

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: William A. Lewis and Robert Prendergast

1. Refer to the Application, unnumbered page 1, paragraphs 1 and 2.
 - a. Provide an organizational chart of Kentucky American. Designate what city each position is located in within Kentucky, and whether any position is vacant. If a position is based outside of Kentucky provide the city and state where it is located.
 - b. Provide an organizational chart of Kentucky American's parent company American Water Works Company, Inc. ("American Water"). Designate what city each position is located in, what the allocation factor to Kentucky American is for each position, and whether any position is vacant. If a position is based outside of Kentucky provide the city and state where it is located. If for any reason the allocation factor is not provided then explain in detail how American Water's costs are allocated to Kentucky American.
 - c. Provide an organizational chart of the American Water Works Service Company ("Service Company"), which is a subsidiary of American Water. Designate what city each position is located in, what the allocation factor to Kentucky American is for each position, and whether any position is vacant. If a position is based outside of Kentucky provide the city and state where it is located. If for any reason the allocation factor is not provided then explain in detail how the Service Company's costs are allocated to Kentucky American.

- d. Provide an organizational chart that includes a simplistic demonstration all of the parent companies/holding companies/affiliated companies that are associated with Kentucky American.
- e. Provide a map of Kentucky American's water service area.
- f. Provide a map of American Water's service area.

Response:

- a. Please refer to KAW_R_AGDR1_NUM001_070725_Attachment 1 for an organizational chart for Kentucky-American.
- b. American Water Works Company, Inc. (AWK) is the parent company and employees are in subsidiary companies. See also the response to part d below.
- c. KAWC does not maintain an organization chart for the Service Company, however, please refer to KAW_R_AGDR1_NUM001_070725_Attachment 2 for the current listing of open requisitions for Service Company.

Service Company employees' time is either direct charged or allocated depending on the position and type of work performed. Service Company employees are regularly reminded and instructed to direct charge their hours or operational expenses directly to an entity when appropriate. When the time or expenses are to the benefit of more than one subsidiary company, there is a list of Work-Breakdown-Structure elements to charge accordingly (ensuring the most accurate and appropriate allocation of those costs). Please see the Company's response to KAW_R_PSCDR1, specifically KAW_R_PSCDR1_NUM004_Attachment 1_CONFIDENTIAL which contains the American Water Works Service Company Cost Accounting Manual.

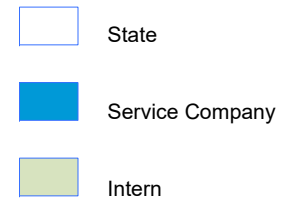
- d. Please refer to KAW_R_AGDR1_NUM001_070725_Attachment 3 for the organizational chart Kentucky-American and all affiliated companies including AWK.
- e. Please reference KAW_R_AGDR1_NUM_001_070725_Attachment 4 and reference Lewis testimony page 4.
- f. Please refer to KAW_R_AGDR1_NUM001_070725_Attachment 5 for a map of American Water's service area.



Kentucky

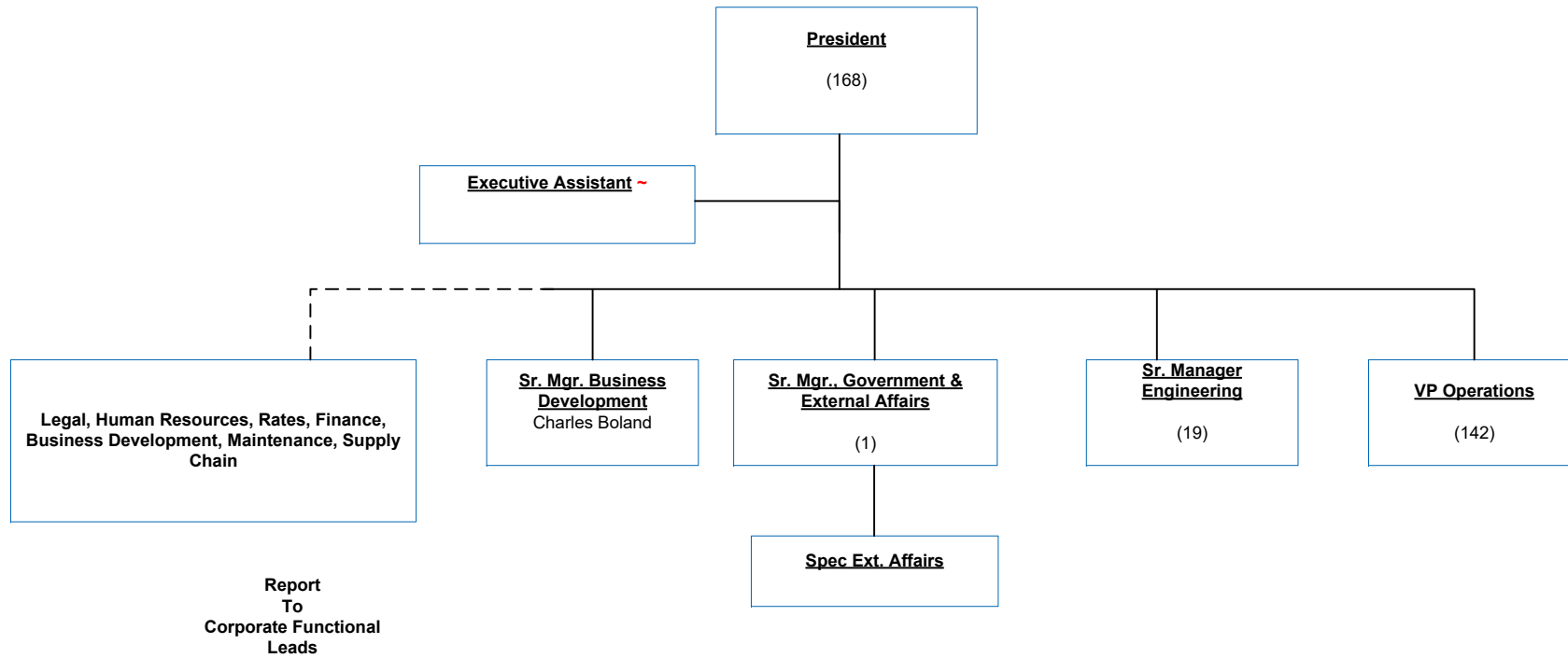
2025 ORGANIZATIONAL CHARTS

EFFECTIVE May 31, 2025



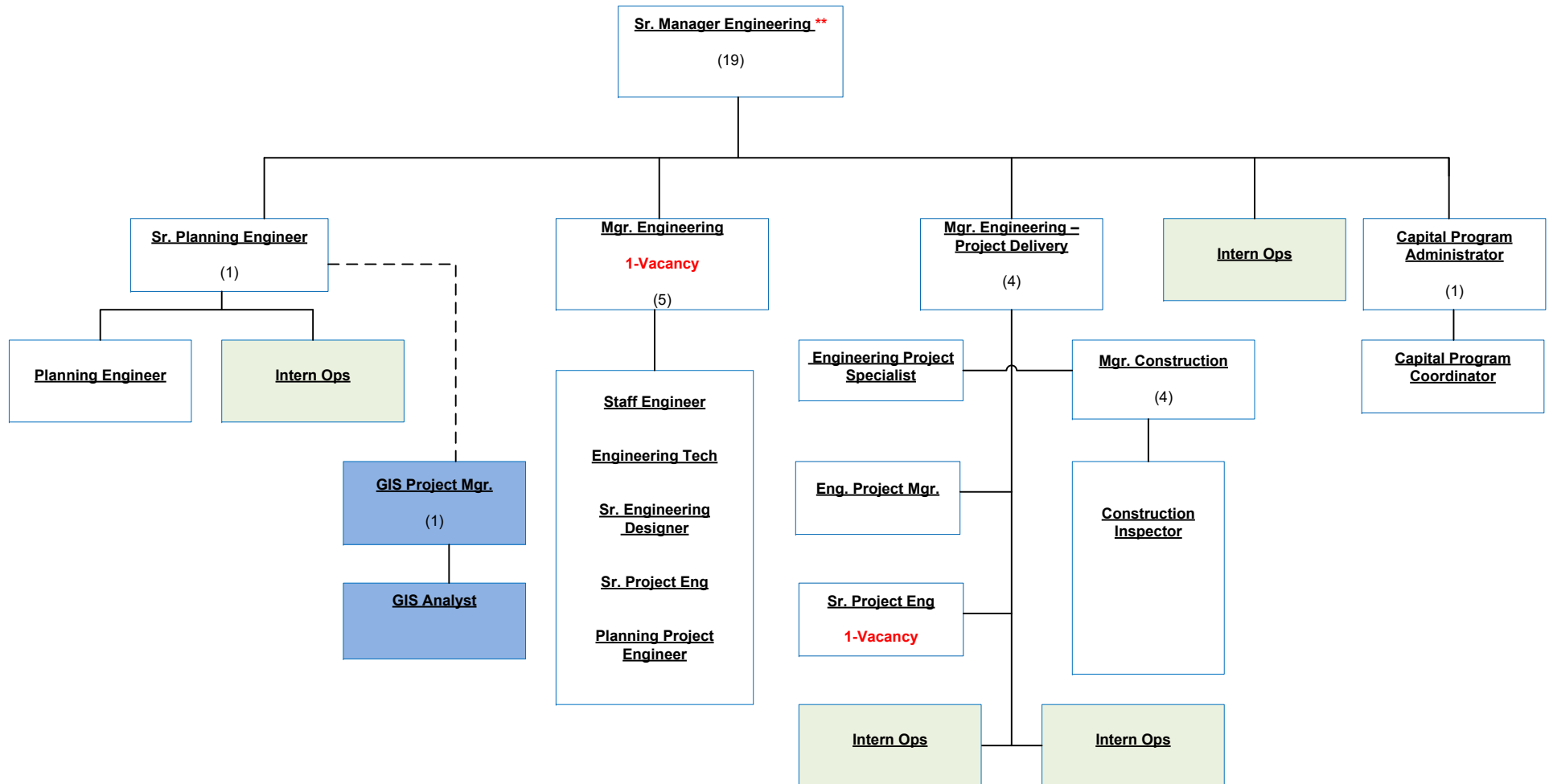
Kentucky American Water

Directors

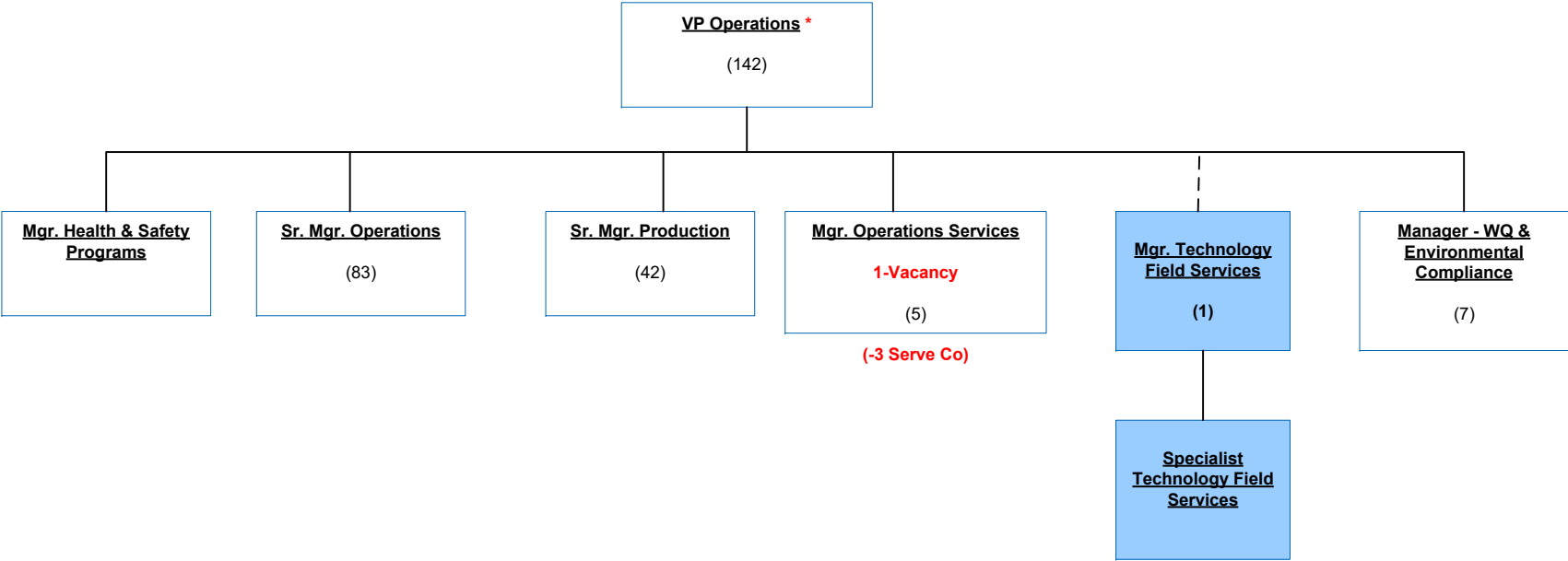


~Position also support the VP Operations – counted here
Positions located in Lexington

