/2023 11:27	236847.9	107.2	None	Continuous
01/16/2023 12:27	236948.4	100.5	None	Continuous
01/16/2023 13:27	237061.3	112.9	None	Continuous
01/16/2023 14:27	237164.7	103.4	None	Continuous
01/16/2023 15:27	237286.0	121.3	None	Continuous
01/16/2023 16:27	237388.7	102.7	None	Continuous
01/16/2023 17:27	237489.6	100.9	None	Continuous
01/16/2023 18:27	237590.0	100.4	None	Continuous
01/16/2023 19:27	237694.0	104.0	None	Continuous
01/16/2023 20:27	237799.9	105.9	None	Continuous
01/16/2023 21:27	237899.0	99.1	None	Continuous
01/16/2023 22:27	237997.5	98.5	None	Continuous
01/16/2023 23:27	238095.2	97.7	None	Continuous
01/17/2023 00:27	238191.9	96.7	None	Continuous
01/17/2023 01:27	238289.1	97.2	None	Continuous
01/17/2023 02:27	238386.5	97.4	None	Continuous
01/17/2023 03:27	238482.0	95.5	None	Continuous
01/17/2023 04:27	238577.6	95.6	None	Continuous
01/17/2023 05:27	238673.6	96.0	None	Continuous
01/17/2023 06:27	238769.2	95.6	None	Continuous
01/17/2023 07:27	238872.6	103.4	None	Continuous
01/17/2023 08:27	238971.8	99.2	None	Continuous
01/17/2023 09:27	239069.1	97.3	None	Continuous
01/17/2023 10:27	239170.7	101.6	None	Continuous
01/17/2023 11:27	239267.9	97.2	None	Continuous
01/17/2023 12:27	239368.2	100.3	None	Continuous
01/17/2023 13:27	239468.8	100.6	None	Continuous
01/17/2023 14:27	239570.3	101.5	None	Continuous
01/17/2023 15:27	239669.6	99.3	None	Continuous
01/17/2023 16:27	239769.4	99.8	None	Continuous
01/17/2023 17:27	239873.1	103.7	None	Continuous
01/17/2023 18:27	239979.2	106.1	None	Continuous
01/17/2023 19:27	240077.7	98.5	None	Continuous
01/17/2023 20:27	240175.0	97.3	None	Continuous
01/17/2023 21:27	240277.5	102.5	None	Continuous
01/17/2023 22:27	240374.2	96.7	None	Continuous
01/17/2023 23:27	240472.6	98.4	None	Continuous
01/18/2023 00:27	240567.4	94.8	None	Continuous
01/18/2023 01:27	240662.8	95.4	None	Continuous
01/18/2023 02:27	240758.5	95.7	None	Continuous
01/18/2023 03:27	240854.4	95.9	None	Continuous
01/18/2023 04:27	240950.8	96.4	None	Continuous
01/18/2023 05:27	241046.8	96.0	None	Continuous
01/18/2023 06:27	241147.2	100.4	None	Continuous
01/18/2023 07:27	241243.0	95.8	None	Continuous
01/18/2023 08:27	241341.2	98.2	None	Continuous
01/18/2023 09:27	241437.3	96.1	None	Continuous
01/18/2023 10:27	241536.0	98.7	None	Continuous
01/18/2023 11:27	241639.0	103.0	None	Continuous
01/18/2023 12:27	241744.4	105.4	None	Continuous
01/18/2023 13:27	241841.1	96.7	None	Continuous
01/18/2023 14:27	241937.2	96.1	None	Continuous
01/18/2023 15:27	242040.6	103.4	None	Continuous
01/18/2023 16:27	242141.2	100.6	None	Continuous
01/18/2023 17:27	242243.4	102.2	None	Continuous

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/18/2023 18:27	242340.7	97.3	None	Continuous
01/18/2023 19:27	242441.5	100.8	None	Continuous
01/18/2023 20:27	242537.8	96.3	None	Continuous
01/18/2023 21:27	242638.2	100.4	None	Continuous
01/18/2023 22:27	242739.9	101.7	None	Continuous
01/18/2023 23:27	242835.7	95.8	None	Continuous
01/19/2023 00:27	242930.5	94.8	None	Continuous
01/19/2023 01:27	243024.5	94.0	None	Continuous
01/19/2023 02:27	243118.7	94.2	None	Continuous
01/19/2023 03:27	243213.6	94.9	None	Continuous
01/19/2023 04:27	243308.2	94.6	None	Continuous
01/19/2023 05:27	243403.2	95.0	None	Continuous
01/19/2023 06:27	243499.5	96.3	None	Continuous
01/19/2023 07:27	243600.2	100.7	None	Continuous
01/19/2023 08:27	243696.4	96.2	None	Continuous
01/19/2023 09:27	243792.1	95.7	None	Continuous
01/19/2023 10:27	243896.9	104.8	None	Continuous
01/19/2023 11:27	244001.2	104.3	None	Continuous
01/19/2023 12:27	244101.5	100.3	None	Continuous
01/19/2023 13:27	244198.5	97.0	None	Continuous
01/19/2023 14:27	244296.3	97.8	None	Continuous
01/19/2023 15:27	244406.7	110.4	None	Continuous
01/19/2023 16:27	244530.0	123.3	None	Continuous
01/19/2023 17:27	244632.8	102.8	None	Continuous
01/19/2023 18:27	244733.9	101.1	None	Continuous
01/19/2023 19:27	244830.2	96.3	None	Continuous
01/19/2023 20:27	244928.5	98.3	None	Continuous
01/19/2023 21:27	245026.2	97.7	None	Continuous
01/19/2023 22:27	245123.2	97.0	None	Continuous
01/19/2023 23:27	245219.2	96.0	None	Continuous
01/20/2023 00:27	245312.3	93.1	None	Continuous
01/20/2023 01:27	245405.9	93.6	None	Continuous
01/20/2023 02:27	245499.9	94.0	None	Continuous
01/20/2023 03:27	245594.3	94.4	None	Continuous
01/20/2023 04:27	245688.7	94.4	None	Continuous
01/20/2023 05:27	245783.8	95.1	None	Continuous
01/20/2023 06:27	245878.5	94.7	None	Continuous
01/20/2023 07:27	245978.3	99.8	None	Continuous
01/20/2023 08:27	246073.6	95.3	None	Continuous
01/20/2023 09:27	246168.5	94.9	None	Continuous
01/20/2023 10:27	246263.6	95.1	None	Continuous
01/20/2023 11:27	246366.7	103.1	None	Continuous
01/20/2023 12:27	246462.1	95.4	None	Continuous
01/20/2023 13:27	246557.6	95.5	None	Continuous
01/20/2023 14:27	246666.9	109.3	None	Continuous
01/20/2023 15:27	246762.4	95.5	None	Continuous
01/20/2023 16:27	246857.7	95.3	None	Continuous
01/20/2023 17:27	246955.1	97.4	None	Continuous
01/20/2023 18:27	247056.3	101.2	None	Continuous
01/20/2023 19:27	247154.4	98.1	None	Continuous
01/20/2023 20:27	247254.9	100.5	None	Continuous
01/20/2023 21:27	247351.9	97.0	None	Continuous
01/20/2023 22:27	247451.6	99.7	None	Continuous
01/20/2023 23:27	247546.7	95.1	None	Continuous
01/21/2023 00:27	247641.2	94.5	None	Continuous
01/21/2023 01:27	247735.2	94.0	None	Continuous
01/21/2023 02:27	247829.5	94.3	None	Continuous
01/21/2023 03:27	247922.1	92.6	None	Continuous
01/21/2023 04:27	248015.0	92.9	None	Continuous

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/21/2023 05:27	248108.3	93.3	None	Continuous
01/21/2023 06:27	248202.5	94.2	None	Continuous
01/21/2023 07:27	248303.0	100.5	None	Continuous
01/21/2023 08:27	248399.9	96.9	None	Continuous
01/21/2023 09:27	248494.4	94.5	None	Continuous
01/21/2023 10:27	248593.1	98.7	None	Continuous
01/21/2023 11:27	248694.6	101.5	None	Continuous
01/21/2023 12:27	248792.5	97.9	None	Continuous
01/21/2023 13:27	248886.6	94.1	None	Continuous
01/21/2023 14:27	248990.5	103.9	None	Continuous
01/21/2023 15:27	249093.3	102.8	None	Continuous
01/21/2023 16:27	249234.7	141.4	None	Continuous
01/21/2023 17:27	249390.2	155.5	None	Continuous
01/21/2023 18:27	249487.5	97.3	None	Continuous
01/21/2023 19:27	249583.9	96.4	None	Continuous
01/21/2023 20:27	249679.7	95.8	None	Continuous
01/21/2023 21:27	249773.0	93.3	None	Continuous
01/21/2023 22:27	249869.1	96.1	None	Continuous
01/21/2023 23:27	249965.7	96.6	None	Continuous
01/22/2023 00:27	250059.2	93.5	None	Continuous
01/22/2023 01:27	250153.5	94.3	None	Continuous
01/22/2023 02:27	250251.4	97.9	None	Continuous
01/22/2023 03:27	250346.1	94.7	None	Continuous
01/22/2023 04:27	250439.9	93.8	None	Continuous
01/22/2023 05:27	250533.8	93.9	None	Continuous
01/22/2023 06:27	250628.6	94.8	None	Continuous
01/22/2023 07:27	250722.7	94.1	None	Continuous
01/22/2023 08:27	250819.9	97.2	None	Continuous
01/22/2023 09:27	250913.2	93.3	None	Continuous
01/22/2023 10:27	251012.2	99.0	None	Continuous
01/22/2023 11:27	251108.3	96.1	None	Continuous
01/22/2023 12:27	251205.2	96.9	None	Continuous
01/22/2023 13:27	251317.7	112.5	None	Continuous
01/22/2023 14:27	251415.9	98.2	None	Continuous
01/22/2023 15:27	251522.5	106.6	None	Continuous
01/22/2023 16:27	251637.0	114.5	None	Continuous
01/22/2023 17:27	251730.7	93.7	None	Continuous
01/22/2023 18:27	251824.7	94.0	None	Continuous
01/22/2023 19:27	251921.1	96.4	None	Continuous
01/22/2023 20:27	252019.3	98.2	None	Continuous
01/22/2023 21:27	252117.4	98.1	None	Continuous
01/22/2023 22:27	252212.0	94.6	None	Continuous
01/22/2023 23:27	252303.9	91.9	None	Continuous
01/23/2023 00:27	252395.8	91.9	None	Continuous
01/23/2023 01:27	252487.4	91.6	None	Continuous
01/23/2023 02:27	252578.7	91.3	None	Continuous
01/23/2023 03:27	252670.1	91.4	None	Continuous
01/23/2023 04:27	252762.0	91.9	None	Continuous
01/23/2023 05:27	252854.4*	92.4*	None*	Continuous*
01/23/2023 06:27	252946.8	92.4*	None	Continuous
01/23/2023 07:27	253048.2	101.4	None	Continuous
01/23/2023 08:27	253143.8	95.6	None	Continuous
01/23/2023 09:27	253237.3	93.5	None	Continuous
01/23/2023 10:27	253358.7	121.4	None	Continuous
01/23/2023 11:27	253451.7	93.0	None	Continuous
01/23/2023 12:27	253547.4	95.7	None	Continuous
01/23/2023 13:27	253640.3	92.9	None	Continuous
01/23/2023 14:27	253733.6	93.3	None	Continuous
01/23/2023 15:27	253828.4	94.8	None	Continuous



Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/23/2023 16:27	253926.0	97.6	None	Continuous
01/23/2023 17:27	254020.2	94.2	None	Continuous
01/23/2023 18:27	254119.6	99.4	None	Continuous
01/23/2023 19:27	254226.7	107.1	None	Continuous
01/23/2023 20:27	254319.6	92.9	None	Continuous
01/23/2023 21:27	254417.9	98.3	None	Continuous
01/23/2023 22:27	254511.0	93.1	None	Continuous
01/23/2023 23:27	254602.1	91.1	None	Continuous
01/24/2023 00:27	254693.0	90.9	None	Continuous
01/24/2023 01:27	254784.4	91.4	None	Continuous
01/24/2023 02:27	254876.2	91.8	None	Continuous
01/24/2023 03:27	254968.1	91.9	None	Continuous
01/24/2023 04:27	255060.5	92.4	None	Continuous
01/24/2023 05:27	255153.5	93.0	None	Continuous
01/24/2023 06:27	255247.1	93.6	None	Continuous
01/24/2023 07:27	255347.4	100.3	None	Continuous
01/24/2023 08:27	255440.3	92.9	None	Continuous
01/24/2023 09:27	255533.3	93.0	None	Continuous
01/24/2023 10:27	255631.7	98.4	None	Continuous
01/24/2023 11:27	255736.7	105.0	None	Continuous
01/24/2023 12:27	255831.2	94.5	None	Continuous
01/24/2023 13:27	255923.2	92.0	None	Continuous
01/24/2023 14:27	256015.1	91.9	None	Continuous
01/24/2023 15:27	256111.1	96.0	None	Continuous
01/24/2023 16:27	256203.3	92.2	None	Continuous
01/24/2023 17:27	256295.6	92.3	None	Continuous
01/24/2023 18:27	256391.0	95.4	None	Continuous
01/24/2023 19:27	256497.3	106.3	None	Continuous
01/24/2023 20:27	256595.0	97.7	None	Continuous
01/24/2023 21:27	256694.4	99.4	None	Continuous
01/24/2023 22:27	256787.6	93.2	None	Continuous
01/24/2023 23:27	256877.9	90.3	None	Continuous
01/25/2023 00:27	256970.3	92.4	None	Continuous
01/25/2023 01:27	257061.1	90.8	None	Continuous
01/25/2023 02:27	257151.9	90.8	None	Continuous
01/25/2023 03:27	257243.0	91.1	None	Continuous
01/25/2023 04:27	257334.7	91.7	None	Continuous
01/25/2023 05:27	257426.1	91.4	None	Continuous
01/25/2023 06:27	257518.0	91.9	None	Continuous
01/25/2023 07:27	257626.1	108.1	None	Continuous
01/25/2023 08:27	257720.5	94.4	None	Continuous
01/25/2023 09:27	257812.8	92.3	None	Continuous
01/25/2023 10:27	257905.3	92.5	None	Continuous
01/25/2023 11:27	258000.6	95.3	None	Continuous
01/25/2023 12:27	258092.6	92.0	None	Continuous
01/25/2023 13:27	258196.7	104.1	None	Continuous
01/25/2023 14:27	258290.7	94.0	None	Continuous
01/25/2023 15:27	258382.3	91.6	None	Continuous
01/25/2023 16:27	258474.2	91.9	None	Continuous
01/25/2023 17:27	258570.9	96.7	None	Continuous
01/25/2023 18:27	258670.4	99.5	None	Continuous
01/25/2023 19:27	258767.3	96.9	None	Continuous
01/25/2023 20:27	258860.8	93.5	None	Continuous
01/25/2023 21:27	258958.6	97.8	None	Continuous
01/25/2023 22:27	259051.4	92.8	None	Continuous
01/25/2023 23:27	259141.9	90.5	None	Continuous
01/26/2023 00:27	259231.9	90.0	None	Continuous
01/26/2023 01:27	259322.2	90.3	None	Continuous
01/26/2023 02:27	259413.2	91.0	None	Continuous

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/26/2023 03:27	259504.3	91.1	None	Continuous
01/26/2023 04:27	259594.7	90.4	None	Continuous
01/26/2023 05:27	259686.2	91.5	None	Continuous
01/26/2023 06:27	259777.6	91.4	None	Continuous
01/26/2023 07:27	259868.4	90.8	None	Continuous
01/26/2023 08:27	259966.0	97.6	None	Continuous
01/26/2023 09:27	260057.4	91.4	None	Continuous
01/26/2023 10:27	260154.7	97.3	None	Continuous
01/26/2023 11:27	260255.3	100.6	None	Continuous
01/26/2023 12:27	260348.5	93.2	None	Continuous
01/26/2023 13:27	260446.0	97.5	None	Continuous
01/26/2023 14:27	260541.8	95.8	None	Continuous
01/26/2023 15:27	260634.6	92.8	None	Continuous
01/26/2023 16:27	260729.3*	94.7*	None*	Continuous*
01/26/2023 17:27	260824.0	94.7*	None	Continuous
01/26/2023 18:27	260916.3	92.3	None	Continuous
01/26/2023 19:27	261010.0	93.7	None	Continuous
01/26/2023 20:27	261103.2	93.2	None	Continuous
01/26/2023 21:27	261198.6	95.4	None	Continuous
01/26/2023 22:27	261290.0	91.4	None	Continuous
01/26/2023 23:27	261383.2	93.2	None	Continuous
01/27/2023 00:27	261473.2	90.0	None	Continuous
01/27/2023 01:27	261562.9	89.7	None	Continuous
01/27/2023 02:27	261653.2	90.3	None	Continuous
01/27/2023 03:27	261744.4	91.2	None	Continuous
01/27/2023 04:27	261834.5	90.1	None	Continuous
01/27/2023 05:27	261924.5	90.0	None	Continuous
01/27/2023 06:27	262014.4	89.9	None	Continuous
01/27/2023 07:27	262110.0	95.6	None	Continuous
01/27/2023 08:27	262201.9	91.9	None	Continuous
01/27/2023 09:27	262294.4	92.5	None	Continuous
01/27/2023 10:27	262391.4	97.0	None	Continuous
01/27/2023 11:27	262493.2	101.8	None	Continuous
01/27/2023 12:27	262593.1	99.9	None	Continuous
01/27/2023 13:27	262688.6	95.5	None	Continuous
01/27/2023 14:27	262786.8	98.2	None	Continuous
01/27/2023 15:27	262883.1	96.3	None	Continuous
01/27/2023 16:27	262979.6	96.5	None	Continuous
01/27/2023 17:27	263076.5	96.9	None	Continuous
01/27/2023 18:27	263170.5	94.0	None	Continuous
01/27/2023 19:27	263268.9	98.4	None	Continuous
01/27/2023 20:27	263360.8	91.9	None	Continuous
01/27/2023 21:27	263452.6	91.8	None	Continuous
01/27/2023 22:27	263549.4	96.8	None	Continuous
01/27/2023 23:27	263641.6	92.2	None	Continuous
01/28/2023 00:27	263732.9	91.3	None	Continuous
01/28/2023 01:27	263823.5	90.6	None	Continuous
01/28/2023 02:27	263912.8	89.3	None	Continuous
01/28/2023 03:27	264002.8	90.0	None	Continuous
01/28/2023 04:27	264093.9	91.1	None	Continuous
01/28/2023 05:27	264185.1	91.2	None	Continuous
01/28/2023 06:27	264277.2	92.1	None	Continuous
01/28/2023 07:27	264372.0	94.8	None	Continuous
01/28/2023 08:27	264466.8	94.8	None	Continuous
01/28/2023 09:27	264562.8	96.0	None	Continuous
01/28/2023 10:27	264652.9	90.1	None	Continuous
01/28/2023 11:27	264743.2	90.3	None	Continuous
01/28/2023 12:27	264845.9	102.7	None	Continuous
01/28/2023 13:27	264940.4	94.5	None	Continuous

