

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

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**Witness: Heather Hoelting**

18. Provide a description of the bill true-up process, including related written policy or procedure. Include an explanation if the estimated meter reads were consecutive for at least three months, more than 12 months and the name of the person or persons who must approve the true-up.

**Response:**


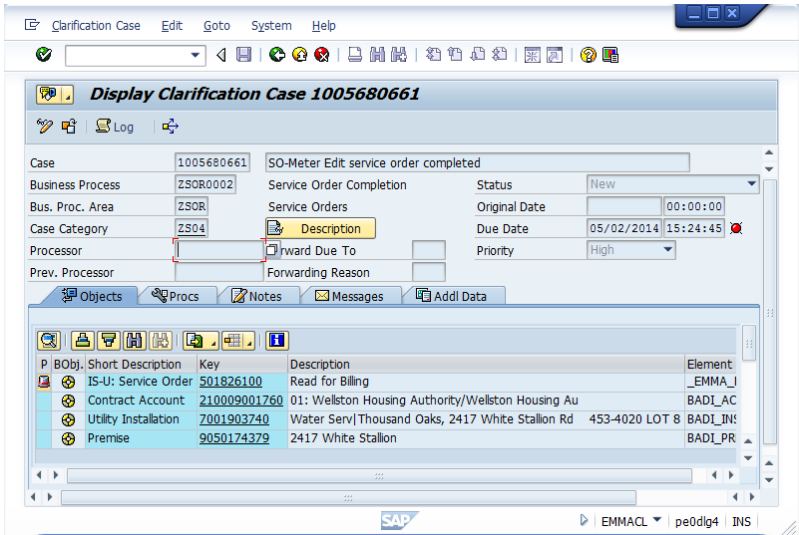
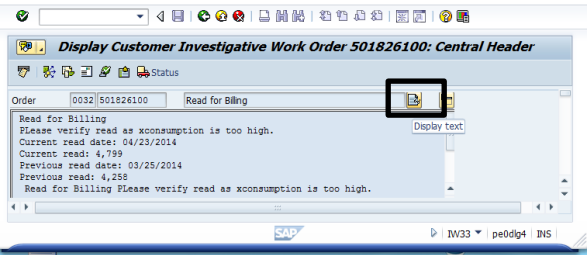
The Company's true-up after estimation process is completed based on the service order process for estimation for any number of estimates ranging from 1 to 12. After an actual read is obtained, the customer will either be credited or charged based on whether there was an overestimate or underestimate. This process is completed by KAW Billing Customer Care Agents. Approvals are completed by an individual based on the dollar amount of the credit/debit to the customer.

If estimated reads occur for longer than 12 months, KAW utilizes only up to 12 months of those estimates in the true-up process after obtaining an actual read. To the extent there is an overestimation, overestimated consumption will then either be credited in full, or if the actual consumption was greater, billing will reallocate the usage, modify all charges over the course of a year, and submit for approval. Here again, approvals are completed by Company individuals in various job positions with authority to approve outcomes based on the amounts in question.

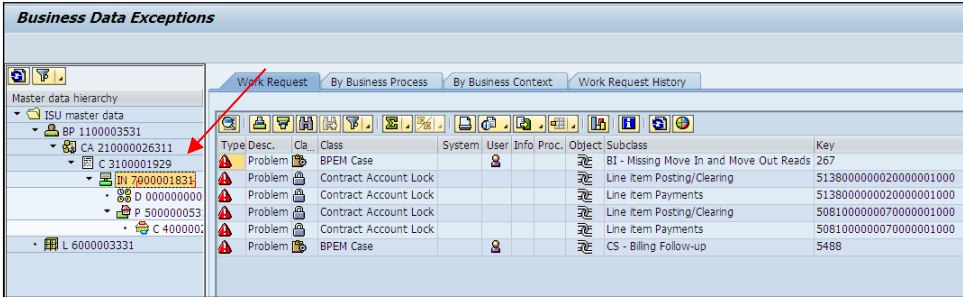
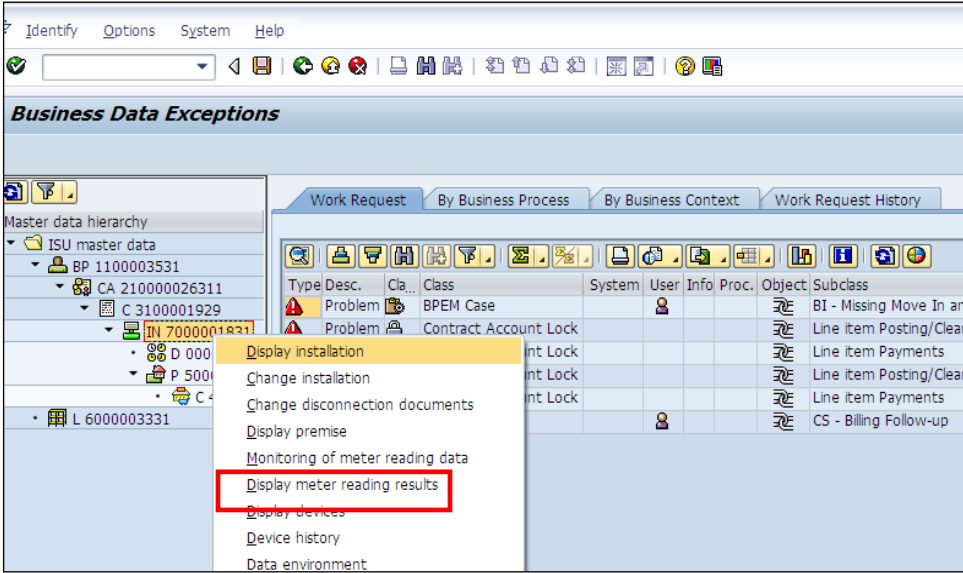
Please see attached: Completed Service Order Process for Estimation.

# SERVICE ORDER COMPLETED PROCESS DOCUMENT

This process can be used to completed BPEM cases associated with the completion of meter edit service orders (RBL order-Case ZS04, Read order –Case ZS33, Consecutive estimate service order completed-Case ZS32 and Reading device read differs from register read-Case ZS40).

Step	Service Order Completed
1.	<p>Access the Clarification List by entering the transaction code EMMACL in the command field and hit enter or the green check. .</p> <p>Open the BPEM case and review the completed service order by clicking on the Hyperlink in the Key column.</p>  <p>Review the service order comments by selecting the <u>display</u> text.</p>  <p>If comments in Service Order indicate, <b>“OFFICE REVIEW REQUIRED”</b> and there is device correction or TMD activity that needs to take place, <b>please create a ZC33-CS-Operation Follow up case with the notes referencing the Service Order.</b></p> <p><b>Note:</b> It is also beneficial to review the case notes tab as well as the service order comments.</p>

# SERVICE ORDER COMPLETED PROCESS DOCUMENT

Step	Service Order Completed
2.	<p>View Reads to compare readings on account vs Service reading</p> <p>Verify reads/usage:            -Right click on the <b>Installation</b>            -Select Display <b>Meter Reading Results</b> from the drop-down menu.</p>  

# SERVICE ORDER COMPLETED PROCESS DOCUMENT

Step	Service Order Completed
<p>3.</p>	<p>Based on the information/reading provided by the completed service order, correct the billing.</p> <ul style="list-style-type: none"> <li>-If the service order results indicate billing was correct, no additional actions are needed.</li> <li>-Read verified and check BDEX, release implausible and send high bill letter if needed</li> <li>-Original periodic read was a mis-read or incorrectly estimated, make corrections using cancel/rebill (billing correction) process. Review the <b>MRO Process Job Aid</b> to add the Service Order reading to the Meter Read Results. Once the reading from the service order has been entered, use the <b>Manual Cancel/rebill Process document</b> to correct the account.</li> </ul> <p><b>When correcting bills, DO NOT Send a Prorated BILL, check previous periodic read and current service order reading to determine days on current bill. In the event the service order date is used as the periodic date, interpolate the existing periodic read.</b></p> <p><b>Example:</b> Actual reading obtained after consecutive over estimates. Cancel/rebill with actual reading, or use the actual reading to provide interpolated reading(s).</p> <p><b>ALL</b> estimated periods should be included to correctly reallocate the usage. <b>Interpolated meter reading should be based on an actual to actual meter reading.</b></p> <p><b>In the instance of ZS40- No backbilling will be completed. Credit adjustments to be completed if inside meter reading is used and correct. See end of this document for more ZS40 information.</b></p> <p><b>Note:</b> Above examples are not inclusive of every scenario that may be encountered. Billing corrections based on service order results are required if the order indicated incorrect billing.</p>
<p>4.</p>	<p>Review the invoice to ensure accuracy and that proration (number of days in the service period is exceeded) does not exist.</p> <p>We should not have any proration of service charges. If proration exists, alert your supervisor prior to releasing the invoice.</p> <p><b>Note:</b> if the proration is the result of a service order read obtained after the meter read date, we should reverse the MRO, update the MR date to the date when the read should have been obtained and interpolate the reading</p>