Kentucky American Water Engineering



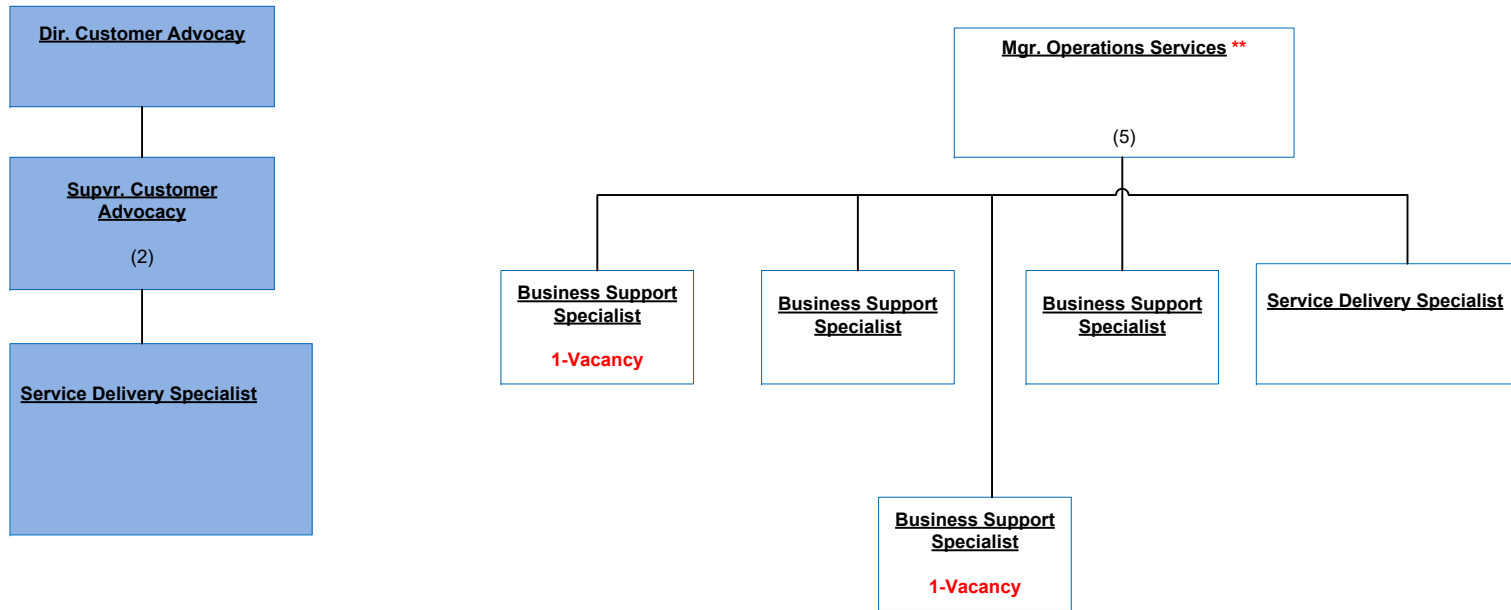
**Position not counted here
Positions located in Lexington



**Position not counted here.
Positions are located in Lexington.

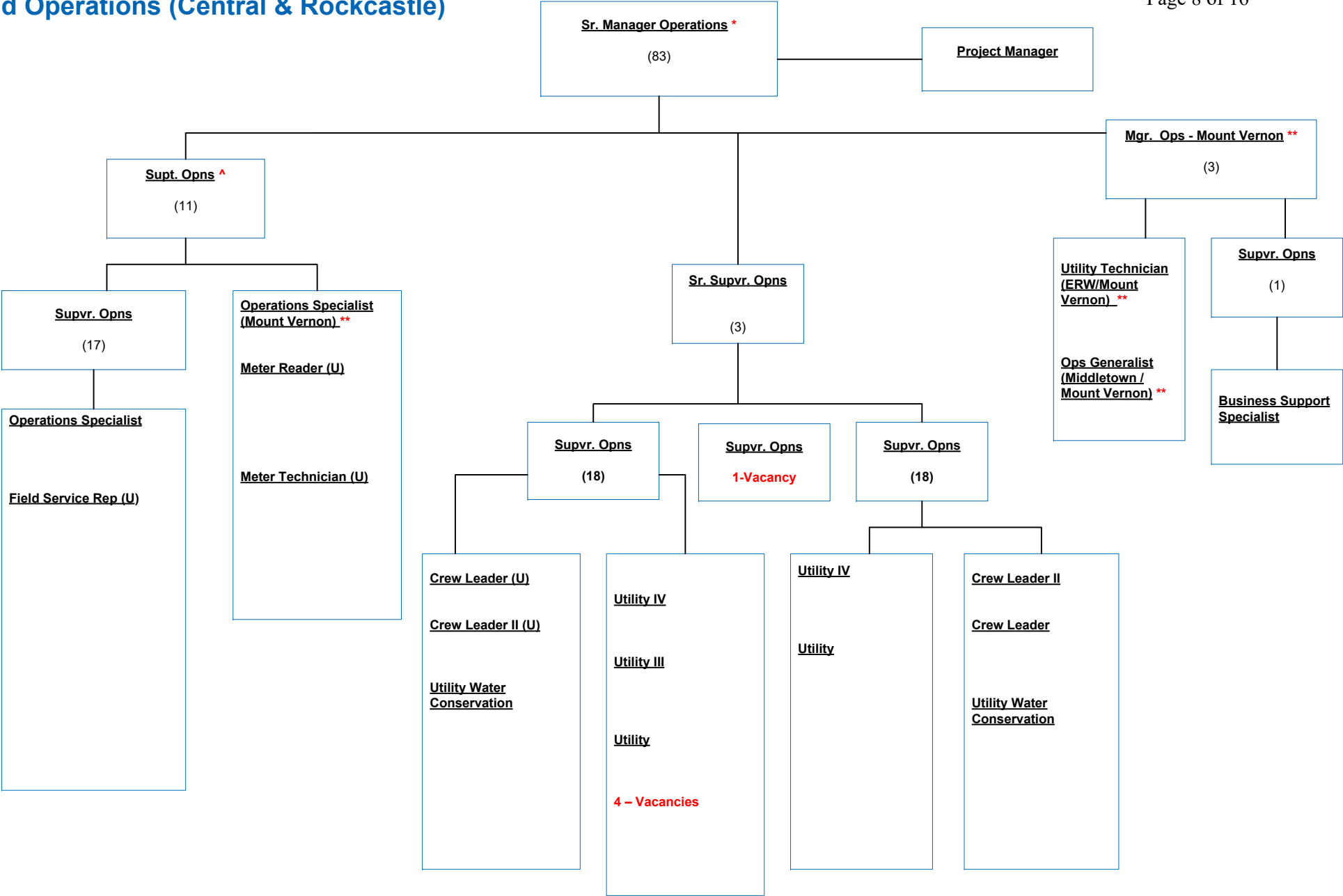
Kentucky American Water

Customer Accounts



**Position not counted here
Positions are located in Lexington.

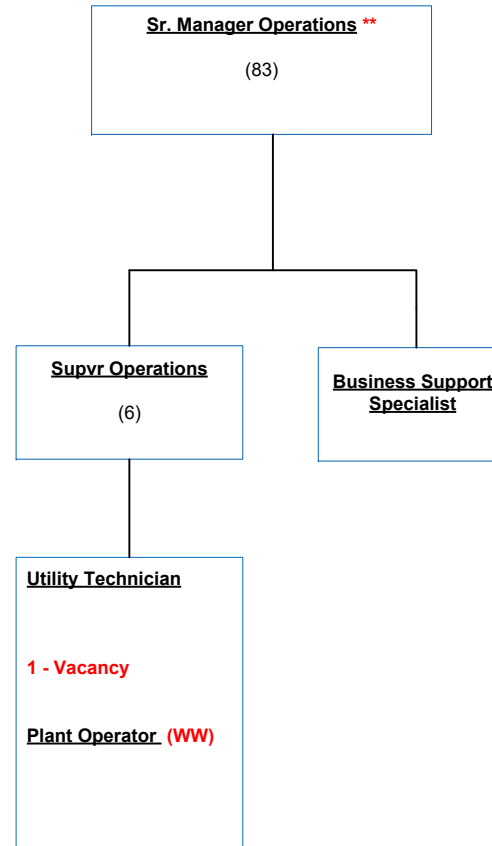
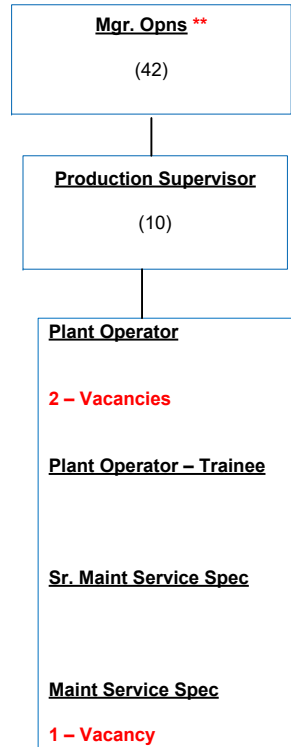
Kentucky American Water
Field Operations (Central & Rockcastle)



* Position not counted here
**Positions are located in Lexington unless noted next to position.

Kentucky American Water

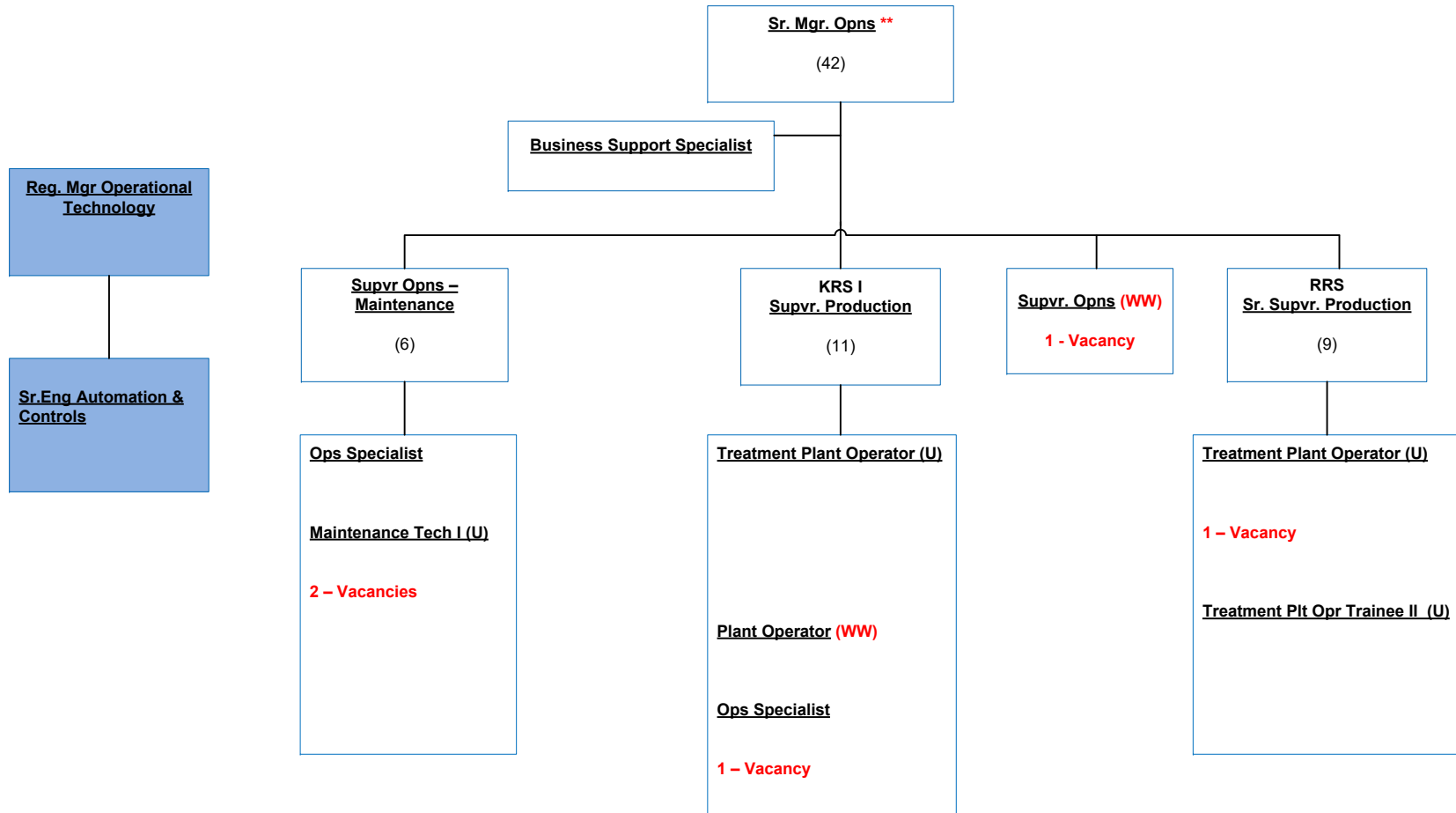
Field Operations – Northern Division



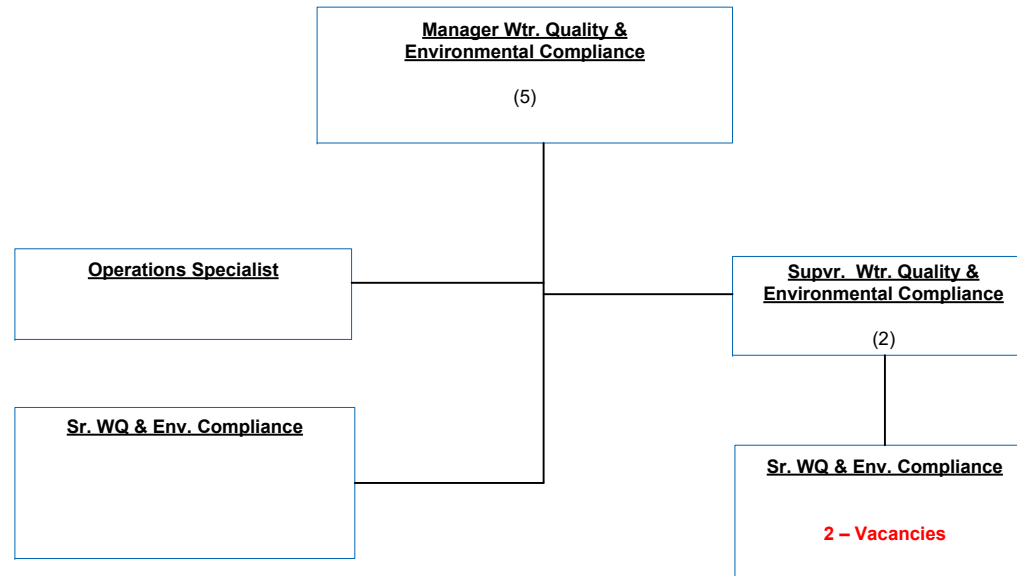
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Positions are located in Owenton.