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/28/2023 14:27	265038.7	98.3	None	Continuous
01/28/2023 15:27	265128.9	90.2	None	Continuous
01/28/2023 16:27	265234.6	105.7	None	Continuous
01/28/2023 17:27	265346.1	111.5	None	Continuous
01/28/2023 18:27	265436.9	90.8	None	Continuous
01/28/2023 19:27	265533.1	96.2	None	Continuous
01/28/2023 20:27	265625.8	92.7	None	Continuous
01/28/2023 21:27	265715.4	89.6	None	Continuous
01/28/2023 22:27	265811.5	96.1	None	Continuous
01/28/2023 23:27	265902.4	90.9	None	Continuous
01/29/2023 00:27	265992.3	89.9	None	Continuous
01/29/2023 01:27	266081.9	89.6	None	Continuous
01/29/2023 02:27	266170.6	88.7	None	Continuous
01/29/2023 03:27	266259.2	88.6	None	Continuous
01/29/2023 04:27	266347.9	88.7	None	Continuous
01/29/2023 05:27	266436.9	89.0	None	Continuous
01/29/2023 06:27	266526.5	89.6	None	Continuous
01/29/2023 07:27	266624.8	98.3	None	Continuous
01/29/2023 08:27	266716.1	91.3	None	Continuous
01/29/2023 09:27	266806.0	89.9	None	Continuous
01/29/2023 10:27	266907.2	101.2	None	Continuous
01/29/2023 11:27	267011.1	103.9	None	Continuous
01/29/2023 12:27	267102.1	91.0	None	Continuous
01/29/2023 13:27	267109.7	7.6	None	Intermittent
01/29/2023 14:27	267109.7	0.0	None	Intermittent
01/29/2023 15:27	267112.2	2.5	None	Intermittent
01/29/2023 16:27	267117.1	4.9	None	Intermittent
01/29/2023 17:27	267134.0	16.9	None	Intermittent
01/29/2023 18:27	267144.5	10.5	None	Intermittent
01/29/2023 19:27	267146.8	2.3	None	Intermittent
01/29/2023 20:27	267151.4	4.6	None	Intermittent
01/29/2023 21:27	267156.7	5.3	None	Intermittent
01/29/2023 22:27	267156.7	0.0	None	Intermittent
01/29/2023 23:27	267156.7	0.0	None	Intermittent
01/30/2023 00:27	267156.7	0.0	None	Intermittent
01/30/2023 01:27	267156.7	0.0	None	Intermittent
01/30/2023 02:27	267156.7	0.0	None	Intermittent
01/30/2023 03:27	267156.7	0.0	None	Intermittent
01/30/2023 04:27	267156.7	0.0	None	None
01/30/2023 05:27	267156.7	0.0	None	None
01/30/2023 06:27	267156.8	0.1	None	None
01/30/2023 07:27	267164.1	7.3	None	None
01/30/2023 08:27	267164.3	0.2	None	None
01/30/2023 09:27	267175.5	11.2	None	None
01/30/2023 10:27	267176.1	0.6	None	None
01/30/2023 11:27	267186.7	10.6	None	None
01/30/2023 12:27	267189.9	3.2	None	None
01/30/2023 13:27	267190.4	0.5	None	None
01/30/2023 14:27	267205.7	15.3	None	None
01/30/2023 15:27	267207.9*	2.2*	None*	None*
01/30/2023 16:27	267210.1	2.2*	None	None
01/30/2023 17:27	267232.8	22.7	None	None
01/30/2023 18:27	267235.2	2.4	None	None
01/30/2023 19:27	267237.8*	2.6*	None*	None*
01/30/2023 20:27	267240.4	2.6*	None	None
01/30/2023 21:27	267245.7	5.3	None	None
01/30/2023 22:27	267245.7	0.0	None	None
01/30/2023 23:27	267245.7	0.0	None	None
01/31/2023 00:27	267245.7	0.0	None	None

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
01/31/2023 01:27	267245.7	0.0	None	None
01/31/2023 02:27	267245.7	0.0	None	None
01/31/2023 03:27	267245.7	0.0	None	None
01/31/2023 04:27	267245.7	0.0	None	None
01/31/2023 05:27	267245.7	0.0	None	None
01/31/2023 06:27	267246.2	0.5	None	None
01/31/2023 07:27	267251.8	5.6	None	None
01/31/2023 08:27	267254.0	2.2	None	None
01/31/2023 09:27	267254.0	0.0	None	None
01/31/2023 10:27	267266.9	12.9	None	None
01/31/2023 11:27	267277.2	10.3	None	None
01/31/2023 12:27	267281.1	3.9	None	None
01/31/2023 13:27	267281.1	0.0	None	None
01/31/2023 14:27	267286.2	5.1	None	None
01/31/2023 15:27	267290.1	3.9	None	None
01/31/2023 16:27	267290.1	0.0	None	None
01/31/2023 17:27	267298.0	7.9	None	None
01/31/2023 18:27	267298.3	0.3	None	None
01/31/2023 19:27	267301.3	3.0	None	None
01/31/2023 20:27	267303.8	2.5	None	None
01/31/2023 21:27	267309.2	5.4	None	None
01/31/2023 22:27	267309.2	0.0	None	None
01/31/2023 23:27	267309.2*	0.0*	None*	None*
02/01/2023 00:27	267309.2	0.0*	None	None
02/01/2023 01:27	267309.2*	0.0*	None*	None*
02/01/2023 02:27	267309.2	0.0*	None	None
02/01/2023 03:27	267309.2	0.0	None	None
02/01/2023 04:27	267309.2	0.0	None	None
02/01/2023 05:27	267310.1	0.9	None	None
02/01/2023 06:27	267310.1	0.0	None	None
02/01/2023 07:27	267332.6	22.5	None	None
02/01/2023 08:27	267334.8	2.2	None	None
02/01/2023 09:27	267339.8	5.0	None	None
02/01/2023 10:27	267339.8	0.0	None	None
02/01/2023 11:27	267342.1	2.3	None	None
02/01/2023 12:27	267346.5	4.4	None	None
02/01/2023 13:27	267346.6	0.1	None	None
02/01/2023 14:27	267350.3	3.7	None	None
02/01/2023 15:27	267357.8	7.5	None	None
02/01/2023 16:27	267360.5	2.7	None	None
02/01/2023 17:27	267362.4	1.9	None	None
02/01/2023 18:27	267368.0	5.6	None	None
02/01/2023 19:27	267368.0	0.0	None	None
02/01/2023 20:27	267373.6	5.6	None	None
02/01/2023 21:27	267377.3	3.7	None	None
02/01/2023 22:27	267377.3	0.0	None	None
02/01/2023 23:27	267377.3	0.0	None	None
02/02/2023 00:27	267377.3	0.0	None	None
02/02/2023 01:27	267377.3	0.0	None	None
02/02/2023 02:27	267377.3	0.0	None	None
02/02/2023 03:27	267377.3	0.0	None	None
02/02/2023 04:27	267377.3	0.0	None	None
02/02/2023 05:27	267379.5	2.2	None	None
02/02/2023 06:27	267379.5	0.0	None	None
02/02/2023 07:27	267382.7	3.2	None	None
02/02/2023 08:27	267386.4	3.7	None	None
02/02/2023 09:27	267397.9	11.5	None	None
02/02/2023 10:27	267401.3	3.4	None	None
02/02/2023 11:27	267414.4	13.1	None	None

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/02/2023 12:27	267415.0	0.6	None	None
02/02/2023 13:27	267432.2	17.2	None	None
02/02/2023 14:27	267434.9	2.7	None	None
02/02/2023 15:27	267440.0	5.1	None	None
02/02/2023 16:27	267442.4	2.4	None	None
02/02/2023 17:27	267459.8	17.4	None	None
02/02/2023 18:27	267474.4	14.6	None	None
02/02/2023 19:27	267479.5	5.1	None	None
02/02/2023 20:27	267479.5	0.0	None	None
02/02/2023 21:27	267484.7	5.2	None	None
02/02/2023 22:27	267484.7	0.0	None	None
02/02/2023 23:27	267484.7	0.0	None	None
02/03/2023 00:27	267484.7	0.0	None	None
02/03/2023 01:27	267484.7	0.0	None	None
02/03/2023 02:27	267484.7	0.0	None	None
02/03/2023 03:27	267484.7	0.0	None	None
02/03/2023 04:27	267484.7	0.0	None	None
02/03/2023 05:27	267487.0	2.3	None	None
02/03/2023 06:27	267494.1	7.1	None	None
02/03/2023 07:27	267494.1	0.0	None	None
02/03/2023 08:27	267496.3	2.2	None	None
02/03/2023 09:27	267499.3	3.0	None	None
02/03/2023 10:27	267502.8	3.5	None	None
02/03/2023 11:27	267505.2	2.4	None	None
02/03/2023 12:27	267505.2	0.0	None	None
02/03/2023 13:27	267512.2	7.0	None	None
02/03/2023 14:27	267515.3	3.1	None	None
02/03/2023 15:27	267517.6	2.3	None	None
02/03/2023 16:27	267529.9	12.3	None	None
02/03/2023 17:27	267531.9	2.0	None	None
02/03/2023 18:27	267533.7	1.8	None	None
02/03/2023 19:27	267538.2	4.5	None	None
02/03/2023 20:27	267540.7	2.5	None	None
02/03/2023 21:27	267547.7	7.0	None	None
02/03/2023 22:27	267547.7	0.0	None	None
02/03/2023 23:27	267547.7	0.0	None	None
02/04/2023 00:27	267547.7	0.0	None	None
02/04/2023 01:27	267547.7	0.0	None	None
02/04/2023 02:27	267547.7	0.0	None	None
02/04/2023 03:27	267547.7	0.0	None	None
02/04/2023 04:27	267547.7	0.0	None	None
02/04/2023 05:27	267548.0	0.3	None	None
02/04/2023 06:27	267548.0	0.0	None	None
02/04/2023 07:27	267556.6	8.6	None	None
02/04/2023 08:27	267556.6	0.0	None	None
02/04/2023 09:27	267559.4	2.8	None	None
02/04/2023 10:27	267567.0	7.6	None	None
02/04/2023 11:27	267571.8	4.8	None	None
02/04/2023 12:27	267574.2	2.4	None	None
02/04/2023 13:27	267577.4	3.2	None	None
02/04/2023 14:27	267580.1	2.7	None	None
02/04/2023 15:27	267583.4	3.3	None	None
02/04/2023 16:27	267592.6	9.2	None	None
02/04/2023 17:27	267607.5	14.9	None	None
02/04/2023 18:27	267607.5	0.0	None	None
02/04/2023 19:27	267612.3	4.8	None	None
02/04/2023 20:27	267615.8	3.5	None	None
02/04/2023 21:27	267624.2	8.4	None	None
02/04/2023 22:27	267624.2	0.0	None	None