# SERVICE ORDER COMPLETED PROCESS DOCUMENT

Step	Service Order Completed
5.	<p>All BPEM cases should be closed with appropriate required Billing Department comments based on the actions taken (<b>Example:</b> Cancel/rebill-follow the guidelines for required comments for this process).</p> <p><b>Note:</b> if the reading is in the BPEM comments, it would not need to be re-entered as it is visible to all.</p> <p>Once the above actions have been completed, if there is a <b>condition of backbilling that needs to be corrected (Example: Under estimated for 12 months/can only backbill 3 months)</b>, please apply a manual bill document for the adjusted consumption and dollars that will invoice with the rebill.</p> <p><b>Note: When correcting consecutive estimated readings in PA</b>, a make up bill letter is issued for any customer whose bill is in excess of 30 days and additional consumption is billed (in situations where the usage was under-estimated)</p>

## Billing Windows:

26 to 35 days for monthly accounts in all states. Exception: CA 27-33 for monthly; KY

22-39 for Monthly

55-65 days for bi monthly

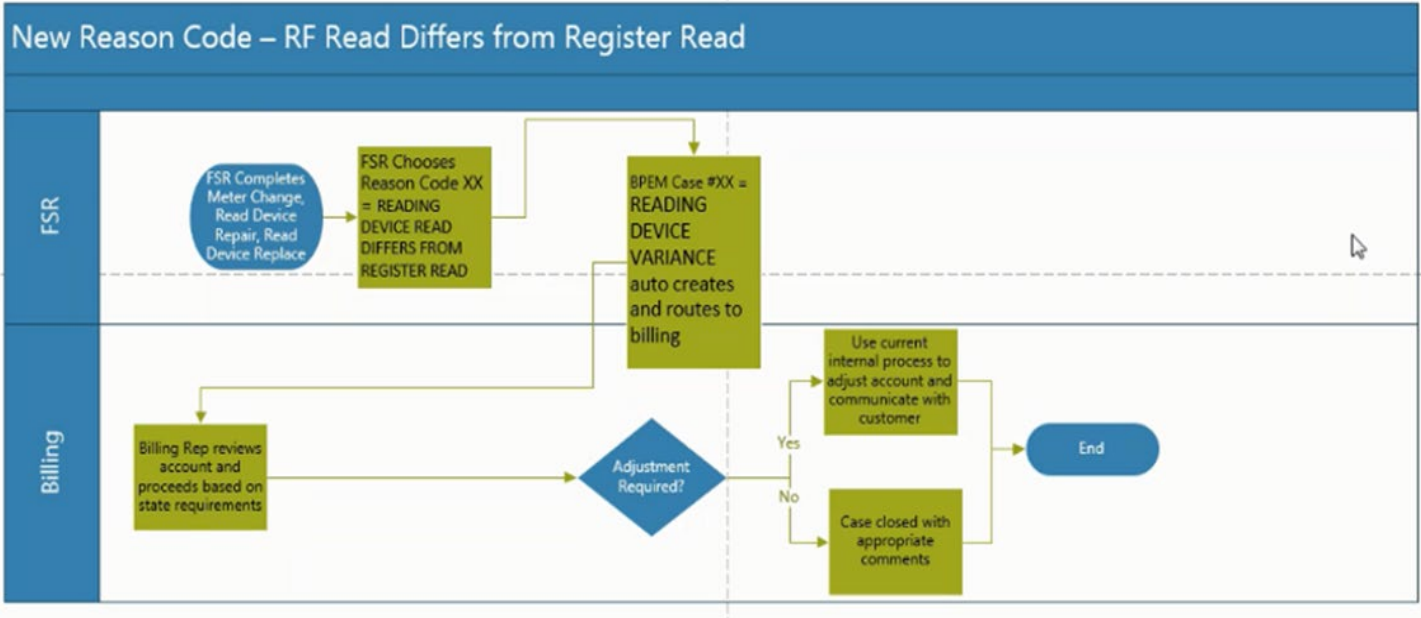
85-100 days for quarterly. Exception: CA 85-95 days

175-185 days semi annual

360-370 days for annual

ZS40- Reading device read differs from register read:

# SERVICE ORDER COMPLETED PROCESS DOCUMENT



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

---

**Witness: Heather Hoelting**

19. Provide a sample bill, or a copy of a bill, that a customer would receive when their meter reading is estimated.

**Response:**

Please see the attachment.



WE KEEP LIFE FLOWING™

### Statement

Account No.

<b>Total Amount Due:</b>	<b>\$27.31</b>
<b>Payment Due By:</b>	<b>December 29, 2022</b>

**Billing Date:** December 13, 2022  
**Service Period:** Nov 09 to Dec 08 (30 Days)  
**Total Gallons:** 1,600

### 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)

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

Prior Billing:		\$47.65
Payments - Thank You!	-	\$47.65
<b>Balance Forward:</b>	=	<b>\$0.00</b>
Service Related Charges:	+	\$25.77
Taxes:	+	\$1.54
<b>Total Amount Due:</b>	=	<b>\$27.31</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. **1012-220039386131**



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

<b>Total Amount Due:</b>	<b>\$27.31</b>
<b>Payment Due By:</b>	<b>December 29, 2022</b>

If paying after 12/29/22, pay this amount: \$28.68

Service to:  
LEXINGTON, KY 40509-1134

**Amount Enclosed** \$

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

0001012220039386131000000000002731019



## 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
27474386	100 gal	5/8"	11/09/2022	12/08/2022	36 (A)	52 (E)	16	16.00	1,600

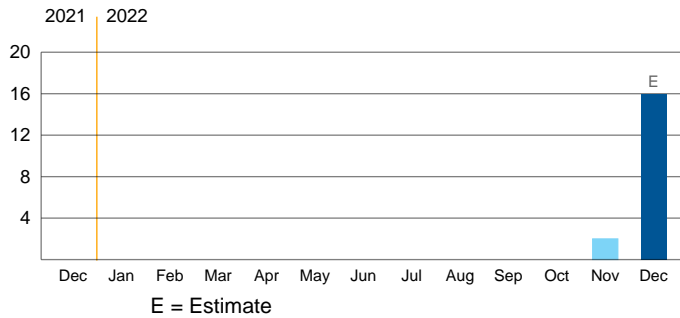
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 1,600

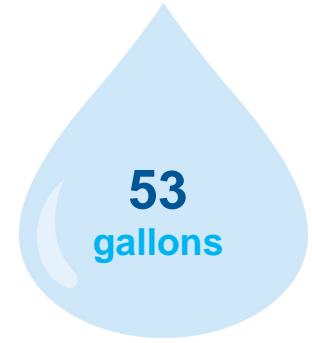
### Billed Usage History (graph shown in 100 gallons)

- 1,600 gallons = usage for this period
- 0 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about January 10, 2023  
**Account Type:** Residential

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



Year to Date Billed Usage: 1,800 gallons

### Account Detail

Account No.

Service To:

<b>Prior Billing</b>	<b>47.65</b>
<b>Payments</b>	<b>-47.65</b>
Total payments as of Nov 21. Thank you!	
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 11/09/22 to 12/08/22</b>	
<b>Water Service</b>	<b>24.21</b>
Water Service Charge	15.00
Water Usage Charge (16 x \$0.5757)	9.21
<b>Other Charges</b>	<b>1.56</b>
QIP Surcharge Water (\$24.21 x 4.61%)	1.12
KRA Withdrawal Fee (16 x \$0.0275)	0.44
<b>Total Service Related Charges</b>	<b>25.77</b>
<b>Taxes</b>	<b>1.54</b>
Franchise Taxes (\$25.62 x 3.000%)	0.77
School District Tax (\$25.62 x 3.000%)	0.77
<b>Total Current Period Charges</b>	<b>27.31</b>

**Total Amount Due**



**\$27.31**

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

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**Witness: Heather Hoelting**

20. Provide a sample bill, or a copy of a bill, a customer would receive indicating a true-up of the account had occurred because of an incorrect estimated read.

**Response:**

A copy of a customer's invoice with prior estimates and an actual read is attached. The word "true-up" is not in the attached; rather, the customer is notified of the process by the "cancel/rebill" entries shown in the attached.