Kentucky American Water

Production



** Position not counted on this page.
Positions are located in Lexington.

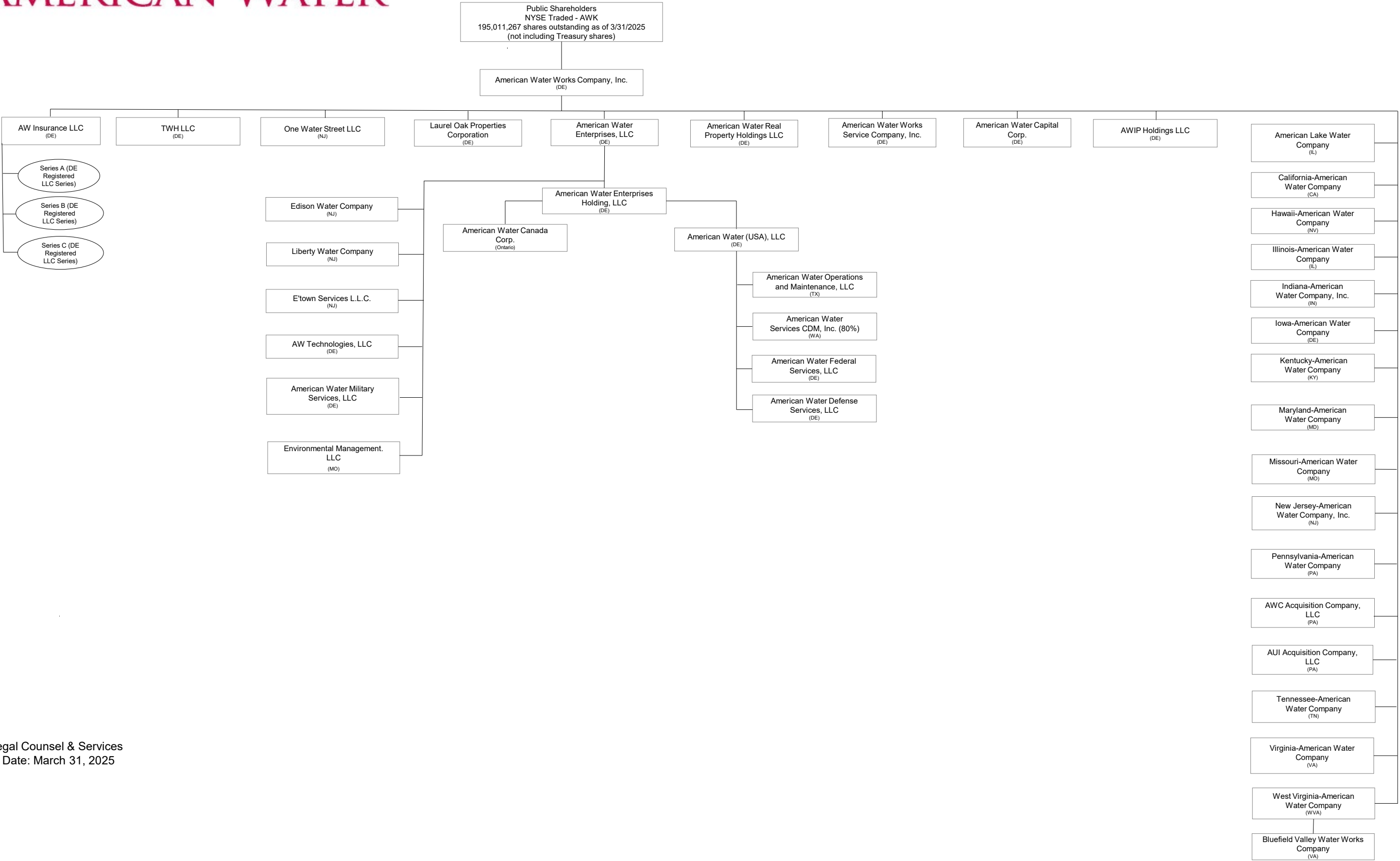


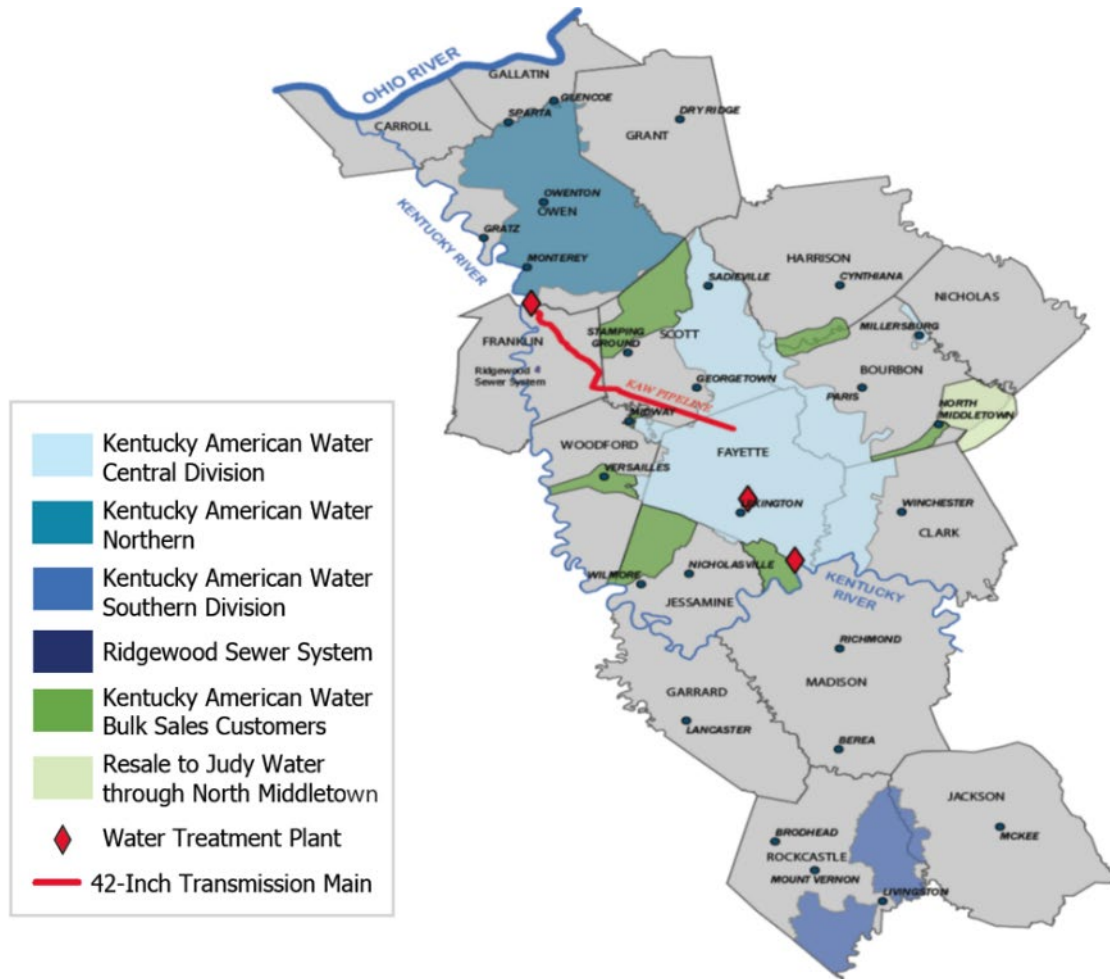
Kentucky-American Water Company
Case No. 2025-00122
Service Company Open Requisition