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/04/2023 23:27	267624.2	0.0	None	None
02/05/2023 00:27	267624.2	0.0	None	None
02/05/2023 01:27	267624.2	0.0	None	None
02/05/2023 02:27	267624.2	0.0	None	None
02/05/2023 03:27	267624.5	0.3	None	None
02/05/2023 04:27	267624.5	0.0	None	None
02/05/2023 05:27	267624.5	0.0	None	None
02/05/2023 06:27	267624.5	0.0	None	None
02/05/2023 07:27	267632.6	8.1	None	None
02/05/2023 08:27	267632.6	0.0	None	None
02/05/2023 09:27	267635.0	2.4	None	None
02/05/2023 10:27	267635.0	0.0	None	None
02/05/2023 11:27	267652.0	17.0	None	None
02/05/2023 12:27	267655.6	3.6	None	None
02/05/2023 13:27	267661.6	6.0	None	None
02/05/2023 14:27	267666.9	5.3	None	None
02/05/2023 15:27	267677.0	10.1	None	None
02/05/2023 16:27	267698.0	21.0	None	None
02/05/2023 17:27	267701.0	3.0	None	None
02/05/2023 18:27	267705.8	4.8	None	None
02/05/2023 19:27	267709.3	3.5	None	None
02/05/2023 20:27	267711.8	2.5	None	None
02/05/2023 21:27	267716.4	4.6	None	None
02/05/2023 22:27	267716.5	0.1	None	None
02/05/2023 23:27	267716.5	0.0	None	None
02/06/2023 00:27	267716.5	0.0	None	None
02/06/2023 01:27	267716.5	0.0	None	None
02/06/2023 02:27	267716.5	0.0	None	None
02/06/2023 03:27	267716.5*	0.0*	None*	None*
02/06/2023 04:27	267716.5	0.0*	None	None
02/06/2023 05:27	267716.6	0.1	None	None
02/06/2023 06:27	267716.6	0.0	None	None
02/06/2023 07:27	267720.5	3.9	None	None
02/06/2023 08:27	267720.5	0.0	None	None
02/06/2023 09:27	267762.2	41.7	None	None
02/06/2023 10:27	267768.7	6.5	None	None
02/06/2023 11:27	267769.0	0.3	None	None
02/06/2023 12:27	267773.4	4.4	None	None
02/06/2023 13:27	267773.5	0.1	None	None
02/06/2023 14:27	267777.4	3.9	None	None
02/06/2023 15:27	267780.7	3.3	None	None
02/06/2023 16:27	267784.9	4.2	None	None
02/06/2023 17:27	267787.6	2.7	None	None
02/06/2023 18:27	267792.0	4.4	None	None
02/06/2023 19:27	267794.2	2.2	None	None
02/06/2023 20:27	267796.7	2.5	None	None
02/06/2023 21:27	267807.7	11.0	None	None
02/06/2023 22:27	267807.7	0.0	None	None
02/06/2023 23:27	267807.7	0.0	None	None
02/07/2023 00:27	267807.7	0.0	None	None
02/07/2023 01:27	267807.7	0.0	None	None
02/07/2023 02:27	267807.7	0.0	None	None
02/07/2023 03:27	267807.7	0.0	None	None
02/07/2023 04:27	267807.8	0.1	None	None
02/07/2023 05:27	267807.8	0.0	None	None
02/07/2023 06:27	267810.6	2.8	None	None
02/07/2023 07:27	267815.3	4.7	None	None
02/07/2023 08:27	267815.3	0.0	None	None
02/07/2023 09:27	267815.4	0.1	None	None

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/07/2023 10:27	267826.8	11.4	None	None
02/07/2023 11:27	267832.6	5.8	None	None
02/07/2023 12:27	267834.6	2.0	None	None
02/07/2023 13:27	267849.2	14.6	None	None
02/07/2023 14:27	267854.2	5.0	None	None
02/07/2023 15:27	267856.0	1.8	None	None
02/07/2023 16:27	267859.1	3.1	None	None
02/07/2023 17:27	267859.1	0.0	None	None
02/07/2023 18:27	267859.5	0.4	None	None
02/07/2023 19:27	267868.0	8.5	None	None
02/07/2023 20:27	267868.0	0.0	None	None
02/07/2023 21:27	267872.5	4.5	None	None
02/07/2023 22:27	267872.5	0.0	None	None
02/07/2023 23:27	267874.8	2.3	None	None
02/08/2023 00:27	267874.8	0.0	None	None
02/08/2023 01:27	267874.8	0.0	None	None
02/08/2023 02:27	267874.8	0.0	None	None
02/08/2023 03:27	267874.8	0.0	None	None
02/08/2023 04:27	267874.9	0.1	None	None
02/08/2023 05:27	267874.9	0.0	None	None
02/08/2023 06:27	267874.9	0.0	None	None
02/08/2023 07:27	267895.5	20.6	None	None
02/08/2023 08:27	267895.6	0.1	None	None
02/08/2023 09:27	267897.8	2.2	None	None
02/08/2023 10:27	267897.9	0.1	None	None
02/08/2023 11:27	267908.4*	10.5*	None*	None*
02/08/2023 12:27	267918.9	10.5*	None	None
02/08/2023 13:27	267922.1	3.2	None	None
02/08/2023 14:27	267923.8	1.7	None	None
02/08/2023 15:27	267928.3	4.5	None	None
02/08/2023 16:27	267932.8	4.5	None	None
02/08/2023 17:27	267933.6	0.8	None	None
02/08/2023 18:27	267941.3	7.7	None	None
02/08/2023 19:27	267947.8	6.5	None	None
02/08/2023 20:27	267947.9	0.1	None	None
02/08/2023 21:27	267949.6	1.7	None	None
02/08/2023 22:27	267949.6	0.0	None	None
02/08/2023 23:27	267949.6	0.0	None	None
02/09/2023 00:27	267949.6	0.0	None	None
02/09/2023 01:27	267949.6	0.0	None	None
02/09/2023 02:27	267949.6	0.0	None	None
02/09/2023 03:27	267949.6	0.0	None	None
02/09/2023 04:27	267949.6	0.0	None	None
02/09/2023 05:27	267949.6	0.0	None	None
02/09/2023 06:27	267953.8*	4.2*	None*	None*
02/09/2023 07:27	267957.9	4.1*	None	None
02/09/2023 08:27	267958.5	0.6	None	None
02/09/2023 09:27	267958.5	0.0	None	None
02/09/2023 10:27	267963.5	5.0	None	None
02/09/2023 11:27	267972.4	8.9	None	None
02/09/2023 12:27	267973.8	1.4	None	None
02/09/2023 13:27	267974.0	0.2	None	None
02/09/2023 14:27	267985.1	11.1	None	None
02/09/2023 15:27	267986.3	1.2	None	None
02/09/2023 16:27	267989.1	2.8	None	None
02/09/2023 17:27	267991.7	2.6	None	None
02/09/2023 18:27	267996.5	4.8	None	None
02/09/2023 19:27	267999.5	3.0	None	None
02/09/2023 20:27	268001.7	2.2	None	None

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/09/2023 21:27	268006.0	4.3	None	None
02/09/2023 22:27	268006.0	0.0	None	None
02/09/2023 23:27	268006.0	0.0	None	None
02/10/2023 00:27	268006.0	0.0	None	None
02/10/2023 01:27	268006.0	0.0	None	None
02/10/2023 02:27	268006.0	0.0	None	None
02/10/2023 03:27	268006.0	0.0	None	None
02/10/2023 04:27	268006.2	0.2	None	None
02/10/2023 05:27	268006.2	0.0	None	None
02/10/2023 06:27	268006.2	0.0	None	None
02/10/2023 07:27	268014.9	8.7	None	None
02/10/2023 08:27	268019.4	4.5	None	None
02/10/2023 09:27	268019.4	0.0	None	None
02/10/2023 10:27	268028.0	8.6	None	None
02/10/2023 11:27	268028.6	0.6	None	None
02/10/2023 12:27	268036.3	7.7	None	None
02/10/2023 13:27	268039.2	2.9	None	None
02/10/2023 14:27	268049.7	10.5	None	None
02/10/2023 15:27	268051.1	1.4	None	None
02/10/2023 16:27	268057.4	6.3	None	None
02/10/2023 17:27	268059.8	2.4	None	None
02/10/2023 18:27	268064.3	4.5	None	None
02/10/2023 19:27	268070.1	5.8	None	None
02/10/2023 20:27	268070.5	0.4	None	None
02/10/2023 21:27	268071.2	0.7	None	None
02/10/2023 22:27	268071.2	0.0	None	None
02/10/2023 23:27	268071.2	0.0	None	None
02/11/2023 00:27	268072.0	0.8	None	None
02/11/2023 01:27	268072.0	0.0	None	None
02/11/2023 02:27	268072.0	0.0	None	None
02/11/2023 03:27	268072.0	0.0	None	None
02/11/2023 04:27	268072.2	0.2	None	None
02/11/2023 05:27	268072.2	0.0	None	None
02/11/2023 06:27	268072.5	0.3	None	None
02/11/2023 07:27	268076.3	3.8	None	None
02/11/2023 08:27	268083.8	7.5	None	None
02/11/2023 09:27	268090.6	6.8	None	None
02/11/2023 10:27	268090.6	0.0	None	None
02/11/2023 11:27	268094.5	3.9	None	None
02/11/2023 12:27	268096.1	1.6	None	None
02/11/2023 13:27	268096.1	0.0	None	None
02/11/2023 14:27	268102.4	6.3	None	None
02/11/2023 15:27	268105.6	3.2	None	None
02/11/2023 16:27	268107.9	2.3	None	None
02/11/2023 17:27	268112.9	5.0	None	None
02/11/2023 18:27	268115.5	2.6	None	None
02/11/2023 19:27	268122.2	6.7	None	None
02/11/2023 20:27	268124.4	2.2	None	None
02/11/2023 21:27	268125.7	1.3	None	None
02/11/2023 22:27	268130.9	5.2	None	None
02/11/2023 23:27	268130.9	0.0	None	None
02/12/2023 00:27	268130.9	0.0	None	None
02/12/2023 01:27	268130.9	0.0	None	None
02/12/2023 02:27	268130.9	0.0	None	None
02/12/2023 03:27	268130.9	0.0	None	None
02/12/2023 04:27	268130.9	0.0	None	None
02/12/2023 05:27	268130.9	0.0	None	None
02/12/2023 06:27	268130.9	0.0	None	None
02/12/2023 07:27	268139.3	8.4	None	None



Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/12/2023 08:27	268141.6	2.3	None	None
02/12/2023 09:27	268141.6	0.0	None	None
02/12/2023 10:27	268149.4	7.8	None	None
02/12/2023 11:27	268161.4	12.0	None	None
02/12/2023 12:27	268175.4	14.0	None	None
02/12/2023 13:27	268179.5	4.1	None	None
02/12/2023 14:27	268195.2	15.7	None	None
02/12/2023 15:27	268209.3	14.1	None	None
02/12/2023 16:27	268235.2	25.9	None	None
02/12/2023 17:27	268238.7	3.5	None	None
02/12/2023 18:27	268241.0	2.3	None	None
02/12/2023 19:27	268246.4	5.4	None	None
02/12/2023 20:27	268246.4	0.0	None	None
02/12/2023 21:27	268246.6	0.2	None	None
02/12/2023 22:27	268254.1	7.5	None	None
02/12/2023 23:27	268254.1	0.0	None	None
02/13/2023 00:27	268254.1	0.0	None	None
02/13/2023 01:27	268254.1	0.0	None	None
02/13/2023 02:27	268254.1	0.0	None	None
02/13/2023 03:27	268254.1	0.0	None	None
02/13/2023 04:27	268254.6	0.5	None	None
02/13/2023 05:27	268254.6	0.0	None	None
02/13/2023 06:27	268254.7	0.1	None	None
02/13/2023 07:27	268254.7	0.0	None	None
02/13/2023 08:27	268262.5	7.8	None	None
02/13/2023 09:27	268266.9	4.4	None	None
02/13/2023 10:27	268268.9	2.0	None	None
02/13/2023 11:27	268276.0	7.1	None	None
02/13/2023 12:27	268282.7	6.7	None	None
02/13/2023 13:27	268286.7	4.0	None	None
02/13/2023 14:27	268300.9	14.2	None	None
02/13/2023 15:27	268312.8	11.9	None	None
02/13/2023 16:27	268312.8	0.0	None	None
02/13/2023 17:27	268321.0	8.2	None	None
02/13/2023 18:27	268323.5	2.5	None	None
02/13/2023 19:27	268325.7	2.2	None	None
02/13/2023 20:27	268333.4	7.7	None	None
02/13/2023 21:27	268339.6	6.2	None	None
02/13/2023 22:27	268339.6	0.0	None	None
02/13/2023 23:27	268339.6	0.0	None	None
02/14/2023 00:27	268339.6	0.0	None	None
02/14/2023 01:27	268339.7	0.1	None	None
02/14/2023 02:27	268339.7	0.0	None	None
02/14/2023 03:27	268339.7	0.0	None	None
02/14/2023 04:27	268339.7	0.0	None	None
02/14/2023 05:27	268339.7	0.0	None	None
02/14/2023 06:27	268339.7	0.0	None	None
02/14/2023 07:27	268348.2	8.5	None	None
02/14/2023 08:27	268348.6	0.4	None	None
02/14/2023 09:27	268374.1	25.5	None	None
02/14/2023 10:27	268374.5	0.4	None	None
02/14/2023 11:27	268377.4	2.9	None	None
02/14/2023 12:27	268387.1	9.7	None	None
02/14/2023 13:27	268395.6	8.5	None	None
02/14/2023 14:27	268398.6	3.0	None	None
02/14/2023 15:27	268404.2	5.6	None	None
02/14/2023 16:27	268404.8	0.6	None	None
02/14/2023 17:27	268407.8	3.0	None	None
02/14/2023 18:27	268411.9	4.1	None	None

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/14/2023 19:27	268412.0	0.1	None	None
02/14/2023 20:27	268414.6	2.6	None	None
02/14/2023 21:27	268415.1	0.5	None	None
02/14/2023 22:27	268415.1	0.0	None	None
02/14/2023 23:27	268415.1	0.0	None	None
02/15/2023 00:27	268415.1	0.0	None	None
02/15/2023 01:27	268415.1	0.0	None	None
02/15/2023 02:27	268415.1	0.0	None	None
02/15/2023 03:27	268415.1	0.0	None	None
02/15/2023 04:27	268415.1	0.0	None	None
02/15/2023 05:27	268415.1	0.0	None	None
02/15/2023 06:27	268415.1	0.0	None	None
02/15/2023 07:27	268434.2	19.1	None	None
02/15/2023 08:27	268434.4	0.2	None	None
02/15/2023 09:27	268437.8	3.4	None	None
02/15/2023 10:27	268437.8	0.0	None	None
02/15/2023 11:27	268438.0	0.2	None	None
02/15/2023 12:27	268441.2	3.2	None	None
02/15/2023 13:27	268445.1	3.9	None	None
02/15/2023 14:27	268457.5	12.4	None	None
02/15/2023 15:27	268460.4	2.9	None	None
02/15/2023 16:27	268463.1	2.7	None	None
02/15/2023 17:27	268463.3	0.2	None	None
02/15/2023 18:27	268466.1	2.8	None	None
02/15/2023 19:27	268466.8	0.7	None	None
02/15/2023 20:27	268473.5	6.7	None	None
02/15/2023 21:27	268484.7	11.2	None	None
02/15/2023 22:27	268484.7	0.0	None	None
02/15/2023 23:27	268484.7	0.0	None	None
02/16/2023 00:27	268484.7	0.0	None	None
02/16/2023 01:27	268484.7	0.0	None	None
02/16/2023 02:27	268484.7	0.0	None	None
02/16/2023 03:27	268484.8	0.1	None	None
02/16/2023 04:27	268484.8	0.0	None	None
02/16/2023 05:27	268484.8	0.0	None	None
02/16/2023 06:27	268486.9	2.1	None	None
02/16/2023 07:27	268490.8	3.9	None	None
02/16/2023 08:27	268491.2	0.4	None	None
02/16/2023 09:27	268495.0	3.8	None	None
02/16/2023 10:27	268498.9	3.9	None	None
02/16/2023 11:27	268501.7	2.8	None	None
02/16/2023 12:27	268507.5	5.8	None	None
02/16/2023 13:27	268510.0	2.5	None	None
02/16/2023 14:27	268513.1	3.1	None	None
02/16/2023 15:27	268515.4	2.3	None	None
02/16/2023 16:27	268519.0	3.6	None	None
02/16/2023 17:27	268527.5	8.5	None	None
02/16/2023 18:27	268528.4	0.9	None	None
02/16/2023 19:27	268533.0	4.6	None	None
02/16/2023 20:27	268542.3	9.3	None	None
02/16/2023 21:27	268542.3	0.0	None	None
02/16/2023 22:27	268542.3	0.0	None	None
02/16/2023 23:27	268542.3	0.0	None	None
02/17/2023 00:27	268542.3	0.0	None	None
02/17/2023 01:27	268542.3	0.0	None	None
02/17/2023 02:27	268542.3	0.0	None	None
02/17/2023 03:27	268542.3	0.0	None	None
02/17/2023 04:27	268542.3	0.0	None	None
02/17/2023 05:27	268542.3	0.0	None	None

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/17/2023 06:27	268542.4	0.1	None	None
02/17/2023 07:27	268547.8	5.4	None	None
02/17/2023 08:27	268550.3	2.5	None	None
02/17/2023 09:27	268552.7	2.4	None	None
02/17/2023 10:27	268552.7	0.0	None	None
02/17/2023 11:27	268554.5	1.8	None	None
02/17/2023 12:27	268556.9	2.4	None	None
02/17/2023 13:27	268571.1	14.2	None	None
02/17/2023 14:27	268577.0	5.9	None	None
02/17/2023 15:27	268577.1	0.1	None	None
02/17/2023 16:27	268579.4	2.3	None	None
02/17/2023 17:27	268581.4	2.0	None	None
02/17/2023 18:27	268587.6	6.2	None	None
02/17/2023 19:27	268590.2	2.6	None	None
02/17/2023 20:27	268590.7	0.5	None	None
02/17/2023 21:27	268593.1	2.4	None	None
02/17/2023 22:27	268605.7	12.6	None	None
02/17/2023 23:27	268605.7	0.0	None	None
02/18/2023 00:27	268605.7	0.0	None	None
02/18/2023 01:27	268605.7	0.0	None	None
02/18/2023 02:27	268605.7	0.0	None	None
02/18/2023 03:27	268605.7	0.0	None	None
02/18/2023 04:27	268605.7	0.0	None	None
02/18/2023 05:27	268605.9	0.2	None	None
02/18/2023 06:27	268605.9	0.0	None	None
02/18/2023 07:27	268616.9	11.0	None	None
02/18/2023 08:27	268617.6	0.7	None	None
02/18/2023 09:27	268617.6	0.0	None	None
02/18/2023 10:27	268620.2	2.6	None	None
02/18/2023 11:27	268642.2	22.0	None	None
02/18/2023 12:27	268658.2	16.0	None	None
02/18/2023 13:27	268664.5	6.3	None	None
02/18/2023 14:27	268671.8	7.3	None	None
02/18/2023 15:27	268682.2	10.4	None	None
02/18/2023 16:27	268688.1	5.9	None	None
02/18/2023 17:27	268694.9	6.8	None	None
02/18/2023 18:27	268697.6	2.7	None	None
02/18/2023 19:27	268697.9	0.3	None	None
02/18/2023 20:27	268707.5	9.6	None	None
02/18/2023 21:27	268708.4	0.9	None	None
02/18/2023 22:27	268716.0	7.6	None	None
02/18/2023 23:27	268716.3	0.3	None	None
02/19/2023 00:27	268716.3	0.0	None	None
02/19/2023 01:27	268716.6	0.3	None	None
02/19/2023 02:27	268716.6	0.0	None	None
02/19/2023 03:27	268716.6	0.0	None	None
02/19/2023 04:27	268716.6	0.0	None	None
02/19/2023 05:27	268716.8	0.2	None	None
02/19/2023 06:27	268716.8	0.0	None	None
02/19/2023 07:27	268719.0	2.2	None	None
02/19/2023 08:27	268723.6	4.6	None	None
02/19/2023 09:27	268730.3	6.7	None	None
02/19/2023 10:27	268730.3	0.0	None	None
02/19/2023 11:27	268740.8	10.5	None	None
02/19/2023 12:27	268746.1	5.3	None	None
02/19/2023 13:27	268746.2	0.1	None	None
02/19/2023 14:27	268754.5	8.3	None	None
02/19/2023 15:27	268764.7	10.2	None	None
02/19/2023 16:27	268767.9	3.2	None	None