WE KEEP LIFE FLOWING™

Service Address:

LEXINGTON, KY 40502-2874

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Your charges contain a change in pricing that was effective on 03/02/23. Please review the Account Detail section of your bill for more information.
- 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>-\$23.50</b>
<b>Payment Due By:</b>	<b>April 26, 2023</b>

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

<b>Billing Date:</b>	April 10, 2023
<b>Service Period:</b>	Dec 02 to Mar 30 (119 Days)
<b>Total Gallons:</b>	2,244

Account Summary – See page 3 for Account Detail

Prior Billing:	\$21.65
Payments - Thank You!	-\$126.65
<b>Balance Forward:</b>	<b>-\$105.00</b>
Service Related Charges:	+\$76.88
Taxes:	+\$4.62
<b>Total Amount Due:</b>	<b>-\$23.50</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: LEXINGTON, KY 40502-2874

LEXINGTON, KY 40502-2874

Account No. [REDACTED]

<b>Total Amount Due:</b>	<b>-\$23.50</b>
<b>Payment Due By:</b>	<b>April 26, 2023</b>

Amount Enclosed \$ **Payment Not Required**

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. For information on hidden leak adjustments, go to Customer Service & Billing and select Hidden Leak Adjustment.

## STAY ALERT WHEN WE'RE AT WORK

Each year, we invest millions in our infrastructure. That means we're on the road quite a bit.

Please keep yourself and our crews safe by slowing down, giving yourself some space, and staying alert when you see us at work.



### 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"	12/02/2022	03/30/2023	566 (A)	569 (A)	3	22.44	2,244

A = Actual E = Estimate

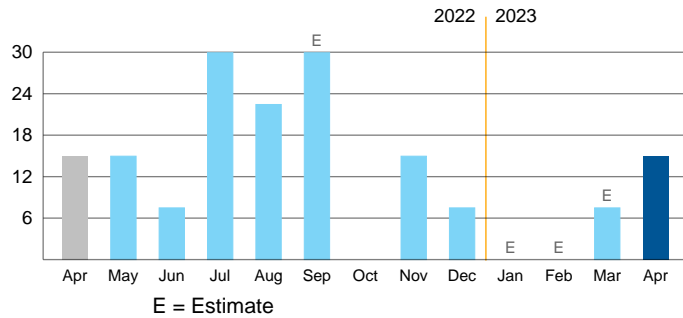
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 2,244

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

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



**Next Scheduled Read Date:** on or about April 28, 2023  
**Account Type:** Residential

Average daily use for this period is: (119 days)



Year to Date Billed Usage: 2,244 gallons

### Account Detail

Account No. [REDACTED]

Service To: [REDACTED] LEXINGTON, KY 40502-2874

**Prior Billing** 21.65

**Payments** -126.65

Total payments as of Feb 17. Thank you! -126.65

**Balance Forward** -105.00

**Cancellation of Prior Billing** -79.88

Cancelled Bill Period 12/02/2022 - 01/03/2023 -41.60

Reason: Over Estimated Meter Reading

Cancelled Bill Period 01/04/2023 - 01/31/2023 -16.63

Reason: Over Estimated Meter Reading

Cancelled Bill Period 02/01/2023 - 02/28/2023 -21.65

Reason: Over Estimated Meter Reading

### Service Related Charges - 12/02/22 to 03/30/23

#### Rebill - 12/02/22 to 01/03/23

**Water Service** 15.00

Water Service Charge 15.00

Water Usage Charge (0.00 x \$0.5757) 0.00

**Other Charges** 0.69

QIP Surcharge Water (\$15.00 x 4.61%) 0.69

KRA Withdrawal Fee (0.00 x \$0.0275) 0.00

#### Rebill - 01/04/23 to 01/31/23

**Water Service** 15.00

Water Service Charge 15.00

Water Usage Charge (0.00 x \$0.5757) 0.00

**Other Charges** 0.69

QIP Surcharge Water (\$15.00 x 4.61%) 0.69

(Continued on next page)

### Understanding Your Bill






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- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

WE KEEP LIFE FLOWING™

KRA Withdrawal Fee	(0.00 x \$0.0275)	0.00
<b>Rebill - 02/01/23 to 02/28/23</b>		
 <b>Water Service</b>		<b>19.31</b>
Water Service Charge		15.00
Water Usage Charge	(7.48 x \$0.5757)	4.31
 <b>Other Charges</b>		<b>1.10</b>
QIP Surcharge Water	(\$19.31 x 4.61%)	0.89
KRA Withdrawal Fee	(7.48 x \$0.0275)	0.21
<b>Bill Period - 03/01/23 to 03/30/23</b>		
 <b>Water Service</b>		<b>23.61</b>
Water Service Charge		
03/01/23 to 03/01/23		0.50
03/02/23 to 03/30/23		14.50
Water Usage Charge		
03/01/23 to 03/01/23	(0.49 x \$0.5757)	0.28
03/02/23 to 03/30/23	(14.47 x \$0.5757)	8.33
 <b>Other Charges</b>		<b>1.48</b>
QIP Surcharge Water		
03/01/23 to 03/01/23	(\$0.78 x 4.61%)	0.04
03/02/23 to 03/30/23	(\$22.83 x 4.49%)	1.03
KRA Withdrawal Fee	(14.96 x \$0.0275)	0.41
<b>Total Service Related Charges</b>		<b>76.88</b>
 <b>Taxes</b>		<b>4.62</b>
Franchise Taxes (\$77.26 x 3.000%)		2.31
School District Tax (\$77.26 x 3.000%)		2.31
<b>Total Current Period Charges</b>		<b>81.50</b>

**Total Amount Due**



**\$-23.50**





KENTUCKY  
AMERICAN WATER

WE KEEP LIFE FLOWING®

## KENTUCKY AMERICAN WATER'S ANNUAL TREATMENT CHANGE AND SYSTEM FLUSHING PROGRAM

Each spring, Kentucky American Water conducts water main "flushing" to reduce deposits and sediments in the water distribution system that can build up over time.

This annual process ensures our water is of the highest quality for our customers. To prepare for this activity, we also temporarily change our treatment process from using chloramine to free chlorine in some areas.

You may soon notice Kentucky American Water personnel in your neighborhood opening fire hydrants and letting them flow for a short period of time, which is how we flush the water mains. The water flowing from the hydrants will be dechlorinated to prevent any chlorinated water from entering urban streams.

# WATER SYSTEM TREATMENT CHANGE AND FLUSHING BEGINS IN APRIL



### HOW WE FLUSH OUR PIPELINES

During flushing in most areas, our water treatment process switches from using chloramine to free chlorine. If this is the case for your area, you may notice a stronger smell of chlorine in the water beginning mid-April and lasting through late May. Chlorine levels will remain the same and the water is perfectly safe to consume. Our Glencoe, Rockcastle County and Wheatley water systems will not experience a water treatment change.



### WHAT YOU MAY OBSERVE

You may also notice a slight drop in pressure or discolored water for a short amount of time when we are in your area. If you experience discolored water, please avoid doing laundry until the discoloration subsides. Run cold water from your tap for a few minutes until the water clears. Do not use hot water if you experience any discoloration as it can cause sediment to be pulled into your hot water heater.



### MARK YOUR CALENDARS

Flushing will begin mid-April and progress throughout our service areas over several weeks. Flushing will occur during:

- Evening and early morning hours (Fayette County)
- Daytime hours (areas other than Fayette County)

To find out when our crews will be in your neighborhood, you can visit [kawflushing.com](http://kawflushing.com). The interactive map can also be viewed on our website at [kentuckyamwater.com](http://kentuckyamwater.com).

Please note that only Kentucky American Water employees will be working on the hydrants. Employees can easily be identified by marked vehicles, badges and uniforms.

**QUALITY. ONE MORE WAY WE KEEP LIFE FLOWING.**



# 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/OAKY43.pdf>

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

---

**Witness: William A. Lewis and David Hill**

21. Refer to 807 KAR 5:006, Section 7(5). Explain whether Kentucky-American considers the MIU not properly transmitting data as “beyond its control” so that a meter does not have to be read. Include in the explanation how Kentucky-American reached this conclusion.

**Response:**

Whether KAW considers the MIU not properly transmitting data as “beyond its control” is a fact based determination during each period meters are read. For example, the Company considers the MIU not properly transmitting data as “beyond its control” when the metering equipment is inside a customer’s premise and KAWC is unable to gain access to fix the metering equipment.

KAWC also considers the MIU not properly transmitting data as “beyond its control” when the MIU is outside, and access to the meter pit has been blocked (e.g., electronic interference or objects interfering with the transmission and receipt of the data) or the meter pit has a condition that needs to be fixed by the customer that prevents the MIU from properly transmitting.