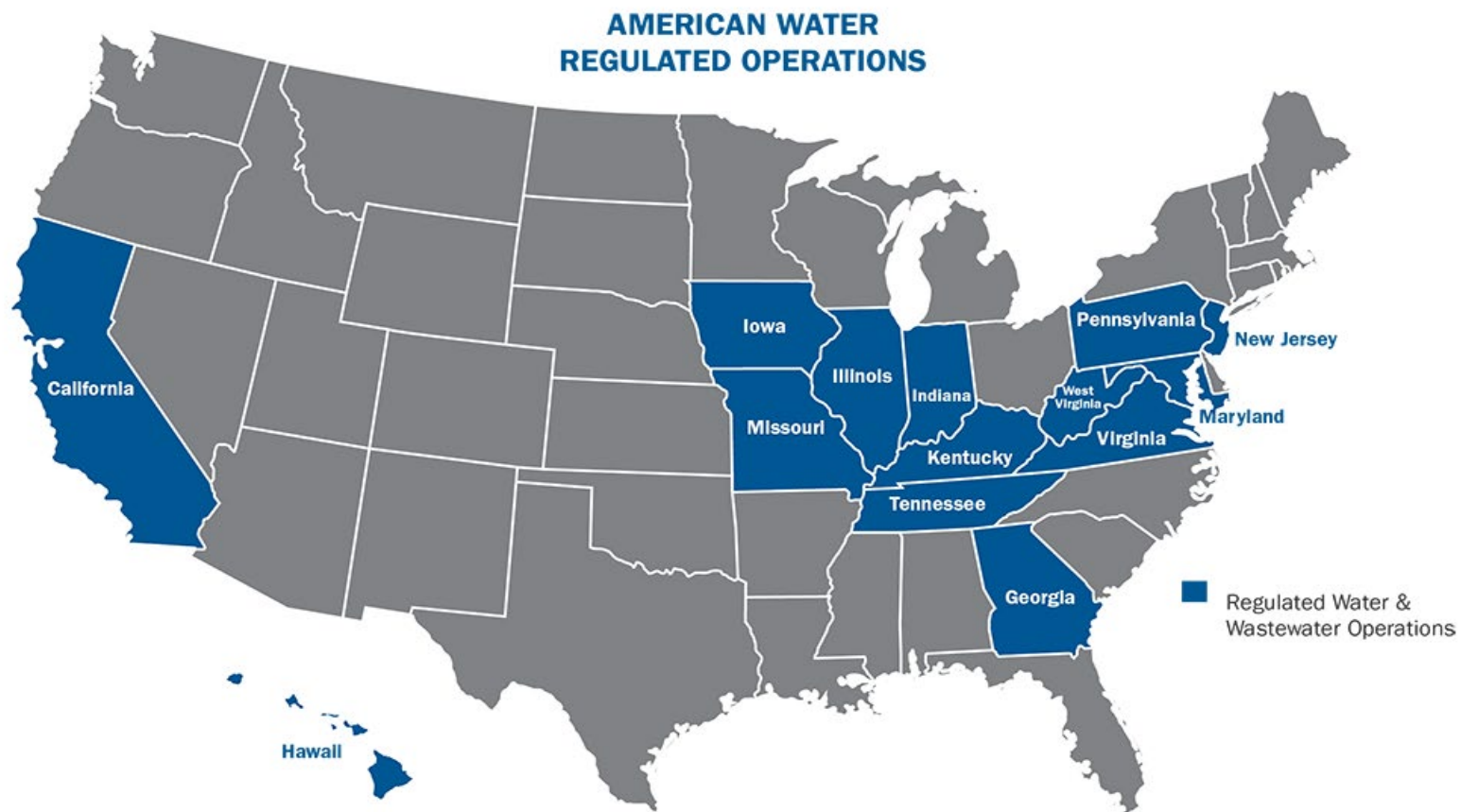
KAW_R_AGDR1_NUM001_070725_Attachment 2

Salary Grade	Job Title	Location	Status	Division	Union Code	Functional Area
35	Sr. Internal Auditor	NJSV-Camden (2430)	Open	Service Company	Non-Union	Finance
45	Principal HR Systems Analyst	NJSV-Camden (2430)	Open	Service Company	Non-Union	Human Resources
45	Principal, Operational Compliance	NJSV-Camden (2430)	Open	Service Company	Non-Union	Operational Excellence
30	Sr Automation & Controls Tech	PASV-Hummelstown (2338)	Open	Service Company	Non-Union	Information Technology
45	Sr Mgr Finance	MOSV-St Louis (Craig Rd) (2104)	Open	Service Company	Non-Union	Finance
50	Dir Finance	SVAW-Remote (2456)	Open	Service Company	Non-Union	Finance
40	Lead, Operational Compliance	INSV-Greenwood (N Emerson) (2066)	Open	Service Company	Non-Union	Operational Excellence
40	Lead, Internal Auditor	NJSV-Camden (2430)	Open	Service Company	Non-Union	Finance
35	Sr Eng Automation & Controls (SCADA)	IASV-Davenport (3409 Res Pky) (2519)	Open	Service Company	Non-Union	Information Technology
35	Sr. Treasury Capital Markets Analyst	NJSV-Camden (2430)	Open	Service Company	Non-Union	Finance
35	Sr Eng Automation & Controls (SCADA)	PASV-Clarks Summit (2331)	Open	Service Company	Non-Union	Direct Operations
22	Workforce Specialist	SVAW-Remote (2456)	Open	Service Company	Non-Union	Customer Service
45	Principal Solution Engineer	NJSV-Camden (2430)	Open	Service Company	Non-Union	Information Technology
35	Specialist, Technology Field Services	PASV-Butler WW (100 Litman Rd) (2527)	Open	Service Company	Non-Union	Information Technology
40	Human Resources Business Partner	MOSV-St Louis (Craig Rd) (2104)	Open	Service Company	Non-Union	Human Resources
45	Principal Solution Engineer	NJSV-Camden (2430)	Open	Service Company	Non-Union	Information Technology
L99	Intern Ops	NJSV-Camden (2430)	Open	Service Company	Non-Union	Engineering
L99	Intern Ops	NJSV-Camden (2430)	Open	Service Company	Non-Union	Engineering
L99	Intern Ops	NJSV-Camden (2430)	Open	Service Company	Non-Union	Engineering
55	Dir, Health & Safety	NJSV-Camden (2430)	Open	Service Company	Non-Union	Health and Safety
30	Sr Engineering Designer	NJSV-Camden (2430)	Open	Service Company	Non-Union	Engineering
35	Lead Accountant	NJSV-Camden (2430)	Open	Service Company	Non-Union	Finance
35	Sr Procurement Specialist	CASV-Sacramento (2013)	Open	Service Company	Non-Union	Supply Chain
30	Procurement Specialist	CASV-Sacramento (2013)	Open	Service Company	Non-Union	Supply Chain
25	Quality Assurance Supervisor	SVAW-Remote (2456)	Open	Service Company	Non-Union	Customer Service
40	Project Manager Operations	SVAW-Remote (2456)	Open	Service Company	Non-Union	Customer Service
40	Lead Program Mgr, Operations Training	MOSV-Olivette (2102)	Open	Service Company	Non-Union	Operational Excellence
65	VP, Talent Management	NJSV-Camden (2430)	Open	Service Company	Non-Union	Human Resources
40	Principal Financial Analyst	INSV-Evansville (250 Cross Pt) (2511)	Open	Service Company	Non-Union	Finance
40	Principal Financial Analyst	INSV-Evansville (250 Cross Pt) (2511)	Open	Service Company	Non-Union	Finance
35	Sr Engineer, Design	NJSV-Camden (2430)	Open	Service Company	Non-Union	Engineering
40	Sr. Project Manager, Business Integration	SVAW-Remote (2456)	Open	Service Company	Non-Union	Business Development
35	Sr Instructor, Operations Training	TNSV-Chattanooga (1003 Riversd (2370)	Open	Service Company	Non-Union	Operational Excellence
35	Sr Instructor, Operations Training	ILSV-Godfrey OPS (1151 Arprt) (2528)	Open	Service Company	Non-Union	Operational Excellence
35	Sr Instructor, Operations Training	MOSV-Olivette (2102)	Open	Service Company	Non-Union	Operational Excellence
35	Sr Instructor, Operations Training	IASV-Davenport (2019)	Open	Service Company	Non-Union	Operational Excellence
40	Lead Program Mgr, Operations Training	NJSV-Camden (2430)	Open	Service Company	Non-Union	Operational Excellence
35	Sr Instructor, Operations Training	PASV-Carnegie (2440)	Open	Service Company	Non-Union	Operational Excellence
35	Sr Instructor, Operations Training	WVSV-Charleston (Penna Av) (2237)	Open	Service Company	Non-Union	Operational Excellence
40	Principal Procurement Specialist	NJSV-Camden (2430)	Open	Service Company	Non-Union	Supply Chain
35	Sr Instructor, Operations Training	INSV-Gary (Michigan St) (2275)	Open	Service Company	Non-Union	Operational Excellence

25	Trainer II	SVAW-Remote (2456)	Open	Service Company	Non-Union	Customer Service
22	Specialist Service Delivery	KYSV-Lexington (Richmond Rd) (2079)	Open	Service Company	Non-Union	Customer Service
17	Accounts Payable Specialist	NJSV-Camden (2430)	Open	Service Company	Non-Union	Finance
15	Associate AP Specialist	NJSV-Camden (2430)	Open	Service Company	Non-Union	Finance
40	Sr Planning Engineer	NJSV-Camden (2430)	Open	Service Company	Non-Union	Engineering
40	Project Manager Operations	SVAW-Remote (2456)	Open	Service Company	Non-Union	Customer Service
25	Lead Specialist, Meter Operations	SVAW-Remote (2456)	Open	Service Company	Non-Union	Operational Excellence
35	Sr Financial Analyst	WVSV-Charleston (Penna Av) (2237)	Open	Service Company	Non-Union	Finance
L99	Intern Admin	NJSV-Camden (2430)	Open	Service Company	Non-Union	Strategic Services and Programs
40	Human Resources Business Partner	ILSV-Peoria (2042)	Open	Service Company	Non-Union	Human Resources
45	Principal Learning & Development, Strategic Program	PASV-Coatesville (2333)	Open	Service Company	Non-Union	Strategic Services and Programs
30	Procurement Specialist	INSV-Greenwood (N Emerson) (2066)	Open	Service Company	Non-Union	Supply Chain
30	Procurement Specialist	MOSV-St Louis (Craig Rd) (2104)	Open	Service Company	Non-Union	Supply Chain
30	Procurement Specialist	PASV-Scranton (2360)	Open	Service Company	Non-Union	Supply Chain
25	Associate Procurement Specialist	WVSV-Charleston (Penna Av) (2237)	Open	Service Company	Non-Union	Supply Chain
35	Sr Procurement Specialist	MOSV-St Louis (Craig Rd) (2104)	Open	Service Company	Non-Union	Supply Chain
30	Procurement Specialist	WVSV-Charleston (Penna Av) (2237)	Open	Service Company	Non-Union	Supply Chain
35	Sr Procurement Specialist	PASV-Mechanicsburg (Wesley Dr) (2204)	Open	Service Company	Non-Union	Supply Chain
L99	Intern Ops	NJSV-Camden (2430)	Open	Service Company	Non-Union	Operational Excellence
30	Finance Systems Support Analyst	NJSV-Camden (2430)	Open	Service Company	Non-Union	Finance
45	Employee and Labor Relations Lead	NJSV-Camden (2430)	Open	Service Company	Non-Union	Human Resources
30	Procurement Specialist	NJSV-Camden (2430)	Open	Service Company	Non-Union	Supply Chain
35	Sr Procurement Specialist	KYSV-Lexington (Cedar Creek) (2288)	Open	Service Company	Non-Union	Supply Chain
30	Procurement Specialist	TNSV-Chattanooga (Wiehl St) (2373)	Open	Service Company	Non-Union	Supply Chain
45	Mgr Engineering	ILSV-Belleville (100 Water Wk) (2037)	Open	Service Company	Non-Union	Engineering
35	Sr Instructor, Operations Training	VASV-Woodbridge (Delaney Rd) (2537)	Open	Service Company	Non-Union	Operational Excellence
45	Principal, Business Development Valuation Strategies	NJSV-Camden (2430)	Open	Service Company	Non-Union	Business Development
55	Dir, Facilities	NJSV-Camden (2430)	Open	Service Company	Non-Union	Health and Safety
40	Communications Lead, Strategic Programs	NJSV-Camden (2430)	Open	Service Company	Non-Union	External Affairs/Communications
50	Sr Principal, Engineering	NJSV-Camden (2430)	Open	Service Company	Non-Union	Engineering
40	Mgr Maintenance	PASV-Bushkill (Lehman Pike) (2526)	Open	Service Company	Non-Union	Direct Operations
35	Sr Procurement Specialist	NJSV-Camden (2430)	Open	Service Company	Non-Union	Supply Chain
30	Talent Acquisition Partner	SVAW-Remote (2456)	Open	Service Company	Non-Union	Human Resources
25	Accountant	NJSV-Camden (2430)	Open	Service Company	Non-Union	Finance
40	Sr. Business Performance Analyst	ILSV-Belleville (100 Water Wk) (2037)	Open	Service Company	Non-Union	Operational Excellence
30	Eng Automation & Controls (SCADA)	MOSV-St Louis (Craig Rd) (2104)	Open	Service Company	Non-Union	Engineering
30	Sr Accountant	NJSV-Camden (2430)	Open	Service Company	Non-Union	Finance
45	Sr Human Resources Business Partner	NJSV-Camden (2430)	Open	Service Company	Non-Union	Human Resources
	Coordinator FRCC U648FC	SVAW-Remote (2456)	Open	Service Company	UWUA_648 FRCC	Customer Service
22	Coordinator FRCC	SVAW-Remote (2456)	Open	Service Company	Non-Union	Customer Service
22	Coordinator FRCC	SVAW-Remote (2456)	Open	Service Company	Non-Union	Customer Service
	Coordinator FRCC U648FC	SVAW-Remote (2456)	Open	Service Company	UWUA_648 FRCC	Customer Service
	Coordinator FRCC U648FC	SVAW-Remote (2456)	Open	Service Company	UWUA_648 FRCC	Customer Service
40	Manager, Talent Acquisition	SVAW-Remote (2456)	Open	Service Company	Non-Union	Human Resources
40	Manager, Claims & Insurance	NJSV-Camden (2430)	Open	Service Company	Non-Union	Finance



Kentucky-American Water Service Area (Water and Wastewater)



KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Robert Prendergast

2. Refer to the Application generally. Provide the following information for Kentucky American's executive staff employees, as well as all executive staff employees whose costs are allocated to Kentucky American, and separate each response by company/utility.
 - a. Provide the position, title, and salary for each executive staff employee for the years 2020 – 2025.
 - b. Provide the average raise that the executive staff employees received, or will receive, for the years 2020 – 2025. Ensure to explain whether the annual raise is directly connected to a performance review.
 - c. Provide the average bonus that each executive staff employee received, or will receive, for the years 2020 - 2025.
 - d. Provide all awards given to the executive staff employees for the years 2020 – 2025.
 - e. Provide all vehicle allowances given to the executive staff employees for the years 2020 – 2025.
 - f. Provide all incentive compensation given to the executive staff employees for the years 2020 – 2025.
 - g. Provide the average raise, if any, which will be given to executive staff employees for 2025.
 - h. Provide a detailed explanation of the insurance benefits provided to the Company's executive staff employees, including but not limited to health, dental, vision, life insurance, etc. Ensure to include all premiums paid by the Company's executive

staff employees, premiums paid by the Company or parent company on the executive staff employees' behalf, as well as all copays, deductibles, and maximum out of pocket amounts.

- i. Provide a detailed explanation of the retirement benefits provided to the Company's executive staff employees, including but not limited to, whether there is a defined benefit plan, 401(k) matching, etc.
- j. Explain whether any of the executive staff employees are members of a union.

Response:

- a. Please refer to KAW_R_AGDR1_NUM002_070725_Attachment 1_CONFIDENTIAL for the listing of position titles and salaries for each Kentucky-American employee and all Service Company employees that allocated expense to Kentucky for the years 2020–2025, including executive staff. A portion of the attachment is confidential and is being provided pursuant to a petition for confidential protection.
- b. Please refer to the table below for the average merit increase provided to Kentucky-American executive employees and all Service Company employees for the years 2020-2025. The Company issues merit increases based on a performance review of each employee.

Kentucky-American					
2020	2021	2022	2023	2024	2025
3.50%	5.00%	3.75%	2.75%	3.25%	3.50%

Service Company					
2020	2021	2022	2023	2024	2025
2.70%	3.11%	3.20%	3.30%	3.94%	4.00%

- c. Please see below for the actual referral, discretionary and sign-on bonuses for KAWC executive employees each year.

Kentucky-American					
2020	2021	2022	2023	2024	2025
\$0	\$0	\$50,000	\$0	\$0	\$0

Please see below for the average referral, discretionary and sign-on bonuses for Service Company employees allocated to Kentucky American, including executive employees.

Service Company					
2020	2021	2022	2023	2024	2025
\$2,986	\$2,916	\$1,460	\$1,880	\$1,571	\$435

- d. There were no awards given to executive employees during this time period.
- e. No vehicle allowances were given to Kentucky-American executive employees or employees that allocate costs to Kentucky-American during the time period specified.
- f. Please refer to the table below for performance-based compensation payments to KAWC executive employees. Please refer to KAW_R_AGDR1_NUM002_070725_Attachment1_CONFIDENTIAL for the Service Company performance pay paid to employees that was allocated to Kentucky-American, including executive employees.