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/19/2023 17:27	268783.6	15.7	None	None
02/19/2023 18:27	268788.5	4.9	None	None
02/19/2023 19:27	268790.3	1.8	None	None
02/19/2023 20:27	268792.9	2.6	None	None
02/19/2023 21:27	268801.0	8.1	None	None
02/19/2023 22:27	268801.0	0.0	None	None
02/19/2023 23:27	268801.0	0.0	None	None
02/20/2023 00:27	268801.0	0.0	None	None
02/20/2023 01:27	268801.1	0.1	None	None
02/20/2023 02:27	268801.1	0.0	None	None
02/20/2023 03:27	268801.1	0.0	None	None
02/20/2023 04:27	268801.1*	0.0*	None*	None*
02/20/2023 05:27	268801.1	0.0*	None	None
02/20/2023 06:27	268801.1	0.0	None	None
02/20/2023 07:27	268806.6	5.5	None	None
02/20/2023 08:27	268808.8	2.2	None	None
02/20/2023 09:27	268808.9	0.1	None	None
02/20/2023 10:27	268811.4	2.5	None	None
02/20/2023 11:27	268815.3	3.9	None	None
02/20/2023 12:27	268817.5	2.2	None	None
02/20/2023 13:27	268818.0	0.5	None	None
02/20/2023 14:27	268819.1	1.1	None	None
02/20/2023 15:27	268833.2	14.1	None	None
02/20/2023 16:27	268836.0	2.8	None	None
02/20/2023 17:27	268842.3	6.3	None	None
02/20/2023 18:27	268851.4	9.1	None	None
02/20/2023 19:27	268855.7	4.3	None	None
02/20/2023 20:27	268857.8	2.1	None	None
02/20/2023 21:27	268864.0	6.2	None	None
02/20/2023 22:27	268865.2*	1.2*	None*	None*
02/20/2023 23:27	268866.3	1.1*	None	None
02/21/2023 00:27	268866.3	0.0	None	None
02/21/2023 01:27	268866.3	0.0	None	None
02/21/2023 02:27	268866.3	0.0	None	None
02/21/2023 03:27	268866.3	0.0	None	None
02/21/2023 04:27	268866.3	0.0	None	None
02/21/2023 05:27	268866.3	0.0	None	None
02/21/2023 06:27	268870.0	3.7	None	None
02/21/2023 07:27	268872.5	2.5	None	None
02/21/2023 08:27	268872.9	0.4	None	None
02/21/2023 09:27	268873.2	0.3	None	None
02/21/2023 10:27	268879.0	5.8	None	None
02/21/2023 11:27	268879.0	0.0	None	None
02/21/2023 12:27	268878.6	-0.4	Minor	None
02/21/2023 13:27	268878.6	0.0	Minor	None
02/21/2023 14:27	268878.6	0.0	Minor	None
02/21/2023 15:27	268878.6	0.0	Minor	None
02/21/2023 16:27	268878.6	0.0	Minor	None
02/21/2023 17:27	268878.6	0.0	Minor	None
02/21/2023 18:27	268878.6	0.0	Minor	None
02/21/2023 19:27	268878.6	0.0	Minor	None
02/21/2023 20:27	268878.6	0.0	Minor	None
02/21/2023 21:27	268878.6	0.0	Minor	None
02/21/2023 22:27	268878.6	0.0	Minor	None
02/21/2023 23:27	268878.6	0.0	Minor	None
02/22/2023 00:27	268878.6	0.0	Minor	None
02/22/2023 01:27	268878.6	0.0	Minor	None
02/22/2023 02:27	268878.6	0.0	Minor	None
02/22/2023 03:27	268878.6	0.0	Minor	None

Data Log Report [REDACTED] for 11/18/2022 - 02/22/2023 - 5/8" - 1" T-10, GALLONS

Interval End Time	Interval Reading	Interval Consumption	Reverse Flow	Leak
02/22/2023 04:27	268878.6	0.0	Minor	None
02/22/2023 05:27	268878.6	0.0	Minor	None
02/22/2023 06:27	268878.6	0.0	Minor	None

**From:** [REDACTED]  
**To:** [Josh Riley <Josh.Riley@amwater.com>](mailto:josh.riley@kawc.com)  
**Cc:** [Jamie Mangold <Bridwell.Linda.C@PSC>](mailto:Jamie.Mangold@amwater.com); [Tutt Rosemary \(PSC\)](mailto:Tutt.Rosemary@amwater.com)  
**Subject:** RE: It was a pleasure to serve you!  
**Dates:** Thursday, March 2, 2023 8:09:52 AM  
**Attachments:** [image001.png](#)  
[image004.png](#)  
[image005.png](#)  
[image006.png](#)  
[image007.png](#)  
[image008.png](#)  
[image009.png](#)  
[image010.png](#)

**EXTERNAL EMAIL: The Actual Sender of this email is [MarkP.Williams@ky.gov](mailto:MarkP.Williams@ky.gov) Think before you click! .**

Thanks.

**From:** Josh D Riley <Joshua.Riley@amwater.com>  
**Sent:** Thursday, March 2, 2023 7:45 AM  
**To:** Williams, Mark P (DLG) <MarkP.Williams@ky.gov>; KAWC - Customer Advocacy <KAWC\_-\_CustomerAdvocacy@amwater.com>  
**Cc:** [REDACTED]; Bridwell, Linda C (PSC) <linda.bridwell@ky.gov>; Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>  
**Subject:** RE: It was a pleasure to serve you!

Good Morning Mark

I have had an installment plan created for you. I asked them to waive the initial down payment and to spread the payments out over 6 months. Thank you for your time regarding this.

*Joshua Riley*

Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | [kawc\\_customeradvocacy@amwater.com](mailto:kawc_customeradvocacy@amwater.com)



**From:** Williams, Mark P (DLG) <MarkP.Williams@ky.gov>  
**Sent:** Wednesday, March 1, 2023 3:23 PM  
**To:** KAWC - Customer Advocacy <KAWC\_-\_CustomerAdvocacy@amwater.com>; Josh D Riley <Joshua.Riley@amwater.com>  
**Cc:** [REDACTED]; Bridwell, Linda C (PSC) <linda.bridwell@ky.gov>; Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>  
**Subject:** RE: It was a pleasure to serve you!

**EXTERNAL EMAIL: The Actual Sender of this email is [MarkP.Williams@ky.gov](mailto:MarkP.Williams@ky.gov) "Think before you click!"**

Yes. With \$200.00 down. I am very busy at this moment. Let me get back with you later if needed.

**Mark Williams**  
Compliance Branch Manager  
Department for Local Government  
Office: 502-892-3485  
[Markp.williams@ky.gov](mailto:Markp.williams@ky.gov)



**From:** KAWC - Customer Advocacy <KAWC\_-\_CustomerAdvocacy@amwater.com>  
**Sent:** Wednesday, March 1, 2023 3:04 PM  
**To:** Williams, Mark P (DLG) <MarkP.Williams@ky.gov>; KAWC - Customer Advocacy <KAWC\_-\_CustomerAdvocacy@amwater.com>; Josh D Riley <Joshua.Riley@amwater.com>  
**Cc:** [REDACTED]; Bridwell, Linda C (PSC) <linda.bridwell@ky.gov>; Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>  
**Subject:** RE: It was a pleasure to serve you!

Mark

Yes sir you are correct that payment did occur. Then you emailed us on February 22<sup>nd</sup> stating we had overdrawn your account and you were in a negative balance and your dispute was not settled at that time. I responded later the same day letting you know we had reversed that payment. Would you like to set up an installment plan for this balance?

*Joshua Riley*

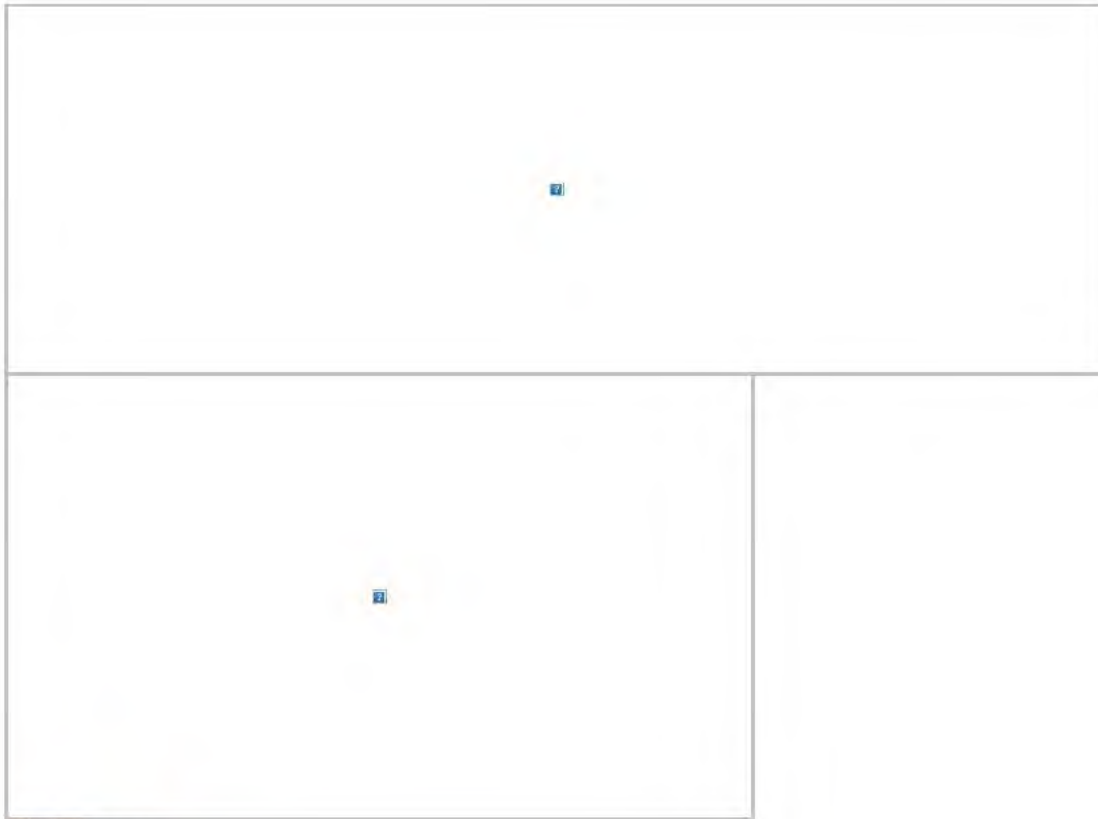
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | [kawc\\_customeradvocacy@amwater.com](mailto:kawc_customeradvocacy@amwater.com)



**From:** Williams, Mark P (DLG) <MarkP.Williams@ky.gov>  
**Sent:** Wednesday, March 1, 2023 2:56 PM  
**To:** KAWC - Customer Advocacy <KAWC\_-\_CustomerAdvocacy@amwater.com>; Josh D Riley <Joshua.Riley@amwater.com>  
**Cc:** [REDACTED]; Bridwell, Linda C (PSC) <linda.bridwell@ky.gov>; Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>  
**Subject:** RE: It was a pleasure to serve you!

**EXTERNAL EMAIL: The Actual Sender of this email is [MarkP.Williams@ky.gov](mailto:MarkP.Williams@ky.gov) "Think before you click!"**

Joshua I paid \$676.83 on 2/22/23. Please see two screen shots below.



Mark Williams  
Compliance Branch Manager  
Department for Local Government  
Office: 502-892-3485  
[Markp.williams@ky.gov](mailto:Markp.williams@ky.gov)

DLG New Logo (003)



From: KAWC - Customer Advocacy <[KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)>  
Sent: Wednesday, March 1, 2023, 2:41 PM  
To: Williams, Mark P (DLG) <[MarkP.Williams@ky.gov](mailto:MarkP.Williams@ky.gov)>; Josh D Riley <[joshua.Riley@amwater.com](mailto:joshua.Riley@amwater.com)>; KAWC - Customer Advocacy <[KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)>  
Cc: [REDACTED] Bridwell, Linda C (PSC) <[linda.bridwell@ky.gov](mailto:linda.bridwell@ky.gov)>; Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>  
Subject: RE: It was a pleasure to serve you!