KAWC considers the MIU not properly transmitting data as “beyond its control” when it would be unsafe for the KAWC employee to access the MIU (e.g., dangerous animal, unsafe meter pit, or some other unsafe condition including a severe weather event).

For both inside and outside MIUs, KAWC considers the MIU not properly transmitting data as “beyond its control” the first time that:

- the Company discovers that metering equipment (e.g., meter, meter interface unit, or reading device) is broken, has been removed or tampered with or;
- the meter location has been damaged (e.g., due to flooding, ice, etc.)

Finally, KAWC considers the MIU not properly transmitting data as “beyond its control” when the post-pandemic supply chain disruption caused unusually long order to delivery lead times for metering equipment (3 to 6 months) that prevented the Company from timely replacing damaged or defective MIUs.

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

---

**Witness: William A. Lewis/Counsel**

22. Provide the Commission case or any other documentation that granted Kentucky-American permission to install automatic meter read (AMR) MIU technology.

**Response:**

The Commission appears to have first addressed AMR for the Company when it assessed the rate recovery of an AMR Study that analyzed the costs/benefits of AMR. In the Commission's September 29, 1997 Order (pp. 3-4) on rehearing in Case No. 95-554, the Commission authorized the inclusion of AMR study costs in KAW's rate base based on the following findings: (1) KAW performed the AMR Study in response to a recommendation in a Commission-mandated management audit; (2) KAW provided sufficient evidence to show that the AMR Study benefitted ratepayers by postponing a capital project that is not currently cost beneficial; and (3) a periodical AMR Study review will be performed due to KAW's intent to implement the AMR program as soon as the benefits outweigh the costs. The Commission stated: "**Thus, there is no doubt that the AMR program will be implemented at some time in the future.**" (Emphasis added). In its September 30, 1997 Order (pp. 17-18) in Case No. 97-034, the Commission reaffirmed the findings from Case No. 95-554 and stated it would "therefore include the unamortized AMR Study costs in rate base."

In Case No. 2012-00520, the Company informed the Commission of its AMR progress. KAW witness Keith Carter testified: "One recent example of implementing technology to improve efficiency is the expanded use of Automatic Meter Reading (AMR) meters which enable an individual to obtain electronic readings while driving by a location. At the end of 2012, KAW will have AMR meters installed at approximately 82% of metering locations, and expects to be at or near 100% by the end of 2013." (Cartier Direct Testimony, pp. 15-16). KAW also provided information regarding the implementation of AMR in Case No. 2016-00394, stating in its Petition (p. 3) that "[a]ll meters in KAW system are [AMR] meters that are read using drive-by technology or manually read in the event of an issue with the AMR technology"; and in response to PSC 2-6 in that case, that "[t]he implementation of AMR began in 1998 and minimized the need to physically visit each meter monthly for billing purposes."

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

---

**Witness: William A. Lewis and David Hill**

23. Provide a list of meters for the past five years that, when pulled because the MIU failed, still accurately read and displayed usage. If a meter was pulled and not tested, provide an explanation as to why not for each instance.

**Response:**

Please see the attached. For KAW's procedures on when a meter gets tested, please see the response to Question 27. In 2023 year-to-date, KAW has tested 111 meters after being pulled from service. Out of the 111, 24 failed flow test slow, 2 failed flow test fast, and 85 passed flow test.

Please also note, meters installed prior to 2017 generally had AMR endpoints that were hardwired to the installed meter, making the meter and endpoint particularly difficult to separate and resplice successfully. Additionally, some of the meters installed since 2017 are integrated units, where the AMR endpoint and meter are "all-in-one" and not at all separable.

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

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**Witness: William A. Lewis**

24. Provide any internal communication or conversations, including with personnel employed by American Water Works Company, Inc. (American Water) about the level of staffing needed to read meters and service meters. Include any information about the amount of personnel that would be necessary to read all meters manually, if necessary.

**Response:**

KAW does not have documented conversations about meter staffing levels. KAW has kept a consistent 25 employees for meter activities in the last 3 years. This does not include short term vacancies for retirement and internal job classification change chosen by individual employees. KAW did choose to employ contractors for meter/MIU changes to supplement some of the workload starting in March 2023. These meter/MIU changes include for length of service, problem codes, and other meters that are needing to be manually read.

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

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**Witness: William A. Lewis and David Hill**

25. Refer to Kentucky-American's Response to the Attorney General's First Request, Item 2, Attachment 1. Provide the number of hydrant meters that have received consecutive estimated reads. Provide the reason in narrative form, not a skip code, that hydrant meters continue to receive estimated reads.

**Response:**

Please see attachment for number of hydrant meters have received consecutive estimated reads. Hydrant meters are requested by customers that need to hook up to a fire hydrant for short term service, such as a boring service for cable utilities. These customers receive a contract and pay a deposit for the meter materials provided. As part of the contract, these customers provide KAW with the monthly reading and if not provided, risk voiding the agreement. This service is offered to contractors to limit theft of water from fire hydrants throughout the system. In recent months, KAW has started to install cellular MIUs on hydrant meters to receive monthly meter readings without the manual process. KAW has chosen not to void contracts for not providing meter readings and instead have been working with the contractors to bring in the meters and have the cellular MIUs installed. Contract language is also evolving for new contractors needing a hydrant meter to further enhance the process of repairing and obtaining meter reads.

Hydrant meters are transported from job sites in an unprotected truck bed. The meters are not like others protected in meter pits from most elements. We see damage when they are brought in for inspection from everyday use. Hydrant meters can be large and bulky in size put together in 3 different pieces (meter, backflow preventer, and stand). The meters are still attached to MIUs that do not have lids to attach the antennas to, further leaving the meter assembly susceptible to damage. The contractor using the meter is also responsible for submitting the monthly meter readings. When KAW needs to find the meter for service, it is harder to locate and schedule for repair because the assembly is not at the same address each day like other system meters. KAW relies more on the contract holder for care and service more than other meters. Not being at a static address is also a reason KAW cannot currently read the hydrant meters with a truck like other meters. Cellular AMI is currently being installed on hydrant meter assemblies.



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

---

**Witness: William A. Lewis**

26. Refer to Item 24. For the hydrant meters that have received multiple consecutive reads, provide how Kentucky-American accounts for non-revenue water loss accurately based upon the consecutive reads. Explain whether the Lexington Fayette Urban County Government Fire Department reports are reconciled with the estimated reads.

**Response:**

The Company assumes this question intended to refer to Question 25. Hydrant meters go through the same process as all other KAW meters for true-ups after estimated reads. As explained in response to Question 25, hydrant meters are not provided to fire departments. Fire departments self-report monthly usage by e-mail and this data is then used by the Company in assessing non-revenue water amounts.

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

---

**Witness: William A. Lewis**

27. Confirm that Kentucky-American only tests meters pulled at a customer's request. If not, explain when Kentucky-American would test a pulled meter.

**Response:**

The Company tests meters when a customer requests a meter test, when the meter is due for a calibration test, when a pulled meter needs to be tested before being placed back in service, or when the Public Service Commission requests a meter test.

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

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**Witness: Heather Hoelting and David Hill**

28. Refer to 807 KAR 5:006, Section 11(3)(b) and (c). Explain the policies, procedures, or equipment Kentucky-American utilizes to monitor unusual deviations in water usage. Include in the response how Kentucky-American determines if the usage is high and not otherwise explained so that a meter test is conducted.

**Response:**

- a) Kentucky-American Water captures usage through the meter reading process and records the usage between two-meter reading points in time, which, typically, are monthly reads. For billing purposes, Kentucky-American Water may utilize two-meter reading points in time based on actual meter reads or it may use an actual meter read and an estimated meter read. The estimated usage for an estimated bill is trued up on a customer's bill once the next actual reading is obtained. The Company has built into its customer information systems a method to automatically monitor usage and flag unusual deviations in customer usage.
- b) Unusual deviations in customer usage may be flagged as a result of the dollar amount of customer bills or a customer's consumption. Warnings are given to customers under either high dollar or high use circumstances. Because customers are in the best position to determine what may be causing the deviation (e.g. running toilet or leaking faucet), Kentucky-American alerts the customer first in an effort to efficiently raise the issue. If the customer cannot provide an explanation for the deviation and no other cause identified, a meter test can be conducted.
  - a. For residential customers whose dollar amount is 200% and \$200 higher than the customer's average from the prior year receive an automated High Bill letter alerting them to their usage and if the usage crosses a threshold, the system generates an order for manual review. The "average" determination is more fully explained in the response to PSC 2-2.
  - b. Even if the dollar amount warnings are not triggered, the Company alerts customers if their water consumption is higher than 2.5 times the comparable period in the previous year.
  - c. Additionally, all customer bills include numerical and graphical representations of consumption presented on the bill and symbols, such as (A) for actual and (E) for estimate, provide the detail as to how the consumption was determined. A customer can see whether the reading on their bill was an actual reading or an estimated reading. Additionally, the bar chart graphic highlights a customer's monthly consumption for the previous twelve months on their bill, so the customer can see how each month's use compares to the others. If a read or consumption was estimated, Kentucky-American utilizes the (E) symbol described above to indicate if an estimation occurred.