Kentucky-American					
2020	2021	2022	2023	2024	2025
\$40,788	\$42,352	\$36,732	\$141,336	\$168,203	\$330,691

- g. Please refer to the response to part b.
- h. Please refer to the Company's response to KAW_R_PSCDR1_NUM039, KAW_R_PSCDR1_NUM040 and KAW_R_PSCDR1_NUM041.
- i. Please refer to the Company's response to KAW_R_PSCDR1_NUM042.
- j. Executives are not members of a union.

CONFIDENTIAL INFORMATION REDACTED

Kentucky-American Water Company

Case No. 2025-00122

KAW_R_AGDR1_NUM_002_Attachment_CONFIDENTIAL

Executive

Job	2020	2021	2022	2023	2024	2025
State President			270,000	278,100	290,615	298,620
VP, Operations	160,425	168,446	195,603	221,855	226,292	234,212

CONFIDENTIAL INFORMATION REDACTED
 Kentucky-American Water Company
 Case No. 2025-00122
 KAW_R_AGDR1_NUM_002_Attachment_CONFIDENTIAL

Salary

Job	2020	2021	2022	2023	2024	2025
	121,507	123,937				
			141,932	146,615	152,480	158,579
		127,655	131,932			
	75,327	76,834	78,370	80,721		
				84,757	87,723	90,794
			93,267	96,345	100,006	
					103,006	106,611
	82,400	84,872	88,267			
	90,798					
	113,012					
	88,270					
		69,984	72,713	75,258	78,269	
	62,665	64,501				
			82,000	84,542	87,755	90,826
			71,000	73,343	76,277	79,328
		60,216	62,083			
	88,468	90,680	93,400	96,482	100,149	104,492
	88,468					
				98,000	101,822	105,386
	86,000					
	86,000	87,703	89,457	92,409		
		85,000	87,550	90,439	94,042	
					107,067	
					73,432	76,370
	110,189					
	115,174	119,781	123,375	130,885	139,173	144,739
				123,000		127,305
				83,000	86,154	89,170
	68,314	70,432	72,545	74,866	78,235	80,974
			74,000		76,960	80,270
		80,000	82,520	85,243	88,483	92,907
			151,998	157,014	165,179	
		147,000	151,998			
	112,811	115,068	117,657			
		86,000	88,537			
					95,000	99,940
	72,107		82,000	84,542	88,769	
				82,000	85,198	89,629
	70,000	71,925	74,083			
			76,304	79,356	82,371	
					89,093	
	60,366	62,177	64,944	67,542		
				74,000	76,960	80,962
	99,637					
		114,065	118,057	121,599		
				131,237	136,224	140,992
	104,619	109,065				

CONFIDENTIAL INFORMATION REDACTED
 Kentucky-American Water Company
 Case No. 2025-00122
 KAW_R_AGDR1_NUM_002_Attachment_CONFIDENTIAL

Salary

Job	2020	2021	2022	2023	2024	2025
	64,094					
	55,203	57,135				
	95,000	98,800	102,258			
			112,000	115,360	120,897	
	89,009					
	83,381	86,299	88,802			
					106,532	
				94,500	98,186	
	80,695	83,100	85,593	89,016		
	70,000	79,224	89,438	92,658	96,364	
					120,120	
					105,000	
	84,000	85,663	87,376	89,998		
	83,701	86,212				
		100,006	104,006	107,750	112,383	
		61,218	62,483			
			73,000	75,409	78,425	81,562
					92,739	96,449
			77,000	79,618	86,115	
		67,253	69,808			
	65,411	67,504	69,866	72,305	75,342	
			95,000			
	76,125	78,790	81,232			
	109,675	111,868	115,224	119,027	123,550	128,492
		75,000	77,325	79,645	82,512	85,400
					67,574	
						129,887
	100,000	103,000	106,605	109,910	114,086	118,080
	130,000	133,250	137,514			
	100,000	103,500	106,605			
			115,000	118,795		
					102,850	
	92,500	95,738	98,610	102,061	105,940	110,177
					87,689	91,021
	80,000		82,176	84,888	87,689	
		58,000	60,030	61,831	64,304	
			82,000	84,706	88,095	
					121,506	
						135,000
					105,000	
					65,000	67,600
					125,000	129,625
						65,000
						108,000
						82,400
						86,000
						98,000

CONFIDENTIAL INFORMATION REDACTED
 Kentucky-American Water Company
 Case No. 2025-00122
 KAW_R_AGDR1_NUM_002_Attachment_CONFIDENTIAL

Non-Salary

Job	2020	2021	2022	2023	2024	2025
	63,037		66,993	70,032	72,140	72,140
	63,037					
	66,106					
	66,774		70,324	72,673	76,316	76,316
	65,577					
	63,037					
	71,076	73,393	75,335			
	66,774		70,898	74,103		
	65,876					
	63,037					
	64,081		67,756			
	64,081					
	64,164		67,839	71,243	73,372	73,372
	63,023					
	64,164		68,173	71,243	73,372	73,372
	64,164					
	49,715	50,697				
				71,493	74,145	77,110
	64,164		67,171			
	63,736					
	71,326					
	63,037		66,993			
	63,037					
	70,554	73,560	75,774	78,049		
		68,048	70,303	72,537	75,586	78,613
	66,064	68,048				
	63,037		66,993	70,032	72,140	72,140
	63,037					
	63,037					
	63,037		66,993	70,032	72,140	72,140
	63,037					
	62,369					
	64,164	64,164				
	63,962					
	66,931					
	68,904		71,034	73,164	76,671	80,659
			52,722	54,831	59,550	63,747
	45,581	46,479	47,398			
	57,838	58,986	60,155			
			63,287	65,375	67,797	70,178
						72,140
	64,081		67,756	71,159	73,289	73,289
	63,225					
		69,656	71,806			
	56,167	57,566				
	65,856	67,171	68,507			
			68,507	70,762		

CONFIDENTIAL INFORMATION REDACTED

Kentucky-American Water Company

Case No. 2025-00122

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Non-Salary

Job	2020	2021	2022	2023	2024	2025
	43,639	45,059				
	63,037		66,993	70,032	72,140	72,140
	63,037					
	63,037		66,993	70,032	72,140	72,140
	63,037					
	63,037					
	62,473					
			66,002			
			66,993	70,032	72,140	72,140
	63,037		66,993	70,032		
	63,037					
	70,595	72,600				
	63,037		66,993	70,032	72,140	72,140
	63,037					
	54,100	55,645	56,898	58,610	60,949	64,122
	63,037		66,993	70,032	72,140	72,140
	62,191					
	53,703	55,040	56,752	58,735	61,429	
	66,607	67,923	69,969			
			69,969	72,767	75,523	78,551
	63,037					
	63,037					
			66,993			
				69,008	72,140	72,140
	63,037		66,993	70,032	72,140	72,140
	62,191					
	58,798					
			69,426	71,514	73,832	75,899
	63,037		66,002			
	62,191					
	63,037					
	65,166	67,275	69,301	70,888		
				71,932	74,583	77,569
					57,274	59,571
	47,001	48,442	49,903	51,741	54,539	
	49,632	50,613	52,137			
			53,766	55,478	59,456	62,870
	64,164		68,173	71,243	73,372	73,372
	63,308					
	57,044					
	61,596					
	61,596					
		68,904	71,034	73,372		
	63,037		66,993	70,032	72,140	72,140
	62,191					
	64,770	66,064	67,056			
			68,048	70,491	73,101	76,024

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Non-Salary

Job	2020	2021	2022	2023	2024	2025
	63,037		66,993			
	62,191					
				70,125		
	60,155					
	60,155					
			66,993	70,032	72,140	72,140
		61,596				
	66,774		70,898	74,103	76,316	76,316
	65,577					
	59,278	60,448	61,659			
			64,791			
	67,108	69,614	72,391	75,001	77,778	
					80,304	83,123
				69,008	72,140	72,140
	65,166		69,558			
	65,166					
		71,827				
	61,158	62,995	67,345	73,331	76,421	79,177
		60,155	63,976	66,858		
					71,086	72,140
	57,044					
	56,536					
		64,164	68,173			
	65,577	64,164				
	66,210					
	62,452					
				63,475	65,375	65,375
	57,044					
	57,044					
			60,719	63,475		
	66,774		70,898	70,209	73,372	73,372
	65,577					
	61,617	63,517	65,417			
			65,417	66,732	69,196	72,788
	60,155		63,976	66,858		
	60,155					
					71,086	72,140
					66,858	
			68,173	70,219	72,892	76,692
	64,206	66,127	68,173			
			69,426	71,723	74,959	78,864
	60,155					
	60,155					
			66,002			

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Non-Salary

Job	2020	2021	2022	2023	2024	2025
	51,845					
		66,774	70,324	71,243	73,372	74,844
	63,308	66,774				
	68,904	70,428	72,725	74,917	77,924	80,659
	66,774	64,164	68,173	71,243	73,372	73,372
	65,577					
	67,839		72,370	75,272		
	67,839					
	57,044		60,420			
	57,044					
	55,520					
					72,906	73,372
	65,577					
	59,341					
	60,155					
		63,037	66,993	70,032	72,140	72,140
		63,037				
	78,384					
	67,839		72,370	75,272	77,527	77,527
	67,839					
						73,289
	56,814	58,527				
	59,675	62,222				
	60,155					
	60,155					
			66,993	70,032	72,140	72,140
	60,155					
		63,037	66,993	70,032		
		63,037				
	47,439	48,943	50,196			
			52,513	54,225	57,775	60,740
	47,690	49,193	50,864			
	56,814	57,942	59,139			
			62,870	65,062	67,338	69,697
	62,640	64,624	68,312	74,061	77,026	79,803
	60,155		63,976	66,858		
	59,351					
						65,375
	60,155		63,976	66,858	68,862	68,862
	59,083					
	57,044		60,420	63,475	65,375	65,375
	56,282					
	58,548					

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Non-Salary

Job	2020	2021	2022	2023	2024	2025
	57,044		60,420	63,475	65,375	65,375
	56,536					
	60,155		63,976	66,858		
	59,512					
	44,788				67,526	68,862
	60,155		63,976	66,858		
	59,619				71,086	72,140
	44,788					
	62,076	63,997	65,918			
			65,918	68,298	70,825	
	63,037		66,993	70,032	72,140	72,140
	62,473					
	66,106					
		66,774	70,547	74,103	72,307	73,372
	63,023	66,774				
	62,369	64,853	67,129			
	53,223	55,144	56,856			
			59,988	61,972	64,269	66,837
	60,155		63,976			
	60,155					
	53,223	55,290	57,002			
			60,134	62,118	64,937	67,944
	61,638	64,248	66,503			
			66,503	68,904	71,451	74,312
	56,536					
	42,428					
		66,774	70,898	74,103		
	65,577	66,774				
	57,044		59,821			
	56,536					
			56,773	59,341	61,116	61,116
	42,428					
		60,155	63,976		66,858	
				44,788		
		46,020				
	43,208	46,020				
				55,864		
					66,858	
	54,121	54,935				
	64,457	67,025				
			63,976			
			70,470		73,143	75,711
		51,532				
	42,449	46,020				
			59,821			

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Non-Salary

Job	2020	2021	2022	2023	2024	2025
		60,155	63,976	66,858	68,862	68,862
		60,155				
	43,208					
	53,223	55,144	56,856			
			59,988	61,972	64,269	66,837
		56,982	58,735	60,761	63,183	
		47,439	49,527	51,490	54,267	
	60,552	61,909				
			61,909	63,955	66,315	
	65,166		69,558	72,349	74,521	74,521
	64,728					
						73,289
			63,976	66,858		
		57,044				
	40,754	48,887				
			59,821			
					67,526	68,862
				66,210	68,862	68,862
		43,597				
	40,754	43,597				
			49,204			
				61,617		
						68,862
	40,476					
	48,024	49,131	50,112	51,824	53,891	
					60,239	
					67,526	68,862
		43,597				
	39,868	43,597				
			49,204			
				62,546		
	78,300	80,451	82,935	86,255	89,784	
					67,860	68,862
		48,431				
	41,864	46,020				
			54,246			
				62,856		
		57,044	60,420	63,475	65,375	65,375
		57,044				
	46,020					
		46,020				
		46,020				
			49,204			
				62,856	65,375	65,375
		52,200	53,829	55,666		
		67,839	72,370	75,272	77,527	77,527
		67,839				
		46,020				
					67,860	68,862
		46,020				

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Non-Salary

Job	2020	2021	2022	2023	2024	2025
		46,020				
			49,204			
				62,546		
			70,386	72,704	75,314	77,945
	67,025	70,386				
	53,766					
	64,164	69,703	74,103	76,316	76,316	
	64,164					
	46,020					
	40,163	48,128				
	38,461					
				55,864	58,380	
					65,375	65,375
	57,044	60,420	63,475	65,375	65,375	
	38,461					
	38,461					
	41,864	44,203				
		56,773				
		71,952	74,103	76,316	76,316	
						68,862
	41,864	48,128				
				55,864		
					64,425	65,375
						68,862
	43,597					
		43,921				
		45,978				
		56,376				
		67,171				
		55,207				
		41,760				
					56,376	58,631
		37,584				
		41,760				
		41,760				
		70,898	74,103	76,316	76,316	
						68,862
		49,204	51,427			
					57,535	58,380
		61,617	63,475	65,375	65,375	
		46,667				
		60,719	63,475	65,375	65,375	
		45,978				
		49,204	51,427			
					56,689	
					64,425	65,375
		46,667	50,676			
					57,535	58,380
						65,375
		46,719	49,402			