Mark,

In my response on February 22<sup>nd</sup> I let you know we reserved that payment of \$676.83, which is your current account balance. Are you sure you don't want us to set up an installment plan? Also, it appears your auto pay is set up again; we had stopped that, if we don't set up a payment plan I expect the \$676.83 to draft from your account on March 10<sup>th</sup>. Please let me know how you would like to proceed.

*Joshua Riley*

Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | [kawc - customeradvocacy@amwater.com](mailto:kawc - customeradvocacy@amwater.com)



From: Williams, Mark P (DLG) <[MarkP.Williams@ky.gov](mailto:MarkP.Williams@ky.gov)>  
Sent: Wednesday, March 1, 2023, 2:22 PM  
To: Josh D Riley <[joshua.Riley@amwater.com](mailto:joshua.Riley@amwater.com)>; KAWC - Customer Advocacy <[KAWC - CustomerAdvocacy@amwater.com](mailto:KAWC - CustomerAdvocacy@amwater.com)>  
Cc: [REDACTED] Bridwell, Linda C (PSC) <[linda.bridwell@ky.gov](mailto:linda.bridwell@ky.gov)>; Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>  
Subject: RE: It was a pleasure to serve you!

**EXTERNAL EMAIL: The Actual Sender of this email is MarkP.Williams@ky.gov "think before you click!".**

No thanks, Joshua. I paid \$600+/- to am water last week. My next bill is a little higher \$70+/- as it caught some of late January. But, I am hoping everything gets back to normal next month. Thanks.

Mark Williams  
Compliance Branch Manager  
Department for Local Government  
Office: 502-892-3485  
[Markp.williams@ky.gov](mailto:Markp.williams@ky.gov)

MarkP.Williams@ky.gov  
Office: 502-892-3485

Department for Local Government  
Compliance Branch Manager  
Mark Williams

Please don't call me, I am leaving town shortly.

only yesterday. No leaks detected. I was going to call today and request a payment plan!!

As you know I had issues with my super large bill for December 2022-January 2023. I spoke with you last week. I believe you said that AM Water would put a hold on my bill payments until March 17 2023. This would give us time to have the meter tested and if needed work out a payment plan! So HOW did I get billed \$570 +/- this morning!! I was unprepared for this my checking account is now -\$400!! This is wrong!! The meter was tested and replaced

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

From: Williams Mark P (DLG) <MarkP.Williams@ky.gov>  
Sent: Wednesday February 22 2023 10 32 AM  
To: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>  
Cc: [REDACTED] <[REDACTED]> Bridwell Linda C (PSC) <linda.bridwell@ky.gov>; Tutt Rosemary (PSC) <Rosemary.Tutt@ky.gov>  
Subject: RE: It was a pleasure to serve you!



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

*Joshua Riley*

Good Afternoon,  
We do have your account on hold until 3/31/2023. This hold prevents late fees and disconnection, but it does not stop auto pay, unfortunately. I went ahead and stopped your automatic payments moving forward and also had today's payment of \$676.83 reversed back to your account.  
Additionally, I just received your meter test results, please see attached. As you can see, the meter passed the test at all three flows. We were also able to obtain an hourly usage report with additional dates, please see attached. The usage report shows continual usage from 1/25/2022 through 1/29/2023. Unfortunately, we are not able to make a bill adjustment at this time, but I would be happy to discuss a payment plan with you or give you more information about our low-income grant program. Thank you.

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

From: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>  
Sent: Wednesday February 22 2023 2 55 PM  
To: Williams Mark P (DLG) <MarkP.Williams@ky.gov>; KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>  
Cc: [REDACTED] <[REDACTED]> Bridwell Linda C (PSC) <linda.bridwell@ky.gov>; Tutt Rosemary (PSC) <Rosemary.Tutt@ky.gov>  
Subject: RE: It was a pleasure to serve you!

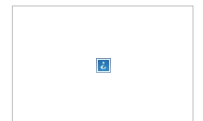


Mark Williams  
Compliance Branch Manager  
Department for Local Government  
Office: 502-892-3485  
MarkP.Williams@ky.gov

Thanks Joshua, I am in Murray this morning. I will give you a call later today.

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

From: Williams Mark P (DLG) <MarkP.Williams@ky.gov>  
Sent: Friday February 24 2023 8 14 AM  
To: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>  
Cc: [REDACTED] <[REDACTED]> Bridwell Linda C (PSC) <linda.bridwell@ky.gov>; Tutt Rosemary (PSC) <Rosemary.Tutt@ky.gov>  
Subject: RE: It was a pleasure to serve you!



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

*Joshua Riley*

Good Afternoon Mark  
I am just following up with you about this. Are you still interested in a payment plan? I just left you a voicemail but also wanted to reach out in email please let me know if I can assist.

From: Josh D Riley <Joshua.Riley@amwater.com>  
Sent: Wednesday March 1 2023 3 03 PM  
To: Williams Mark P (DLG) <MarkP.Williams@ky.gov>; KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>  
Cc: [REDACTED] <[REDACTED]> Bridwell Linda C (PSC) <linda.bridwell@ky.gov>; Tutt Rosemary (PSC) <Rosemary.Tutt@ky.gov>  
Subject: RE: It was a pleasure to serve you!







From: KAWC - Customer Advocacy <KAWC\_CustomerAdvocacy@amwater.com>  
 Sent: Monday, February 20, 2023, 1:15 PM  
 To: Williams, Mark P (DLG) <MarkP.Williams@ky.gov>; KAWC - Customer Advocacy <KAWC\_CustomerAdvocacy@amwater.com>  
 Cc: [REDACTED]  
 Subject: RE: It was a pleasure to serve you!

Mark

We have received your filing with the Public Service Commission office. I just call you and left you a voicemail. I have created an order to have your meter tested. Someone will be out tomorrow to change your meter so we can test it. If you have questions, please call me at 859-269-2386 Option 6, my name is Josh. I am looking forward to speaking with you.

*Joshua Riley*  
 Customer Advocacy  
 Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
 Advocate Office 859.269.2386 option 6 | [kawc\\_customeradvocacy@amwater.com](mailto:kawc_customeradvocacy@amwater.com)



From: Williams, Mark P (DLG) <MarkP.Williams@ky.gov>  
 Sent: Monday, February 20, 2023, 12:59 PM  
 To: KAWC - Customer Advocacy <KAWC\_CustomerAdvocacy@amwater.com>  
 Cc: [REDACTED]  
 Subject: RE: It was a pleasure to serve you!

**EXTERNAL EMAIL: The Actual Sender of this email is [MarkP.Williams@ky.gov](mailto:MarkP.Williams@ky.gov) "Think before you click!"**

I have decided to have my meter tested, 98,000 gallons is nine times my annual usage! Thanks.

Mark Williams  
 Compliance Branch Manager  
 Department for Local Government  
 Office: 502-892-3485  
[Markp.williams@ky.gov](mailto:Markp.williams@ky.gov)



From: Williams, Mark P (DLG)  
 Sent: Friday, February 17, 2023, 11:01 AM  
 To: KAWC - CustomerAdvocacy@amwater.com  
 Cc: [REDACTED]  
 Subject: FW: It was a pleasure to serve you!

I met with Joe this morning when he looked at the water meter at 345 Long Branch Ln, Lexington, 40511. He was very professional. The data showed a huge spike beginning on Christmas day and continuing through January. Joe was also very confused with the data.  
 I don't know how to explain this, but it is totally impossible for a two-person household to use 98,000 gallons of water in a month. That is equal to a small school! There are no leaks in the house; we don't have a sprinkler system and evidently no pipes busted during any cold spells, as the meter is back to normal this morning.  
 We have four bathrooms, two are never used. If I understand correctly, using information from the Am Water website, if all four had been leaking for a month (which is an example only, none of them leak) that may have caused an increase of 4,000/toilet: 16,000 gallons. Now, commonsense tells me, and I hope you, that an increase to 98,000, with nothing in the house leaking, is impossible. Again, no sprinkler system, no swimming pool. And a two-person household....  
 Please consider my request for a logical explanation and resolution.  
 Thanks.

Mark Williams  
 Compliance Branch Manager  
 Department for Local Government  
 Office: 502-892-3485  
[Markp.williams@ky.gov](mailto:Markp.williams@ky.gov)



From: Appointment info <Appointmentinfo@amwater.com>  
 Sent: Friday, February 17, 2023, 9:04 AM  
 To: Williams, Mark P (DLG) <MarkP.Williams@ky.gov>  
 Subject: It was a pleasure to serve you!



This email is intended for  
 Account Number Ending in 510-7  
 Service Address [REDACTED]  
 Phone Number Ending in [REDACTED]

Dear Valued Customer,

It was a pleasure to serve you today!  
 Our field service representative has completed the following service: **Inspect For Water Leak**

If you were unable to speak to the field service representative directly, look for a doorhanger with a summary of the work completed. Should your appointment require additional follow-up, someone from American Water will contact you shortly. If you have questions or concerns regarding this appointment, please call us at 1-800-678-6301.

Thank you,

**Kentucky American Water**  
[www.kentuckiamwater.com](http://www.kentuckiamwater.com)

Please do not reply to this e-mail, we are not able to respond to messages sent to this address. To ensure the delivery of future emails, please be sure to add [appointmentinfo@amwater.com](mailto:appointmentinfo@amwater.com) to your address book. To opt-out from receiving these appointment reminders, [unsubscribe here](#).