- c) Steps for each category are explained below.
- a. Dollar amount category
    - i. Residential customers whose dollar amount is 200% and \$200 higher than the customer's average from the prior year will receive an automatic High Bill letter warning of the use."
    - ii. If dollar amount meets a threshold, the system automatically generates a manual review by the billing team to see if a letter needs to be issued or an RBL (read for billing) service order issued. An RBL service order is sent to the state operations team for a visual inspection of the meter to determine what is happening.
    - iii. Most of the non-residential customers have the same threshold and process for usage deviations, but some categories, such as private fire, have higher thresholds.
  - b. Consumption Category
    - i. The criteria used for "unusual" or high consumption is enterprise wide for all bill classes. If consumption is between 2.5-5.99x or higher than for the same time period in the previous year, a High Bill letter will be sent automatically.
    - ii. If consumption is 6x or greater than the same period in the previous year, the system will issue an RBL service order unless there is a service order in the past 60 days that confirms the current read and is in line. If no RBL order is issued because the read is in line with previous service order, the system will send a High Bill letter.
    - iii. High Bill letters inform customers of their higher usage and provide information on potential causes. They also state that the Company will provide leak detection kits and other information to help customers identify high water usage. If customers cannot determine the cause of their unusual high usage, the Company encourages them to contact the Company to investigate further. If the customer reaches out, the Company takes steps to investigate further.

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

---

**Witness: William A. Lewis**

29. Provide a list of all meters that Kentucky-American has identified as inactive with consumption in the last five years. For each meter, provide:
- a. How many months each meter has been inactive with consumption.
  - b. If the meter has been inactive with consumption since October 19, 2020.<sup>5</sup>
  - c. Every attempt that was made to go to the location to determine if there was a resident.

**Response:**

- a. Refer to attachment 1.
- b. Refer to attachment 1.
- c. Refer to attachment 2.

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<sup>5</sup> Office of Governor Andy Beshear, Executive Order 2020-881 (Oct. 19, 2020), [https://governor.ky.gov/attachments/20201019\\_Executive-Order\\_2020-881\\_Uilities.pdf](https://governor.ky.gov/attachments/20201019_Executive-Order_2020-881_Uilities.pdf), lifted the moratorium on utility disconnections for nonpayment.

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

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**Witness: William A. Lewis and David Hill**

30. Provide any polices from Kentucky-American or American Water on how often attempts should be made to determine if there is a resident at the locations with meters that are inactive with consumption.

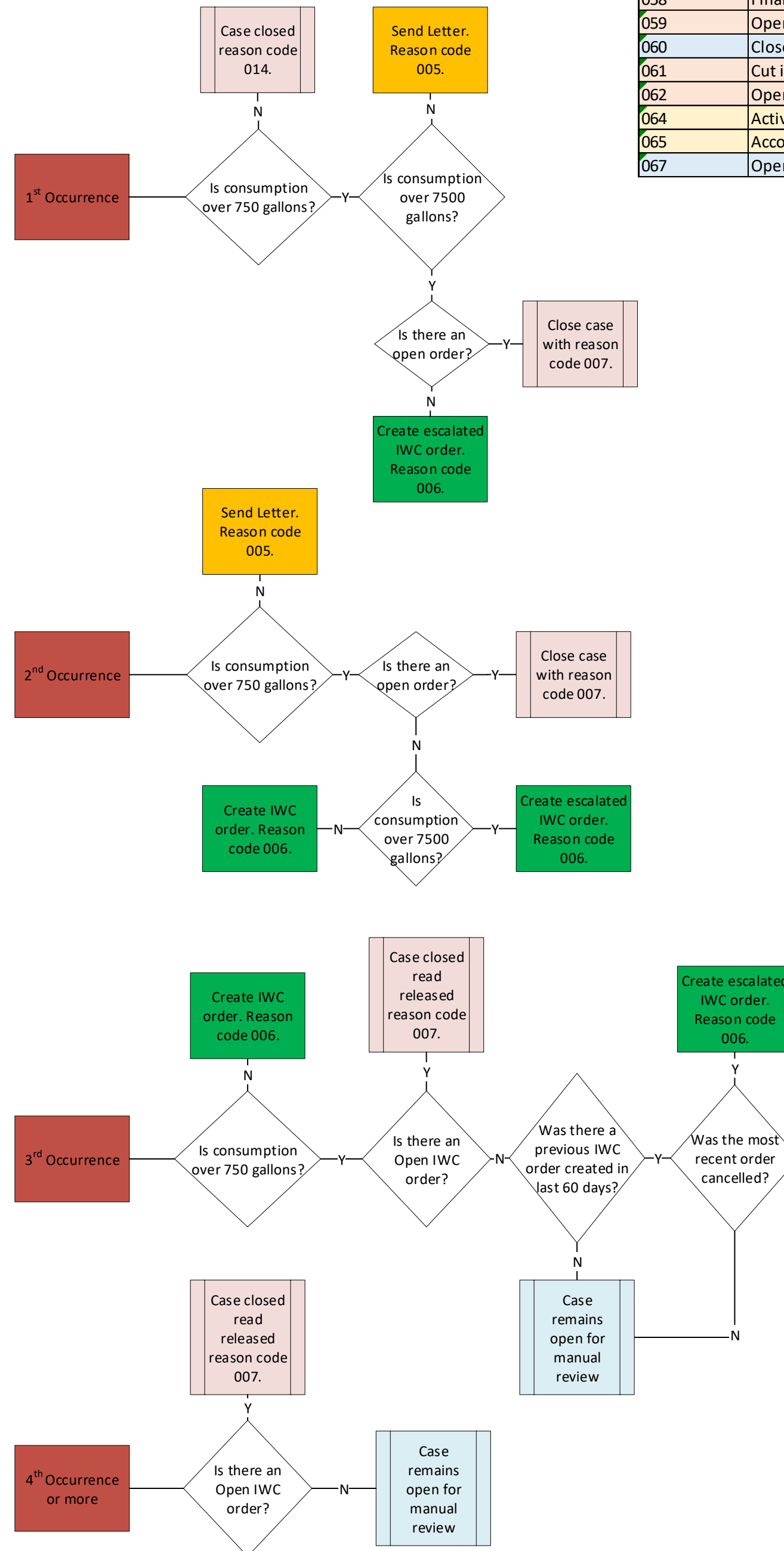
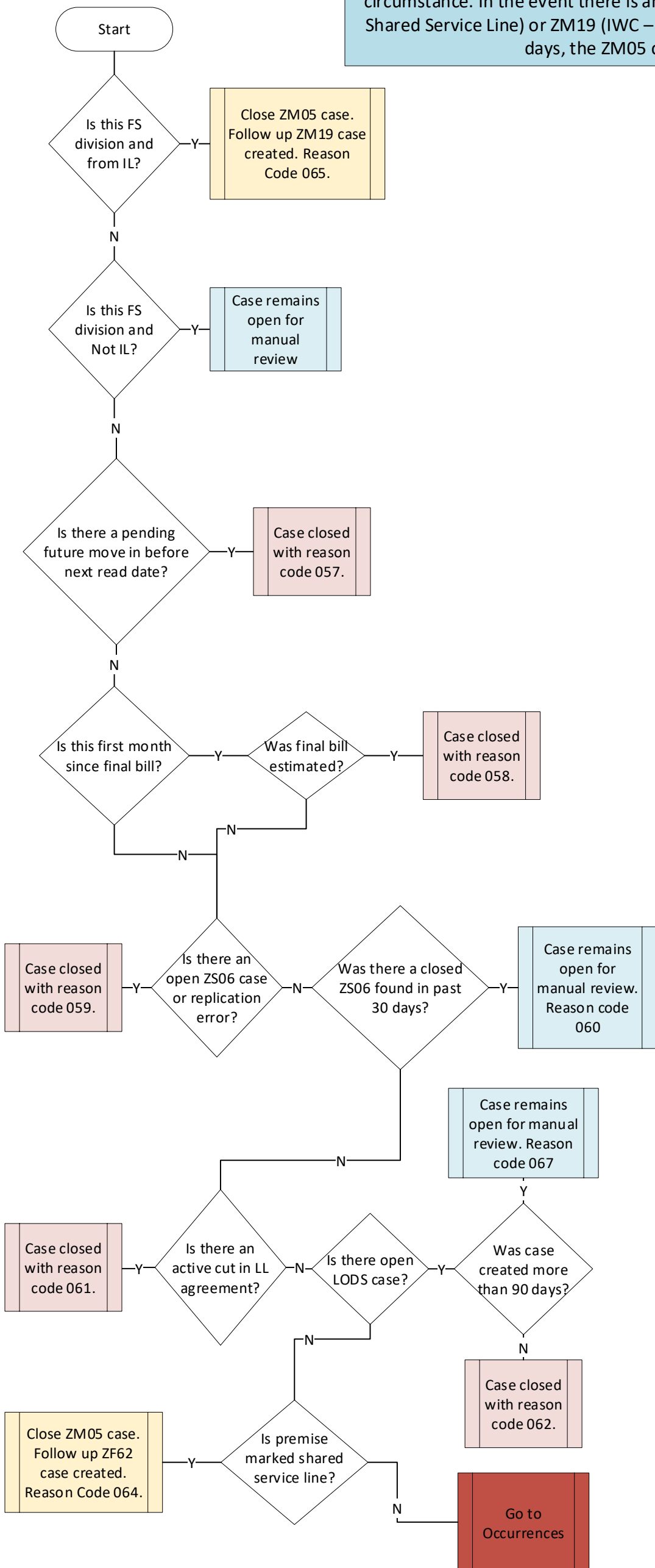
**Response:**