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Kentucky-American Water Company

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Non-Salary

Job	2020	2021	2022	2023	2024	2025
				60,552		
					64,206	
				65,887	68,862	68,862
			49,204			
			49,204	51,427		
					56,689	
					64,425	65,375
			70,898	74,103	76,316	76,316
			56,376		58,360	60,406
				50,112	53,655	
				55,332	57,483	59,779
				50,926	52,973	
					65,375	65,375
				70,209	73,372	73,372
					74,103	
					49,263	51,605
					51,942	52,973
					76,400	77,527
					75,210	76,316
					54,288	
					49,506	50,237
					50,237	50,237
					52,973	52,973
					50,237	50,237
						59,508
						72,788
						52,973
						52,973
						77,527
						45,936
						50,237
						52,973
						45,936
						45,936
						45,936
						52,973
						76,316

Kentucky-American Water Company**Case No. 2025-00122****2020 Service Company Labor Allocations and Position Titles**

Total 2020 Service Company Labor (incl. benefits) Allocation to Kentucky-American	\$5,969,509
Total 2020 Service Company Performance Pay Allocation to Kentucky-American	\$1,175,412
Total 2020 Service Company Labor Allocation to Kentucky-American	\$7,144,921

Employee Number**Position Title**

60005126	Tax Accountant IV
60003319	Senior Technologist
60003814	Senior Technologist
60005801	Operator, Integrated Operations Center
60000992	Senior Technologist II
50302498	Admin Asst IV Rates & Regulatory (N)
60003373	Senior Technologist
60002299	Principal Technologist II
50326971	Regulatory Analyst
50564924	Associate Director Technology Governance
50231146	Accountant II Cash Management
60001437	Technologist
50392907	Sr Eng Auto & Controls (SCADA)
60003535	Senior Technologist
60005800	Operator, Integrated Operations Center
50363548	Exec Asst to EMT
50604492	Sr Technology Expense Analyst
60005180	Intern Admin
60003682	Learning Designer
60003061	Senior Technologist
60003119	Sr Buyer
60002012	Learning Designer
3003464	Cash Management Specialist II (N)
60001553	Senior Technologist
60002411	Sr Financial Analyst
50433360	Sr Dir Internal Communication
3017934	Tax Accountant Lead
60002040	Tax Specialist II
50396021	Specialist, Physical Security
60002302	Principal Technologist
60002856	Scientist
60003265	Scientist

60001789	Principal Technologist
60003184	Manager, Plant Accounting
60002395	Sr. Buyer
60005607	Intern
51000469	Sr Technology Expense Analys
60005548	Assoc Dir, Software Product Engineering
50325156	Sr Dir Budget Int Rprtng & Rev Analytic
60001658	Infrastructure Engineer
60002787	Accountant I
50027598	Sr. Manager Regulatory Services
50220148	Category Manager
60005301	Associate Director, Digital Security
60005585	SVP, Corporate Tax, Accounting Technolog
60005799	Sr. Operator, Integrated Operations Cent
60003039	Sr Category Lead
60002484	Principal Technologist II
60005640	Principal Technologist II
60003249	Principal Software Engineer
3016148	Principal Scientist
60005710	Principal- Quality Assurance
60001180	Buyer
60005804	Sr. Operator, Integrated Operations Cent
60001562	Principal Technologist II
50405288	Senior Supply Chain Support Analyst
60003561	Software Engineer
60000970	Principal Infrastructure Engineer
50449965	Accounts Payable Specialist II (N)
60001204	Accountant III
60001325	Accounts Payable Specialist I (N)
50333201	Accountant IV
50062328	Cash Management Specialist II (N)
60005732	Coordinator, Health and Safety
50566912	EAM Project Manager
50099158	Sr. Manager Regulatory Services
50383035	Principal Technologist
60005337	Principal Procurement Specialist
60003749	Intern Admin
60005277	VP Regulated Business Development
60005775	Senior Business Process Consultant
60003160	Senior Technologist
60005394	Program Manager - Strategic Planning
60002356	Tax Accountant Lead
18611053	Sr EAM Project Manager
50550472	Senior Program Coordinator
60003556	Exec Asst to EMT (N)
60003395	Supply Chain Support Analyst
50069219	Dir Technology Expense Management

3016948	Sr. Dir Fin Analysis & Decision Support
60005261	Sr Category Lead
60005796	Operator, Integrated Operations Center
18506755	Cash Management Specialist III (N)
50085802	Sr Analyst Client Technology ITS
3000457	Sr. Regulatory Analyst
60005654	Intern Admin
24013971	Mgr Cust Comm (State)
50634743	Tax Accountant III
60001984	Accts Payable Specialist I (N)
60003765	Sr Bus Process Consul
60005802	Operator, Integrated Operations Center
60001976	Financial Analyst III
60001695	Specialist, Physical Security
60002495	Accountant III
60001712	Sr Analyst Client Technology I
60005795	Supervisor, Integrated Operations Center
60003839	Scientist
50438106	Operations Specialist
50011032	Accountant III
3017979	Accounts Payable Specialist I (N)
50387614	Sr. Mgr Internal Audit
50343492	VP, Customer Service & Solutions
60000549	Principal Reg Analyst
60001793	Financial Analyst IIB
50323974	Principal Product Manager
60001955	Accts Payable Spec II
50383273	Mgr Accounting Operations
60003584	Software Engineer II
60005505	Financial Analyst IIB
60002634	Senior Software Engineer
3017573	Sr Mgr Supply Chain Support
3002566	Divisional Controller
60005353	Senior Infrastructure Engineer II
60005332	Sr EAM Project Manager
18709966	SVP Communications & External Affairs
60002640	Senior Software Engineer
3017515	Accounts Payable Specialist III (N)
50654149	Software Engineer
60005478	Software Engineer
60001010	Mgr I Accounting
60005432	Regulatory Specialist / Database Librari
60005146	Software Engineer
50115035	Reliability Eng Manager
50200813	Financial Analyst III
51000567	Sr Engineering Project Manager
60002002	EAM Project Mgr

50248959	Category Manager
50414550	Contracts Manager
60005803	Sr. Operator, Integrated Operations Cent
60005887	Infrastructure Engineer
60003829	Multimedia Specialist- 4
50485334	Technologist
60006035	Infrastructure Engineer
50541813	Sr Reliability Engineering Analyst
50146191	Sr Category Lead
51000271	Dir Acquisitions
50480255	Senior Technologist
50568165	Supervisor Cash Management
60005798	Operator, Integrated Operations Center
3017576	Sr EAM Project Manager
60005794	Supervisor, Integrated Operations Center
60002347	Accountant III
60003803	Senior Technologist
50427029	Sr Hydrogeologist
50566916	Sr Buyer
60003587	Software Engineer
60005580	AP Specialist
50077256	Mgr Cash Management
60003381	Software Engineer II
60003323	Senior Technologist
60003414	Senior Technologist II
50289586	Mgr Budgeting & Intl Reporting
60003761	Senior Infrastructure Engineer
60003412	Senior Infrastructure Engineer II
60005914	Specialist, Physical Security
60003804	Accountant IV
60003760	Senior Technologist
50566911	Sr Manager Regulatory Servs
60005341	EAM Project Mgr
60003171	Tax Accountant II
60005056	Program Manager - Strategic Planning
60005711	Infrastructure Engineer II
60002503	Senior Technologist II
50090809	Sr Tech Client Technology ITS
60002295	Financial Analyst IIB
60003815	Software Engineer
50239365	Accounts Payable Specialist II (N)
50499769	Accountant II
50409428	Financial Analyst III
50233830	Senior Regulatory Analyst
10000229	SVP Midwest Division
60005457	Mgr Health and Safety Programs
60005516	Sr Specialist Safety

60005258	Senior Product Manager
50654123	Internal Auditor II
60002630	Technologist
50409494	Dir, Corporate Strategy
60001252	Program Manager Source Water Protection
50437054	Internal Auditor III
50649586	Sr Dir, Asset Mgmt-Metering&Oper System
50477607	Infrastructure Engineer
50244425	Tax Specialist II
50164869	VP, Business Development Strategy
50575289	Sr Tech Client Technology ITS
50408293	Infrastructure Engineer
50444433	Senior Product Manager
60003771	VP Technology
60003603	Software Engineer
60003659	Senior Scientist
18507125	Divisional Controller
60003542	Admin Assistant - Staff Support
60003411	Principal Infrastructure Engineer
3018062	Project Mgr, Operational Excellence
60005157	Sr Specialist Safety
60003453	Software Engineer
60005108	Senior Scientist
60001943	Learning Consultant
60005099	Principal Program Coordinator
60003079	Senior Technologist II
60003468	Technologist
9015412	Mgr Automation & Controls (SCADA)
17003587	VP Regulatory Services
60005352	Technologist II
51000264	Tech Client Tech ITS MBB
50551406	Sr EAM Project Manager
18623214	Analyst - Tariff Administration
60003416	Software Engineer II
60005053	Senior Technologist
60003262	Software Engineer
60005303	Technologist
60005599	Supply Chain Support Analyst
18504371	Sr Dir, Environmental Leadership
60005385	Intern
3002816	Sr Dir, Eng Tech Services&Water Research
60003698	Senior Technologist
60005469	Supply Chain Bus Intelligence Analyst
60001025	Director, Health and Safety
60005197	Software Engineer
60002027	Chief Procurement Officer
50325108	Sr EAM Project Manager

18505541	Sr VP, Chief Enviro & Ops Excellence
60005265	Accountant III
60001002	Sr Technology Expense Analys
60003586	Software Engineer
60005681	Principal Technologist
60003743	Senior Technologist
60005491	Software Engineer II
60002824	Senior Technologist II
50570375	Supvr Accounts Payable
60003404	President Large1 State
60002363	Principal Bus Analys PyrII/HR
50622593	Principal Technologist II
60002588	Dir Learning & Dev.
50654047	Senior Infrastructure Engineer
60005181	Software Engineer
60000999	Accountant III
60000244	Sr EAM Project Manager
50437991	Principal Software Engineer
60003083	Senior Technologist II
60003372	Principal Software Engineer
60005260	Senior Software Engineer .NET
18678039	Sr Manager, EAM
60002180	Sr Dir, Digital Finance
60000527	Infrastructure Engineer
50042211	Sr Mgr, EAM
60005921	Senior Software Engineer II
50615229	Accountant II
60002863	Scientist
24007585	Financial Analyst III
60003580	Accountant II
60003799	HR Business Partner
60003534	Intern
50031364	EVP & COO
51000192	Tech Client Tech ITS MBB
60002813	Software Engineer
60003709	Contracts Manager
50247296	Accounts Payable Specialist III (N)
60001244	Sr. Buyer
50615230	Principal Regulatory Analyst
60005025	Accountant I (N)
50305215	Dir, Env Health & Safety Audit
60005503	Software Engineer
50305173	Principal Business Process Consultant
50429620	Divisional Controller
60001515	Tech Client Technology ITS
50408283	Infrastructure Engineer
60000988	Principal Infrastructure Engineer II

60002915	Senior Technologist
60003264	Project Mgr, Enterprise Environmental WQ
60005718	Divisional Controller
60001907	Learning Designer
60000933	VP Treasurer
50199914	VP, Corporate Business Development
51000182	Technology Procurement Analyst
60001076	Senior Infrastructure Engineer
60001256	Senior Technologist II
18508241	Cash Management Specialist II (N)
60001485	Specialist, Physical Security
60005334	Senior Infrastructure Engineer
50201217	Senior Software Engineer
60003124	Hydrogeologist
60003687	Admin Assistant -Staff Support
60005185	Sr Specialist Health & Safety
60002847	Technologist
60005357	Senior Technologist II
60003484	Talent Acquisition Partner
3001971	Lead Client Technology ITS
60001739	Manager, Integrated Operations Center
50491468	Mgr I Accounting
60005284	Software Engineer
50506035	Sr. Mgr, Financial Services
60005909	Coordinator - Physical Security
60002819	Technologist II
60001719	Divisional Controller
50547633	Senior Software Engineer
50441512	Principal Business Consultant
60003178	Supervisor - Tax
50655731	Principal Product Manager
60001396	Accounts Payable Specialist I (N)
60001401	Financial Analyst III
50028532	Senior Technologist
60003672	Software Engineer
60002166	VP Labor Relations & Community Developme
50323977	Principal Technologist
60005177	Technical Internal Comm Mgr
50217359	Program Mgr, Corporate Giving
60001302	Software Engineer
9004446	Sr Analyst Client Technology ITS
60005152	Software Engineer - Java
60005842	Intern Admin
60005427	Intern - Tax
60002599	Senior Technologist
60001254	AP Specialist
60005652	Intern Admin