[image]



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[www.amwater.com](http://www.amwater.com)

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[www.amwater.com](http://www.amwater.com)

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[www.amwater.com](http://www.amwater.com)

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[www.amwater.com](http://www.amwater.com)

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[www.amwater.com](http://www.amwater.com)

# PSC Inquiry Followup

Case # 2023 - 00323

Name Bobby Young

Account Number [REDACTED]

Received by advocate team 2, 27, 23 11:12 AM PM  
Initial response to PSC 2, 27, 23 12:11 AM PM  
Customer Contacted 2, 27, 23 1:15 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 1-1-  
Hold Placed?  Yes  No Hold Through 3, 29, 23  
Meter test needed?  Yes  No  
Address associated with complaint \_\_\_\_\_

Type of Complaint	Contact Date	Notes* contact must be within 3 days
<input type="checkbox"/> Estimated Reading	___/___/___	_____
<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 4, 12, 23 3:21 AM PM

Advocate Initials OP

**Kentucky American Water - Customer Meter Test Form**

**BENCH 2 (5/8") Only**

CUSTOMER NAME: Bobby Young ACCT # [REDACTED]

SERVICE ADDRESS: 1691 Donelwal Dr 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>723.7015</u>	<u>723.7113</u>	<u>98</u>	<u>95%-101%</u>
<u>1 CF / MED</u>	<u>2</u>	<u>723.7113</u>	<u>723.7214</u>	<u>101</u>	<u>98.5%-101.5%</u>
<u>10 CF / HIGH</u>	<u>15</u>	<u>723.7214</u>	<u>723.8209</u>	<u>99.5</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: 99.5 Second Test Series % Average: \_\_\_\_\_

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

Before Test Reading: 0723.70 After Test Reading: 0723.82

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: \_\_\_\_\_

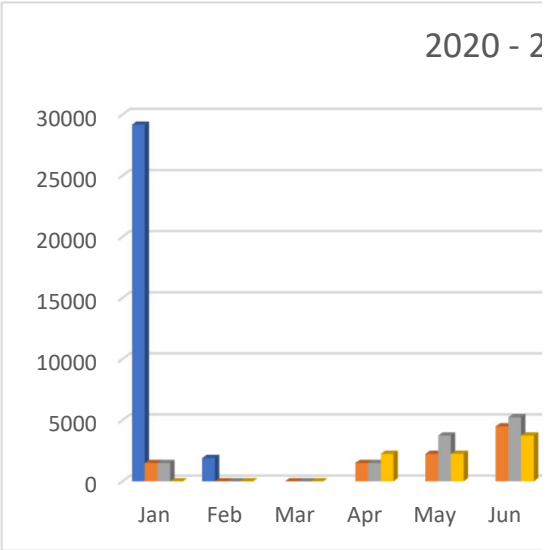
SLOW METER basis for additional Bill: \_\_\_\_\_ Amount of additional Bill: \_\_\_\_\_

Comments: Meter could not be data logged because it has an old model MIU.

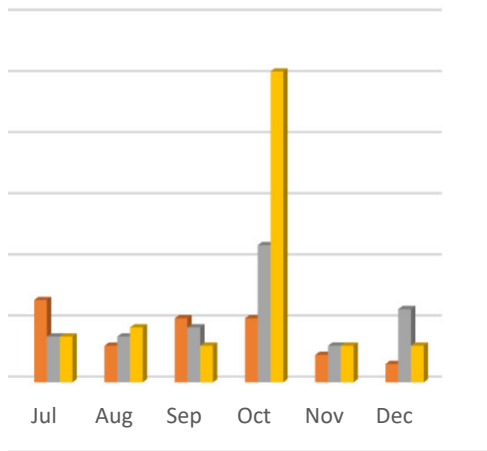
Meter passed bench test.

Copy To: \_\_\_\_\_ Disputes: Customer Advocacy Meter Tech: E. Mosby

Year	2023	2022	2021	2020
Jan	29173	1496	1496	0
Feb	1900	N/A	N/A	0
Mar		N/A	N/A	0
Apr		1496	1496	2244
May		2244	3740	2244
Jun		4488	5236	3740
Jul		6732	3740	3740
Aug		2992	3740	4488
Sep		5236	4488	2992
Oct		5236	11220	25433
Nov		2244	2992	2992
Dec		1496	5984	2992



2023



Oscar, on the meter history you sent me, is there a way to tell if these were actual reads or estimates?

*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](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Sent:** Tuesday, March 7, 2023 1:55 PM  
**To:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>  
**Cc:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** RE: 2023\_323.pdf Young follow up

**\*\*CAUTION\*\* PDF attachments may contain links to malicious sites. Please contact the COT Service Desk [ServiceCorrespondence@ky.gov](mailto:ServiceCorrespondence@ky.gov) for any assistance.**

Hello Rosemary,

Please see attached,

Please let me know if I need to provide any additional information, 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](mailto:oscar.portillo-garcia@amwater.com)  
**A** 2300 Richmond Rd, Lexington, KY 40502



---

**From:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>  
**Sent:** Tuesday, March 7, 2023 12:29 PM  
**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Subject:** 2023\_323.pdf Young follow up  
**Importance:** High

**EXTERNAL EMAIL: The Actual Sender of this email is [rosemary.tutt@ky.gov](mailto:rosemary.tutt@ky.gov) "Think before you click!"**

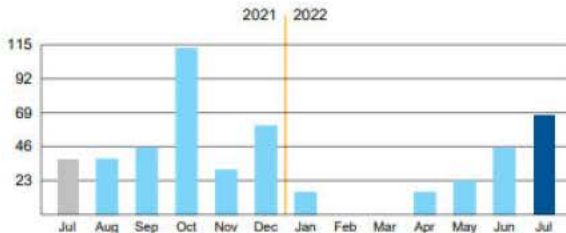
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## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
	100 CF	5/8"	06/15/2022	07/18/2022	633 (A)	642 (A)	9	67.32	6,732
A = Actual E = Estimate			1 CF = 7.48 gallons		1 Billing Unit = 100 gallons		Total Gallons:		6,732

### Billed Usage History (graph shown in 100 gallons)

- 6,732 gallons = usage for this period
- 3,740 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about August 16, 2022  
**Account Type:** Residential

Average daily use for this period is: (34 days)



Year to Date Billed Usage: 16,456 gallons

## 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"	01/24/2023	02/14/2023	704 (A)	723 (A)	19	19.00	1,900
A = Actual E = Estimate			1 Billing Unit = 100 gallons				Total Gallons:		1,900

### Billed Usage History (graph shown in 100 gallons)

- 1,900 gallons = usage for this period
- 0 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about March 16, 2023  
**Account Type:** Residential

Average daily use for this period is: (22 days)



Year to Date Billed Usage: 43,384 gallons

Kind Regards,

### Oscar Portillo

Specialist Service Delivery, Kentucky American Water

P 859-268-6724

E [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

A 2300 Richmond Rd, Lexington, KY 40502



**From:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>

**Sent:** Tuesday, March 7, 2023 2:22 PM

**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>

**Subject:** RE: 2023\_323.pdf Young follow up

**EXTERNAL EMAIL:** The Actual Sender of this email is [Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov) "Think before you click!".



Oscar Portillo

Specialist Service Delivery | Kentucky American Water

859-268-6724

[oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

2300 Richmond Rd, Lexington, KY 40502



**From:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Sent:** Thursday, March 9, 2023 10:03 AM  
**To:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>  
**Cc:** KAWC - Customer Advocacy <[KAWC\\_-\\_CustomerAdvocacy@amwater.com](mailto:KAWC_-_CustomerAdvocacy@amwater.com)>  
**Subject:** RE: 2023\_323.pdf Young follow up

Hello Rosemary,

I hope you are doing well.

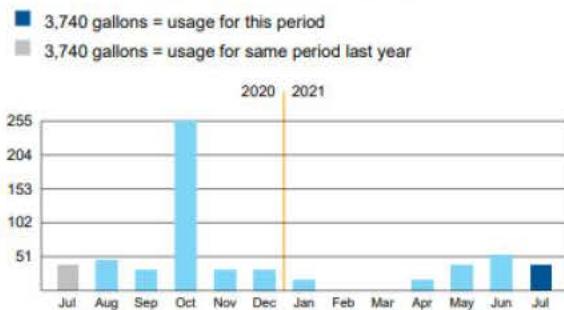
Below you will find Mr. Young was not estimated once in the last 36 months. All the reads were actual reads for meter number 088701030N. Please let mem know if you need any additional information, thank you.

### 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"	06/16/2021	07/19/2021	577 (A)	582 (A)	5	37.40	3,740

A = Actual E = Estimate      1 CF = 7.48 gallons      1 Billing Unit = 100 gallons      Total Gallons: 3,740

#### Billed Usage History (graph shown in 100 gallons)



**Next Scheduled Read Date:** on or about August 17, 2021  
**Account Type:** Residential

Average daily use for this period is: (34 days)



Year to Date Billed Usage: 15,708 gallons

**From:** [Oscar Portillo-Garcia](#)  
**To:** [Tutt, Rosemary \(PSC\)](#)  
**Subject:** RE: 2023\_323.pdf Young follow up  
**Date:** Monday, April 10, 2023 8:50:00 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)  
[image006.png](#)  
[image007.png](#)

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Hello Rosemary,

I am just following up with Mr. Young case. Has the Public Service Commission had the opportunity to test his meter? Any update would be appreciated, thanks.

*Kind Regards,*

*Oscar Tortillo*

Specialist Service Delivery | Kentucky American Water

📞 859-268-6724

✉ [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)

📍 2300 Richmond Rd, Lexington, KY 40502



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**From:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>  
**Sent:** Monday, March 13, 2023 3:42 PM  
**To:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Subject:** RE: 2023\_323.pdf Young follow up

**EXTERNAL EMAIL:** The Actual Sender of this email is [Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov) "Think before you click!".

Yes please

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

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**From:** Oscar Portillo-Garcia <[Oscar.Portillo-Garcia01@amwater.com](mailto:Oscar.Portillo-Garcia01@amwater.com)>  
**Sent:** Monday, March 13, 2023 3:37 PM  
**To:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>  
**Subject:** RE: 2023\_323.pdf Young follow up

Hello Rosemary,

Would you like me to have Mr. Young case open till the meter is retest it? Thanks.

*Kind Regards,*

PSC Consumer Inquiry System

3/15/2023

**Complaint:** 2023-00323    **Entry Date:** 2/27/2023    **Closed Date:**    **Contact Type:** Hotline

**Name:** Young, Bobby    **Utility:** Kentucky-American Water Company

**Address:** 1691 Donelwal Drie    **Utility Nbr:** 15800    **Location:** Residence  
Lexington, KY 40511

**County:** Fayette    **Utility Type:** Investor-

**Home:** [REDACTED]    **Work:**    **Reason:** Billing ( High bill/consumption )  
(none) ( (none) )

**Fax:**    **CBR Nbr:**    **Complaint referred by:**

**Cell:**    **Email:**

**Contacted Utility?**     **Spoke with:** Customer Service

**Cust Relations:** Failed To Correct Problem

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

**Preliminary Description:**    **Other Contacts:**  
high bill

**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:** 2/27/2023 11:11:03 AM

Customer has gotten 2 very high bills. Contacted KAW was told he must have a leak, had tech from KAW and plumber come out and both said customer did not have a leak. Customer was told meter had been tested and everything was good. Customer is tired of hearing he has a leak, he does not have a leak and now KAW has replaced the meter. Please send copies of the last two bills and a copy of the meter test results to the PSC. Thank you.

**Utility Response:**

**Date:** 2/27/2023 3:01:21 PM

We received Mr. Young complain, we will investigate and send all documents requested, 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

**Date:** 2/28/2023 10:50:00 AM

Oscar, when was the meter replaced and was the old meter tested?  
Rosemary

**Date:** 2/28/2023 2:23:44 PM