Refer to the attached for workflow for inactive with consumption situations. Starting in October of 2022, KAW used the inactive with consumption list to contact current residents of 5 months or more by letter. KAW used local Property Value Administrator resources to determine property owners for contact. The letter states that the property owner, or current tenant, has 30 days to contact KAW to set up an account. Starting with highest current inactive with consumption date, meters were pulled and locks installed on the meter setter.

# Monthly Inactive with Consumption

The consecutive inactive with consumption periodic meter reading process flow effective May 2020. This process begins with many validations prior to checking the number of occurrences of the inactive with consumption. The process flow will take action on the BPEM case (ZM05) based in the circumstance. In the event there is an open LODS BPEM of either ZF62 (IWC Shared Service Line) or ZM19 (IWC – State Escalation) created in the last 90 days, the ZM05 case will be closed.

SAP Reason Codes	
005	Letter Triggered
006	Order Created
007	Existing Order
010	Manually Closed
014	Less than 750 gallons
057	Future Move In Exists
058	Final Bill Estimated
059	Open ZS06 Found
060	Close ZS06 found in last 30 days
061	Cut in Landlord Agreement Exists
062	Open LODS case found
064	Active shared service line property. LODS case (ZF62) created
065	Account with Detector check enabled.
067	Open LODS case over 90 days



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

---

**Witness: William A. Lewis**

31. For every meter on the list in Item 29 explain why there has not been a meter disconnection order. Include in the response any work orders or service orders related to the meters. Also include any internal electronic communication regarding the decision not to issue meter disconnect orders for the meters in question.

**Response:**

Refer to the attached for work orders related to the meters identified in response to Question 29. Please also refer to the response to Question 30 for the complete inactive with consumption process.

As for why KAW leaves inactive with consumption meters connected, KAW does so to accurately account for water used at the premise regardless of active/inactive account. This process also allows the work order system to keep sending additional workflow for each account as the inactive with consumption ages. The alternative would be to cut and cap the service which would require new customers to pay additional connection charges.



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

---

**Witness: William A. Lewis**

32. Refer to Kentucky-American's Response to Staff's Fourth Request, Item 9. Explain why Executive Order 2020-881 expired on October 19, 2020, but a service order was not created to disconnect service until August 18, 2022.

**Response:**

A service order should have been created and worked prior to August 18, 2022. A failure of KAW's workflow process prevented that from happening. When the Covid shut off moratoriums ended around the country, it was discovered that accounts with Landlord Agreements, such as for this customer, were not being directed to the landlords or receiving disconnect orders for inactive with consumption. The issue was occurring in all American Water states that allow Landlord Agreements, and that workflow is in the process of being corrected.

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

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**Witness: William A. Lewis**

33. Provide Kentucky-American's monthly water loss reports from January 2023 through May 2023.

**Response:**

Please see the attached for Kentucky-American's monthly water loss reports from January 2023 through May 2023.



February 28, 2023

Linda Bridwell  
Executive Director  
Kentucky Public Service Commission  
211 Sower Blvd.  
PO Box 615  
Frankfort, KY 40602-0615

**RE: Water Loss Percentage  
KAW (Southern District) Water System  
Rockcastle County, KY**

Dear Ms. Bridwell:

The Public Service Commission performed a periodic inspection of Kentucky American Water's Eastern Rockcastle water system in its Southern District on February 6, 2019. In response to that inspection, attached is a monthly report showing the water loss percentage for our entire operations and our Southern District.

If you have questions or need additional information, you may contact me at [william.lewis@amwater.com](mailto:william.lewis@amwater.com) or 913-217-5626.

Regards,

William A. Lewis  
Vice President of Operations  
Kentucky American Water

Enclosure: Monthly Water Loss Report

# PUBLIC SERVICE COMMISSION

## Monthly Water Loss Report

Water Utility:

For the Month of:  Year:

LINE #	ITEM	GALLONS (Omit 000's)
1	<b>WATER PRODUCED AND PURCHASED</b>	
2	Water Produced	-
3	Water Purchased	4,589
4	<b>TOTAL PRODUCED AND PURCHASED</b>	<b>4,589</b>
5		
6	<b>WATER SALES</b>	
7	Residential	2,446
8	Commercial	16
9	Industrial	-
10	Bulk Loading Stations	-
11	Wholesale	-
12	Public Authorities	-
13	Other Sales (explain)	-
14	<b>TOTAL WATER SALES</b>	<b>2,462</b>
15		
16	<b>OTHER WATER USED</b>	
17	Utility and/or Water Treatment Plant	-
18	Wastewater Plant	-
19	System Flushing	-
20	Fire Department	-
21	Other Usage (explain) CL Analyzers	39
22	<b>TOTAL OTHER WATER USED</b>	<b>39</b>
23		
24	<b>WATER LOSS</b>	
25	Tank Overflows	-
26	Line Breaks	-
27	Line Leaks	110
28	Excavation Damages	-
29	Theft	-
30	Other Loss	1,978
31	<b>TOTAL WATER LOSS</b>	<b>2,088</b>
32		
33	<b>Note:</b> Line 14 + Line 22 + Line 31 <b>MUST</b> Equal Line 4	
34		
35	<b>WATER LOSS PERCENTAGE</b>	
36	(Line 31 divided by Line 4)	<b>45.50%</b>

# PUBLIC SERVICE COMMISSION

## Monthly Water Loss Report

Water Utility:	Kentucky American Water - Total Company		
For the Month of:	January	Year:	2023

LINE #	ITEM	GALLONS (Omit 000's)
1	<b>WATER PRODUCED AND PURCHASED</b>	
2	Water Produced	1,243,390
3	Water Purchased	15,193
4	<b>TOTAL PRODUCED AND PURCHASED</b>	<b>1,258,583</b>
5		
6	<b>WATER SALES</b>	
7	Residential	492,594
8	Commercial	325,673
9	Industrial	61,003
10	Bulk Loading Stations	
11	Wholesale	22,749
12	Public Authorities	93,825
13	Other Sales (explain) Fire Service Usage (Not Fire Dept)	447
14	<b>TOTAL WATER SALES</b>	<b>996,291</b>
15		
16	<b>OTHER WATER USED</b>	
17	Utility and/or Water Treatment Plant	1,573
18	Wastewater Plant	752
19	System Flushing	6,787
20	Fire Department	24
21	Other Usage (explain) Water loading station, Closed services w/usage	231
22	<b>TOTAL OTHER WATER USED</b>	<b>9,367</b>
23		
24	<b>WATER LOSS</b>	
25	Tank Overflows	-
26	Line Breaks	6,343
27	Line Leaks	-
28	Excavation Damages	-
29	Theft	-
30	Other Loss	246,582
31	<b>TOTAL WATER LOSS</b>	<b>252,925</b>
32		
33	<b>Note: Line 14 + Line 22 + Line 31 MUST Equal Line 4</b>	
34		
35	<b>WATER LOSS PERCENTAGE</b>	
36	(Line 31 divided by Line 4)	<b>20.10%</b>



March 31, 2023

Linda Bridwell  
Executive Director  
Kentucky Public Service Commission  
211 Sower Blvd.  
PO Box 615  
Frankfort, KY 40602-0615

**RE: Water Loss Percentage  
KAW (Southern District) Water System  
Rockcastle County, KY**

Dear Ms. Bridwell:

The Public Service Commission performed a periodic inspection of Kentucky American Water's Eastern Rockcastle water system in its Southern District on February 6, 2019. As required by that inspection report, attached is a monthly report showing the water loss percentage for our entire operations and our Southern District.