50299166	Engineering Practice Lead
50043538	Mgr Ext Affairs (State)
60003266	Software Engineer
50520762	Principal Product Manager II
60005271	Intern Admin
60002301	VP Safety & Leadership
60003261	Technologist II
60003450	Accountant I (N)
3000131	Principal Regulatory Analyst
60005360	Financial Analyst IIB
60005448	Scientist
50346905	Accountant III
50026042	Senior Analyst - Tariff Administration
50273031	Principal Regulatory Analyst
60003240	Principal, Corporate Finance
60002576	Software Engineer II
60001373	Internal Auditor II
60005426	Senior Software Engineer- Java
60002697	Senior Infrastructure Engineer II
60005827	Senior Technologist II
60005472	Software Engineer
60003175	Software Engineer II
60005797	Supervisor, Integrated Operations Center
60003310	Technologist II
60003654	Software Engineer
50395995	Mgr Cust Comm (State)
50063939	Exec Asst (N)
3000003	Principal Regulatory Analyst
3000143	Financial Analyst III
18506683	Sr Mgr, EAM
60005742	Principal Business Analyst
60001268	Principal Technologist
22000088	Sr. Manager Regulatory Services
3016456	Project Manager Operations
60005722	Associate Director Technology Operations
60003260	Software Engineer
60005067	Fin Analyst IIA
60003100	Webmaster
60005054	Software Engineer
60003604	Software Engineer
50348193	Principal Technologist II
60005401	Project Manager- BD
60003263	Senior Product Manager II
18712954	Consultant (PT) Environmental WQ Project
60005519	AI Researcher
60002355	Sr SC Business Intelligence Analyst
50516281	Principal Product Manager

60003575	Software Engineer
60002780	Director Rates and Regulatory
50552976	Principal Product Manager
60003731	Senior Product Manager
60002779	Senior Software Engineer
60005386	Senior Infrastructure Engineer
50112416	Sr Reliability Engineering Analyst
60005517	Associate Director - Product Management
60002216	Dir Copr Procurement Categories
50502025	Sr Reliability Engineering Analyst
3016513	Senior Product Manager II
60003415	Software Engineer
50596877	Senior Mgr BIRS Revenue Analytics
60005195	Intern
60001980	Buyer
60003139	Sr. Dir External Communication
50638325	Technologist
60005373	Infrastructure Engineer
60005289	Senior Infrastructure Engineer
60002799	Transactional Buyer
60000830	Senior Technologist II
50345804	Principal Regulatory Analyst
3017835	Mgr, Learning & Development
50369122	Accounts Payable Specialist I (N)
50539667	Senior Software Engineer
60002637	Senior Software Engineer
60003311	Software Engineer
17003640	Transactional Buyer
60005506	Technologist II
60003259	Principal Software Engineer
60002668	Software Engineer II
60005454	Intern - Tax
60005279	Senior Technologist
60005089	Senior Technologist
50305144	Chief Digital Infrs & Sec Officer
60005162	Infrastructure Engineer II
50305073	Sr Supvr Operations
60002882	Talent Acquisition Partner
60005161	Senior Software Engineer- Java
60002525	Sr. Buyer
50111360	Admin Asst IV Rates & Regulatory (N)
50481432	Sr Principal, Finance
60002188	Mgr Budgeting & Int Reporting
50616321	Environmental Program Lead
60003747	Software Engineer
60003669	Associate Technology Expens
50584125	Senior Product Manager II

50654056	Principal Product Manager
60000843	Principal Technologist II
60003577	Software Engineer
50031722	VP Internal Audit
60005144	Senior Technologist
50425924	Accounts Payable Specialist II
60005151	Principal Software Engineer
50323981	Sr Engineering Project Manager
60000860	Lead Client Technology ITS
60001282	Sr Category Lead
60005854	Intern Admin
50114015	Infrastructure Engineer
60002887	Manager Corporate Communications
3017395	Accountant II
50412396	Chief Digital Technology Enablement Offi
60000898	Sr Buyer
3017514	Treasury Analyst III ShortTerm Financing
60003553	Supervisor - Tax
60000769	Sr. Operator, Integrated Operations Cent
60005145	Senior Technologist: SAP “ App Lead
60005055	Senior Technologist
60005350	Senior Software Engineer II
60006072	Sr Analyst Client Technology ITS
50049784	Sr Mgr, Operational Excellence
50557980	Project Mgr, Enterprise Environmental/WQ
50544666	Sr Technical Architect ITS
60001659	Senior Technologist
60003531	Sr Bus Process Consul
60001810	Chief Information Officer
60005951	Director Rates and Regulatory
50080217	Accountant III
60002177	Mgr External Affairs (Corp)
60000613	Mgr Sup Chain Bus Perf
60001135	Supply Chain Business Intelligence Analy
50297720	Accountant IV
60005312	Principal Regulatory Analyst
50552234	Senior Technologist
50332082	Accountant II Cash Management
17003513	Sr Analyst Client Technology ITS
60003483	Compensation Analyst
60000133	Sr Manager Procurement - RG
60001071	Sr Manager Procurement
18505111	Sr EAM Project Manager
60003110	Director State Procurement
60005504	Senior Infrastructure Engineer
50434554	Regulatory Analyst
50344468	Senior Technologist

3018478	Sr. Dir Business Development, Com & EA
50257564	Health & Safety Programs Ope
60005655	Intern Admin
60005402	Program Manager - Strategic Planning
60000996	Financial Analyst III
60002684	Senior Technologist
50606394	Mgr Business Dev
60003330	Project Mgr, Enterprise Environmental WQ
50376817	Executive Projects Coord
60003396	Senior Technologist
60003742	Software Engineer
60002992	Technologist
60005564	Intern Admin
60002636	Senior Technologist
3002229	Accounts Payable Specialist I (N)
18508195	Accounts Payable Specialist II (N)
50575288	Sr Technology Expense Analyst
3002531	Sr. Director Regulatory Services
18648403	Cash Management Specialist III (N)
50270557	Sr EAM Project Manager
60003736	Senior Technologist
18507643	Sr. Manager Regulatory Services
50196563	Principal Scientist
50036510	Senior Infrastructure Engineer
60001319	Senior Infrastructure Engineer II
50405291	Tax Accountant Lead
60003476	Financial Analyst III
24006956	Supply Chain Support Analyst
50270528	Lead Client Technology ITS
60005456	Software Engineer
60005748	Accountant I (N)
60001525	Mgr, Learning & Development
60003755	Intern Admin
24007249	Sr Regulatory Revenue Analyst
50097960	Accountant III
60002242	Sr Mgr, Nat'l Supplier Diversity
3017840	Principal Regulatory Analyst
60003525	Senior Software Engineer II
60003681	Intern
50075099	Category Manager
60005653	Intern Admin
50525790	Principal - BIRS
50493791	Senior Program Coordinator
60002170	Learning Systems Specialist
60003457	Software Engineer II
60001514	Principal Product Manager II
60002293	Supply Chain Support Analyst

60003417	Senior Software Engineer II
60005889	Scientist
24007076	Transactional Buyer
60005459	Software Engineer

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Kentucky-American Water Company**Case No. 2025-00122****2021 Service Company Labor Allocations and Position Titles**

Total 2021 Service Company Labor (incl. benefits) Allocation to Kentucky- American	\$6,109,775
Total 2021 Service Company Performance Pay Allocation to Kentucky-American	\$1,480,231
Total 2021 Service Company Labor Allocation to Kentucky-American	\$7,590,006

Employee Number**Position Title**

60003319	Senior Technologist
60003814	Senior Technologist
60005801	Operator, Integrated Operations Center
60000992	Principal Technologist
50302498	Admin Asst IV Rates & Regulatory (N)
50326971	Senior Regulatory Analyst
60006549	Technologist
50564924	Associate Director Technology Governance
50231146	Accountant II Cash Management
60001437	Senior Technologist
50392907	Sr Eng Automation & Controls (SCADA)
60003535	Senior Technologist
60005800	Operator, Integrated Operations Center
50604492	Sr Technology Expense Analyst
60003682	Learning Designer
60003061	Senior Technologist
60003119	Sr Buyer
60006372	Principal Project Manager
60002012	Learning Designer
3003464	Cash Management Specialist II (N)
60006550	Senior Manager, Business Analysis
60001553	Senior Technologist
60006834	Sr Financial Analyst
50433360	Sr Dir Internal Communication
60005109	Accountant II
60006237	Supply Chain Support Analyst
3017934	Tax Accountant Lead
60002040	Tax Specialist II
50396021	Specialist, Physical Security
60002302	Principal Technologist II
60002856	Scientist
60003265	Scientist

60001789	Principal Technologist
60003184	Sr. Manager, Plant Accounting
60005607	Intern
60006677	Financial Analyst
51000469	Sr Technology Expense Analys
60005548	Assoc Dir, Software Product Engineering
50325156	Sr Dir Budget Int Rprtng & Rev Analytic
60001658	Infrastructure Engineer
60002787	Accountant I
50027598	Director Rates and Regulatory
50220148	Category Manager
60005301	Associate Director, Digital Security
60005585	SVP, Corporate Tax, Accounting Technolog
60005799	Sr. Operator, Integrated Operations Cent
60002484	Director , Data Analytics & Data Managem
60006303	Sr. Manager Regulatory Services
60005940	Tax Accountant Lead
3016148	Principal Scientist
60005710	Principal- Quality Assurance
60001180	Buyer
60005804	Sr. Operator, Integrated Operations Cent
60001562	Principal Technologist II
50405288	Senior Supply Chain Support Analyst
60003561	Software Engineer
60000970	Principal Infrastructure Engineer
50449965	Accounts Payable Specialist II (N)
60001204	Accountant III
50333201	Accountant IV
50062328	Cash Management Specialist II (N)
60006445	Intern Admin
60005732	Coordinator, Health and Safety
50566912	Sr EAM Project Manager
50099158	Director Rates and Regulatory
50383035	Expert Technologist
60005277	Vice President of Business Development a
60005775	Senior Business Process Consultant
60003160	Senior Technologist
60005394	Program Manager - Strategic Planning
60002356	Tax Accountant Lead
18611053	Sr EAM Project Manager
50550472	Senior Program Coordinator
60003556	Exec Asst to EMT (N)
60003395	Transactional Buyer
50069219	Dir Technology Expense Management
60005261	Sr Category Lead
60005796	Operator, Integrated Operations Center
18506755	Cash Management Specialist III (N)

50085802	Lead Client Technology ITS
3000457	Sr. Regulatory Analyst
24013971	Mgr Cust Comm (State)
60006110	Sr. Manager, Plant Accounting
50634743	Tax Accountant III
60001984	Accountant I (N)
60006720	Director - Tax Reporting and Compliance
60003765	Sr Bus Process Consul
60005802	Operator, Integrated Operations Center
60001976	Sr. Manager Acquisitions
60001695	Specialist, Physical Security
60002495	Accountant III
60001712	Lead Client Technology ITS
60005795	Supervisor, Integrated Operations Center
60003839	Scientist
50438106	Technology Expense Analyst
50011032	Supvr, Cash Accounting
3017979	Accounts Payable Specialist I (N)
50387614	Sr. Mgr Internal Audit
50343492	VP, Customer Service & Solutions
60000549	Principal Reg Analyst
50323974	Principal Product Manager
60001955	Accts Payable Spec II
60003461	Internal Auditor III
60006624	Operational Technology Support Specialis
50383273	Sr. Manager, Accounts Payable
60005505	Financial Analyst IIB
60002634	Senior Software Engineer
3017573	Sr Mgr Supply Chain Support
3002566	Divisional Controller
60005353	Senior Infrastructure Engineer II
60006346	Senior Manager, Business Hyperautomation
60001948	Sr Specialist Payroll (N)
60005332	Sr EAM Project Manager
60006914	Principal Financial Analyst
18709966	SVP Communications & External Affairs
60002640	Senior Software Engineer II
3017515	Accounts Payable Specialist III (N)
60006451	Specialist, Technology Field Services
50654149	Software Engineer
60006629	Infrastructure Engineer
60006371	Senior Project Manager
60001010	Mgr I Accounting
60005432	Regulatory Specialist / Database Librari
60005146	Software Engineer
50115035	Reliability Eng Manager
60002002	Sr EAM Project Manager

50248959	Category Manager
50414550	Legal Operations Manager
60005803	Sr. Operator, Integrated Operations Cent
60005887	Infrastructure Engineer
60003829	Multimedia Specialist- 4
50485334	Technologist
60006035	Infrastructure Engineer
60006683	Financial Analyst
50541813	Sr Reliability Engineering Analyst
60006507	Intern Admin
50146191	Sr Category Lead
51000271	Dir Acquisitions
50480255	Senior Technologist
50568165	Mgr Cash Management
60005798	Operator, Integrated Operations Center
3017576	Sr EAM Project Manager
60005794	Supervisor, Integrated Operations Center
60002347	Accountant III
60003803	Senior Technologist
50427029	Sr Hydrogeologist
50566916	Sr Buyer
60003587	Software Engineer
60005580	AP Specialist
60006355	Transactional Buyer
60003323	Senior Technologist
60003414	Senior Technologist II
60003684	Sr Specialist Payroll (N)
60003761	Senior Infrastructure Engineer
60003412	Senior Infrastructure Engineer II
50315421	Principal Regulatory Analyst
60005914	Specialist, Physical Security
60003804	Accountant IV
60003760	Senior Technologist
50566911	Sr Manager Regulatory Servs
60005341	EAM Project Manager
60003171	Accountant III
60005056	Program Manager - Strategic Planning
60005711	Infrastructure Engineer II
60006348	Lead, Quality Assurance
60002503	Senior Technologist II
50090809	Sr Tech Client Technology ITS
60003815	Software Engineer
50239365	Accounts Payable Specialist II (N)
50499769	Accountant II
50409428	Financial Analyst III
50233830	Principal Regulatory Analyst
10000229	President, Regulated Operations & MSG