If you have questions or need additional information, you may contact me at [william.lewis@amwater.com](mailto:william.lewis@amwater.com) or 913-217-5626.

Regards,

William A. Lewis  
Vice President of Operations  
Kentucky American Water

Enclosure: Monthly Water Loss Report

# PUBLIC SERVICE COMMISSION

## Monthly Water Loss Report

Water Utility: Kentucky American Water - Southern District

For the Month of: February Year: 2023

LINE #	ITEM	GALLONS (Omit 000's)
1	<b>WATER PRODUCED AND PURCHASED</b>	
2	Water Produced	
3	Water Purchased	3,714
4	<b>TOTAL PRODUCED AND PURCHASED</b>	<b>3,714</b>
5		
6	<b>WATER SALES</b>	
7	Residential	1,852
8	Commercial	17
9	Industrial	-
10	Bulk Loading Stations	-
11	Wholesale	-
12	Public Authorities	-
13	Other Sales (explain)	-
14	<b>TOTAL WATER SALES</b>	<b>1,869</b>
15		
16	<b>OTHER WATER USED</b>	
17	Utility and/or Water Treatment Plant	-
18	Wastewater Plant	-
19	System Flushing	-
20	Fire Department	-
21	Other Usage (explain) CL Analyzers	41
22	<b>TOTAL OTHER WATER USED</b>	<b>41</b>
23		
24	<b>WATER LOSS</b>	
25	Tank Overflows	-
26	Line Breaks	-
27	Line Leaks	-
28	Excavation Damages	-
29	Theft	-
30	Other Loss	1,804
31	<b>TOTAL WATER LOSS</b>	<b>1,804</b>
32		
33	<b>Note:</b> Line 14 + Line 22 + Line 31 <b>MUST</b> Equal Line 4	
34		
35	<b>WATER LOSS PERCENTAGE</b>	
36	(Line 31 divided by Line 4)	<b>48.57%</b>

# PUBLIC SERVICE COMMISSION

## Monthly Water Loss Report

Water Utility:

For the Month of:  Year:

LINE #	ITEM	GALLONS (Omit 000's)
1	<b>WATER PRODUCED AND PURCHASED</b>	
2	Water Produced	1,083,671
3	Water Purchased	5,822
4	<b>TOTAL PRODUCED AND PURCHASED</b>	<b>1,089,493</b>
5		
6	<b>WATER SALES</b>	
7	Residential	459,407
8	Commercial	320,462
9	Industrial	5,414
10	Bulk Loading Stations	-
11	Wholesale	46,619
12	Public Authorities	68,391
13	Other Sales (explain) <u>Fire Service Usage (Not Fire Dept)</u>	1,302
14	<b>TOTAL WATER SALES</b>	<b>901,595</b>
15		
16	<b>OTHER WATER USED</b>	
17	Utility and/or Water Treatment Plant	276
18	Wastewater Plant	118
19	System Flushing	6,687
20	Fire Department	521
21	Other Usage (explain) <u>Street Cleaning and other donated water)</u>	-
22	<b>TOTAL OTHER WATER USED</b>	<b>7,602</b>
23		
24	<b>WATER LOSS</b>	
25	Tank Overflows	-
26	Line Breaks	22,192
27	Line Leaks	-
28	Excavation Damages	-
29	Theft	230
30	Other Loss	157,874
31	<b>TOTAL WATER LOSS</b>	<b>180,296</b>
32		
33	<b>Note:</b> Line 14 + Line 22 + Line 31 <b>MUST</b> Equal Line 4	
34		
35	<b>WATER LOSS PERCENTAGE</b>	
36	(Line 31 divided by Line 4)	16.55%





April 28, 2023

Linda Bridwell  
Executive Director  
Kentucky Public Service Commission  
211 Sower Blvd.  
PO Box 615  
Frankfort, KY 40602-0615

**RE: Water Loss Percentage  
KAW (Southern District) Water System  
Rockcastle County, KY**

Dear Ms. Bridwell:

The Public Service Commission performed a periodic inspection of Kentucky American Water's Eastern Rockcastle water system in its Southern District on February 6, 2019. As required by that inspection report, attached is a monthly report showing the water loss percentage for our entire operations and our Southern District.

If you have questions or need additional information, you may contact me at [william.lewis@amwater.com](mailto:william.lewis@amwater.com) or 913-217-5626.

Regards,

William A. Lewis  
Vice President of Operations  
Kentucky American Water

Enclosure: Monthly Water Loss Report

# PUBLIC SERVICE COMMISSION

## Monthly Water Loss Report

Water Utility: Kentucky American Water - Southern District

For the Month of: March Year: 2023

LINE #	ITEM	GALLONS (Omit 000's)
1	<b>WATER PRODUCED AND PURCHASED</b>	
2	Water Produced	-
3	Water Purchased	4,496
4	<b>TOTAL PRODUCED AND PURCHASED</b>	<b>4,496</b>
5		
6	<b>WATER SALES</b>	
7	Residential	1,861
8	Commercial	22
9	Industrial	-
10	Bulk Loading Stations	-
11	Wholesale	-
12	Public Authorities	-
13	Other Sales (explain)	-
14	<b>TOTAL WATER SALES</b>	<b>1,883</b>
15		
16	<b>OTHER WATER USED</b>	
17	Utility and/or Water Treatment Plant	-
18	Wastewater Plant	-
19	System Flushing	110
20	Fire Department	1
21	Other Usage (explain) Chlorine Anylizers	41
22	<b>TOTAL OTHER WATER USED</b>	<b>152</b>
23		
24	<b>WATER LOSS</b>	
25	Tank Overflows	-
26	Line Breaks	245
27	Line Leaks	-
28	Excavation Damages	-
29	Theft	-
30	Other Loss	2,216
31	<b>TOTAL WATER LOSS</b>	<b>2,461</b>
32		
33	<b>Note:</b> Line 14 + Line 22 + Line 31 <b>MUST</b> Equal Line 4	
34		
35	<b>WATER LOSS PERCENTAGE</b>	
36	(Line 31 divided by Line 4)	<b>54.74%</b>

# PUBLIC SERVICE COMMISSION

## Monthly Water Loss Report

Water Utility: Kentucky American Water - Total Company

For the Month of: March Year: 2023

LINE #	ITEM	GALLONS (Omit 000's)
1	<b>WATER PRODUCED AND PURCHASED</b>	
2	Water Produced	1,157,086
3	Water Purchased	10,367
4	<b>TOTAL PRODUCED AND PURCHASED</b>	<b>1,167,453</b>
5		
6	<b>WATER SALES</b>	
7	Residential	447,594
8	Commercial	286,028
9	Industrial	66,892
10	Bulk Loading Stations	-
11	Wholesale	22,214
12	Public Authorities	78,583
13	Other Sales (explain) <u>Fire Service Usage (Not Fire Dept)</u>	1,219
14	<b>TOTAL WATER SALES</b>	<b>902,530</b>
15		
16	<b>OTHER WATER USED</b>	
17	Utility and/or Water Treatment Plant	605
18	Wastewater Plant	154
19	System Flushing	8,498
20	Fire Department	49
21	Other Usage (explain) <u>Street Cleaning and other donated water</u>	-
22	<b>TOTAL OTHER WATER USED</b>	<b>9,306</b>
23		
24	<b>WATER LOSS</b>	
25	Tank Overflows	-
26	Line Breaks	6,267
27	Line Leaks	-
28	Excavation Damages	-
29	Theft	252
30	Other Loss	249,098
31	<b>TOTAL WATER LOSS</b>	<b>255,617</b>
32		
33	<b>Note:</b> Line 14 + Line 22 + Line 31 <b>MUST</b> Equal Line 4	
34		
35	<b>WATER LOSS PERCENTAGE</b>	
36	<u>(Line 31 divided by Line 4)</u>	<b>21.90%</b>



May 31, 2023

Linda Bridwell  
Executive Director  
Kentucky Public Service Commission  
211 Sower Blvd.  
PO Box 615  
Frankfort, KY 40602-0615

**RE: Water Loss Percentage  
KAW (Southern District) Water System  
Rockcastle County, KY**

Dear Ms. Bridwell:

The Public Service Commission performed a periodic inspection of Kentucky American Water's Eastern Rockcastle water system in its Southern District on February 6, 2019. As required by that inspection report, attached is a monthly report showing the water loss percentage for our entire operations and our Southern District.

If you have questions or need additional information, you may contact me at [william.lewis@amwater.com](mailto:william.lewis@amwater.com) or 913-217-5626.

Regards,

William A. Lewis  
Vice President of Operations  
Kentucky American Water

Enclosure: Monthly Water Loss Report

# PUBLIC SERVICE COMMISSION

## Monthly Water Loss Report

Water Utility:

For the Month of:  Year:

LINE #	ITEM	GALLONS (Omit 000's)
1	<b>WATER PRODUCED AND PURCHASED</b>	
2	Water Produced	-
3	Water Purchased	3,894
4	<b>TOTAL PRODUCED AND PURCHASED</b>	<b>3,894</b>
5		
6	<b>WATER SALES</b>	
7	Residential	1,485
8	Commercial	23
9	Industrial	-
10	Bulk Loading Stations	-
11	Wholesale	-
12	Public Authorities	-
13	Other Sales (explain)	-
14	<b>TOTAL WATER SALES</b>	<b>1,508</b>
15		
16	<b>OTHER WATER USED</b>	
17	Utility and/or Water Treatment Plant	-
18	Wastewater Plant	-
19	System Flushing	-
20	Fire Department	2
21	Other Usage (explain) Chlorine Anylizers	41
22	<b>TOTAL OTHER WATER USED</b>	<b>-</b>
23		
24	<b>WATER LOSS</b>	
25	Tank Overflows	-
26	Line Breaks	-
27	Line Leaks	-
28	Excavation Damages	-
29	Theft	-
30	Other Loss	2,386
31	<b>TOTAL WATER LOSS</b>	<b>2,386</b>
32		
33	<b>Note:</b> Line 14 + Line 22 + Line 31 <b>MUST</b> Equal Line 4	
34		
35	<b>WATER LOSS PERCENTAGE</b>	
36	(Line 31 divided by Line 4)	61.27%

# PUBLIC SERVICE COMMISSION

## Monthly Water Loss Report

Water Utility: Kentucky American Water - Total Company

For the Month of: April Year: 2023

LINE #	ITEM	GALLONS (Omit 000's)
1	<b>WATER PRODUCED AND PURCHASED</b>	
2	Water Produced	1,197,801
3	Water Purchased	9,635
4	<b>TOTAL PRODUCED AND PURCHASED</b>	<b>1,207,436</b>
5		
6	<b>WATER SALES</b>	
7	Residential	373,036
8	Commercial	298,228
9	Industrial	43,956
10	Bulk Loading Stations	
11	Wholesale	19,958
12	Public Authorities	73,084
13	Other Sales (explain) <u>Fire Service Usage (Not Fire Dept)</u>	1,232
14	<b>TOTAL WATER SALES</b>	<b>809,494</b>
15		
16	<b>OTHER WATER USED</b>	
17	Utility and/or Water Treatment Plant	336
18	Wastewater Plant	399
19	System Flushing	13,397
20	Fire Department	27
21	Other Usage (explain) <u>Street Cleaning and other donated water)</u>	-
22	<b>TOTAL OTHER WATER USED</b>	<b>14,159</b>
23		
24	<b>WATER LOSS</b>	
25	Tank Overflows	-
26	Line Breaks	9,437
27	Line Leaks	-
28	Excavation Damages	-
29	Theft	226
30	Other Loss	374,120
31	<b>TOTAL WATER LOSS</b>	<b>383,783</b>
32		
33	<b>Note:</b> Line 14 + Line 22 + Line 31 <b>MUST</b> Equal Line 4	
34		
35	<b>WATER LOSS PERCENTAGE</b>	
36	(Line 31 divided by Line 4)	<b>31.78%</b>



June 30, 2023

Linda Bridwell  
Executive Director  
Kentucky Public Service Commission  
211 Sower Blvd.  
PO Box 615  
Frankfort, KY 40602-0615

**RE: Water Loss Percentage  
KAW (Southern District) Water System  
Rockcastle County, KY**

Dear Ms. Bridwell:

The Public Service Commission performed a periodic inspection of Kentucky American Water's Eastern Rockcastle water system in its Southern District on February 6, 2019. As required by that inspection report, attached is a monthly report showing the water loss percentage for our entire operations and our Southern District.

If you have questions or need additional information, you may contact me at [william.lewis@amwater.com](mailto:william.lewis@amwater.com) or 913-217-5626.

Regards,

William A. Lewis  
Vice President of Operations  
Kentucky American Water

Enclosure: Monthly Water Loss Report

# PUBLIC SERVICE COMMISSION

## Monthly Water Loss Report

Water Utility: Kentucky American Water - Southern District

For the Month of: May Year: 2023

LINE #	ITEM	GALLONS (Omit 000's)
1	<b>WATER PRODUCED AND PURCHASED</b>	
2	Water Produced	-
3	Water Purchased	4,120
4	<b>TOTAL PRODUCED AND PURCHASED</b>	<b>4,120</b>
5		
6	<b>WATER SALES</b>	
7	Residential	1,681
8	Commercial	33
9	Industrial	-
10	Bulk Loading Stations	-
11	Wholesale	-
12	Public Authorities	-
13	Other Sales (explain)	-
14	<b>TOTAL WATER SALES</b>	<b>1,714</b>
15		
16	<b>OTHER WATER USED</b>	
17	Utility and/or Water Treatment Plant	-
18	Wastewater Plant	-
19	System Flushing	-
20	Fire Department	-
21	Other Usage (explain) Chlorine Anylizers	42
22	<b>TOTAL OTHER WATER USED</b>	<b>42</b>
23		
24	<b>WATER LOSS</b>	
25	Tank Overflows	-
26	Line Breaks	36
27	Line Leaks	-
28	Excavation Damages	-
29	Theft	-
30	Other Loss	2,328
31	<b>TOTAL WATER LOSS</b>	<b>2,364</b>
32		
33	<b>Note:</b> Line 14 + Line 22 + Line 31 <b>MUST</b> Equal Line 4	
34		
35	<b>WATER LOSS PERCENTAGE</b>	
36	(Line 31 divided by Line 4)	<b>57.38%</b>



# PUBLIC SERVICE COMMISSION

## Monthly Water Loss Report

Water Utility: Kentucky American Water - Total Company

For the Month of: May Year: 2023

LINE #	ITEM	GALLONS (Omit 000's)
1	<b>WATER PRODUCED AND PURCHASED</b>	
2	Water Produced	1,353,905
3	Water Purchased	10,392
4	<b>TOTAL PRODUCED AND PURCHASED</b>	<b>1,364,297</b>
5		
6	<b>WATER SALES</b>	
7	Residential	523,603
8	Commercial	341,646
9	Industrial	7,465
10	Bulk Loading Stations	-
11	Wholesale	27,339
12	Public Authorities	73,041
13	Other Sales (explain) <u>Fire Service Usage (Not Fire Dept)</u>	555
14	<b>TOTAL WATER SALES</b>	<b>973,649</b>
15		
16	<b>OTHER WATER USED</b>	
17	Utility and/or Water Treatment Plant	425
18	Wastewater Plant	122
19	System Flushing	14,481
20	Fire Department	61
21	Other Usage (explain) <u>Street Cleaning and other donated water</u>	337
22	<b>TOTAL OTHER WATER USED</b>	<b>15,426</b>
23		
24	<b>WATER LOSS</b>	
25	Tank Overflows	-
26	Line Breaks	7,909
27	Line Leaks	-
28	Excavation Damages	-
29	Theft	29
30	Other Loss	367,284
31	<b>TOTAL WATER LOSS</b>	<b>375,222</b>
32		
33	<b>Note:</b> Line 14 + Line 22 + Line 31 <b>MUST</b> Equal Line 4	
34		
35	<b>WATER LOSS PERCENTAGE</b>	
36	(Line 31 divided by Line 4)	<b>27.50%</b>

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

---

**Witness: William A. Lewis**

34. Explain how Kentucky-American accounts for the water that is used at the meters that are inactive with consumption. Explain where the water loss from the meters that are inactive with consumption fall into the water loss reports.

**Response:**

KAW reports non-revenue water as the difference between system delivery volume and billed water sales volume. Billed water sales is the volume sold to active customers each month. If a customer is inactive, then the usage is not billed to anyone and therefore it is not captured as part of billed usage. Based on the above, the inactive with consumption is always part of non-revenue water and any associated water loss report.

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

---

**Witness: William A. Lewis**

35. Provide the number of people Kentucky-American has referred for criminal prosecution for theft of water in the last five years. In the response, note if any of these people were the account holders or residents at locations having an inactive meter with consumption listed in response to Item 29.

**Response:**

Zero.