60005457	Mgr Health and Safety Programs
60005516	Sr Specialist Safety
60005258	Senior Product Manager II
50654123	Internal Auditor II
60002630	Software Engineer II
50409494	Dir, Corporate Strategy
60001252	Sr. Project Manager Env & WQ
50437054	Internal Auditor III
50649586	Sr Dir, Asset Mgmt-Metering&Oper System
50477607	Senior Specialist, Physical Security
50244425	Tax Specialist II
60006628	Accountant
60006817	Accountant
50164869	VP, Business Development Strategy
50575289	Sr Tech Client Technology ITS
50408293	Specialist, Physical Security
50444433	Senior Technologist
60003771	VP, Enterprise Technology Solutions
60003603	Software Engineer II
60003659	Senior Scientist
60006366	Sr Accountant
60003369	Sr Category Lead
60006597	Business Process Specialist II
60003542	Admin Asst - Staff Supp (N)
60006370	Senior Project Manager
60006325	Content Creator/Curator
3018062	Project Mgr, Operational Excellence
60005157	Mgr Health and Safety Programs
60005108	Senior Scientist
60001943	Learning Consultant
51005185	Principal Infrastructure Engineer
60005099	Principal Program Coordinator
60003079	Senior Technologist II
60003468	Technologist
9015412	Mgr Automation & Controls (SCADA)
17003587	VP Regulatory Services
60005352	Technologist II
51000264	Sr Analyst Client Technology ITS
50551406	Sr EAM Project Manager
18623214	Analyst - Tariff Administration
60003416	Software Engineer II
60005053	Senior Technologist
60006806	Enterprise Architect
60005599	Supply Chain Support Analyst
18504371	Sr Dir, Environmental Leadership
60005385	Intern
60001552	Sr Analyst Client Technology ITS

50171199	Sr Mgr Internal Audit
60003698	Senior Technologist
60005469	Supply Chain Bus Intelligence Analyst
60001025	Director, Health and Safety
60005197	Software Engineer
60002027	Chief Procurement Officer
50325108	Sr EAM Project Manager
18505541	SVP, Chief Operational Excellence & Safe
60005265	Accountant III
60001002	Sr Technology Expense Analys
60003586	Software Engineer
60005681	Principal Technologist
60006807	IT Business Relationship Manager
60003743	Senior Technologist
60002824	Senior Technologist II
60001395	Tax Accountant Lead
60006516	Associate Director, Delivery Management
50570375	Supvr Accounts Payable
50622593	Associate Director - Platform
60002588	Dir Learning & Dev.
50654047	Manager Physical Security
60005181	Software Engineer
60001403	Sr Analyst Client Technology ITS
60000999	Accountant III
60000244	Sr EAM Project Manager
50437991	Principal Technologist II
60003083	Senior Technologist II
60003372	Principal Software Engineer
18678039	Sr Mgr, EAM
60006856	Internal Auditor II
60002180	Sr Dir, Digital Finance
60000527	Specialist, Physical Security
3018180	Sr Analyst Prfmc Rptng CSC (N)
50042211	Sr Mgr, EAM
60006608	Principal Plant Analyst
60005921	Senior Software Engineer II
60005929	Intern Admin
50615229	Accountant II
60002277	Analyst - Tariff Administration
60002863	Scientist
51000192	Tech Client Technology ITS
60002813	Software Engineer II
60003709	Mgr, Contracts
51000521	Infrastructure Engineer
50247296	Accounts Payable Specialist III (N)
60001244	Sr. Diversity Program Lead
60006185	Principal Business Consultant

50615230	Principal Regulatory Analyst
60006209	Principal Regulatory Analyst
50305215	Dir, Env Health & Safety Audit
60005503	Software Engineer
50218969	Accountant III
50429620	Divisional Controller
60001515	Tech Client Technology ITS
50408283	Specialist, Physical Security
60000988	Associate Director - Physical Security &
60002915	Senior Technologist II
60003264	Project Mgr, Enterprise Environmental WQ
60005718	Divisional Controller
60001907	Learning Designer
60000933	VP Treasurer
50199914	VP Chief M&A Counsel
51000182	Technology Procurement Analyst
60001076	Senior Program Coordinator
60001256	Senior Technologist II
18508241	Cash Management Specialist II (N)
60001485	Specialist, Physical Security
60005334	Senior Infrastructure Engineer
50201217	Senior Software Engineer
60003124	Associate Hydrogeologist
60005185	Sr Specialist Health & Safety
60002847	Technologist
60006902	Financial Analyst IIA
60006996	Specialist, Technology Field Services
60005357	Senior Technologist II
3001971	Lead Client Technology ITS
60001739	Manager, Integrated Operations Center
50491468	Mgr I Accounting
60005284	Software Engineer
50506035	Sr. Mgr, Financial Services
60005909	Coordinator - Physical Security
60006744	Scientist
60002819	Technologist II
60001719	Divisional Controller
50547633	Senior Software Engineer
50441512	Principal Business Process Consultant
60003178	Mgr Tax Reporting & Compliance
50655731	Principal Product Manager
60001396	Accounts Payable Specialist I (N)
60001401	Financial Analyst IV
50028532	Senior Technologist
60003672	Software Engineer II
60002166	VP, Labor Affairs and Community Engageme
50323977	Principal Technologist II

50217359	Program Mgr, Corporate Giving
60001302	Software Engineer II
60005152	Software Engineer - Java
60005842	Intern Admin
60002599	Senior Technologist
50299072	Exec Asst (N)
60001254	Project Analyst
50299166	Engineering Practice Lead
3000204	SVP, Chief Enviro Officer & NJAW Preside
60003624	Tech Client Technology ITS
60003266	Software Engineer II
60002301	VP Safety Leadership
60003261	Technologist II
3000131	Principal Regulatory Analyst
60003588	Admin Assistant-Staff Support
60005360	Financial Analyst IIB
60005448	Scientist
50273031	Principal Regulatory Analyst
60003240	Principal, Corporate Finance
60002576	Software Engineer II
60001373	Internal Auditor II
60005426	Senior Software Engineer II
60002697	Senior Infrastructure Engineer II
60002904	Spec Wtr Qlty & Env Compl II
60005827	Senior Technologist II
60005472	Software Engineer
60006113	Contract Analyst
60003175	Software Engineer II
60005797	Supervisor, Integrated Operations Center
60003310	Technologist II
60003654	Technologist
50395995	Mgr Cust Comm (State)
60001167	Mgr Investment Rec/Inventory
50063939	Exec Asst (N)
3000003	Principal Regulatory Analyst
3000143	Financial Analyst III
18506683	Sr Mgr, EAM
60005742	Principal Business Analyst
60001268	Principal Technologist
22000088	Sr. Manager Regulatory Services
3016456	Project Manager Operations
60005722	Associate Director Technology Operations
60003260	Software Engineer
60005067	Fin Analyst IIA
60003100	Webmaster
60003490	Tech Client Technology ITS
60005054	Software Engineer

60003604	Software Engineer
50348193	Director , IT Architecture & Innovation
60005401	Project Mgr Bid Development
60003263	Principal Product Manager
60002164	Accountant II
60006690	Senior Project Manager
60005519	AI Researcher
60002355	Sr SC Business Intelligence Analyst
50516281	Principal Product Manager
60003575	Software Engineer
60002780	Director Rates and Regulatory
50552976	Principal Product Manager
60005386	Senior Infrastructure Engineer
50112416	Sr Reliability Engineering Analyst
60005517	Associate Director - Product Management
60002216	Dir Copr Procurement Categories
50502025	Sr Reliability Engineering Analyst
60000344	Senior Infrastructure Engineer
60005205	Sr. Payroll Specialist
50596877	Senior Mgr BIRS Revenue Analytics
60005195	Accountant I (N)
51005283	Infrastructure Engineer
60001980	Buyer
60003139	Sr. Dir External Communication
50638325	Technologist
60005373	Specialist, Physical Security
60005289	Senior Infrastructure Engineer
60002799	Buyer
60000830	Senior Technologist II
50345804	Principal Regulatory Analyst PT
3017835	Mgr, Learning & Development
50369122	Accounts Payable Specialist I (N)
50539667	Senior Technologist II
60002637	Principal Software Engineer
60003311	Software Engineer II
17003640	Transactional Buyer
60005506	Technologist II
60003259	Principal Software Engineer
60005454	Intern - Tax
60005279	Senior Technologist
60005089	Senior Technologist
50305144	VP, Digital Infrastructure & Security
60006867	Software Engineer II
60006946	Scientist
60005162	Infrastructure Engineer II
60006387	Financial Analyst
50305073	Sr EAM Project Manager

60005161	Senior Software Engineer- Java
50481432	Sr Principal, Finance
60002188	Mgr Budgeting & Int Reporting
50616321	Sr EAM Project Manager
60006412	Director Rates and Regulatory
60003669	Associate Technology Expens
50584125	Senior Product Manager II
60005927	Intern Admin
60000843	Director , Business Partnership & Delive
60003577	Software Engineer II
50031722	VP Internal Audit
60005144	Senior Technologist
50425924	Accounts Payable Specialist II
60005151	Principal Technologist
50323981	Sr Engineering Project Manager
60000860	Principal Client Technology
60001282	Sr Category Lead
60006231	Intern Admin
50114015	Infrastructure Engineer
3017395	Accountant III
50412396	VP, Technology Strategy & Governance
50366974	Financial Analyst III
60000898	Sr Buyer
3017514	Treasury Analyst III ShortTerm Financing
60003553	Supervisor - Tax
60000769	Sr. Operator, Integrated Operations Cent
60005145	Senior Technologist II
60005055	Senior Technologist
60006877	Operator, Integrated Operations Center
60005350	Senior Software Engineer II
60006072	Sr Analyst Client Technology ITS
50049784	Sr Mgr, Operational Excellence
50557980	Project Mgr, Enterprise Environmental WQ
50544666	Principal Infrastructure Engineer
60003518	Asst Treasurer
60005198	Sr. Payroll Specialist
60001659	Senior Technologist
60003531	Senior Business Process Consultant
60006293	Principal, Operational & Process Control
60005951	Director Rates and Regulatory
50080217	Accountant III
60002177	Mgr External Affairs (Corp)
50084609	Sr Mgr, Treasury
60000613	Mgr Sup Chain Bus Perf
50297720	Accountant IV
60005312	Principal Regulatory Analyst
50552234	Senior Technologist

50332082	Accountant II Cash Management
17003513	Sr Analyst Client Technology ITS
60003483	Compensation Analyst
60000133	Sr Manager Procurement - RG
50420233	Associate Director ,Technology Strategy
60001071	Sr Manager Procurement
18505111	Sr EAM Project Manager
60003110	Director, State Procurement
60005504	Senior Infrastructure Engineer
50434554	Regulatory Analyst
50344468	Senior Technologist II
60005470	Internal Auditor II
60006826	Operator, Integrated Operations Center
60005402	Program Manager - Strategic Planning
60000996	Financial Analyst III
60006465	Infrastructure Engineer II
60002684	Senior Technologist
60003035	Supervisor,Planner
50606394	Mgr Business Dev
50376817	Dir, Operational Excellence
60003742	Software Engineer
60002992	Technologist II
60005564	Intern Admin
60003643	Sr Analyst Client Technology ITS
60001219	Principal Technologist
60002636	Senior Technologist
3002229	Accounts Payable Specialist I (N)
18508195	Accounts Payable Specialist II (N)
50575288	Sr Technology Expense Analyst
3002531	Sr. Director Regulatory Services
18648403	Supvr, Cash Operations
50270557	Sr EAM Project Manager
60003736	Senior Technologist
18507643	Sr. Manager Regulatory Services
50196563	Principal Scientist
50036510	Senior Specialist, Physical Security
60001319	Senior Infrastructure Engineer II
60006528	Principal Business Process Specialist
60003476	Financial Analyst III
50270528	Senior Infrastructure Engineer
60005456	Software Engineer
60005748	Accountant I (N)
60001525	Mgr, Learning & Development
24007249	Sr Regulatory Revenue Analyst
51005358	Principal Infrastructure Engineer
50097960	Accountant III
60002242	Sr Mgr, Nat'l Supplier Diversity

3017840	Sr. Manager Regulatory Services
60006579	Financial Analyst
50404178	Planning Engineer
60003681	Accountant I (N)
50075099	Category Manager
50525790	Principal - BIRS
50493791	Principal Program Coordinator
60002170	Learning Systems Specialist
60003457	Software Engineer II
51000568	Senior Business Analyst
60002293	Supply Chain Support Analyst
60003417	Senior Software Engineer II
60005889	Scientist
24007076	Transactional Buyer
60005459	Software Engineer

Kentucky-American Water Company**Case No. 2025-00122****2022 Service Company Labor Allocations and Position Titles**

Total 2022 Service Company Labor (incl. benefits) Allocation to Kentucky- American	\$5,528,705
Total 2022 Service Company Performance Pay Allocation to Kentucky-American	\$1,373,501
Total 2022 Service Company Labor Allocation to Kentucky-American	\$6,902,206

Employee Number	Position Title
60006996	Specialist, Technology Field Services
60003319	Manager, Advanced Analytics
60003814	Senior Solution Engineer
60000992	Sr Manager, DevSecOps
50302498	Admin Asst IV Rates & Regulatory (N)
50426972	Dir Engineering (Large 2)
60000244	Sr. Program Manager, EAM-GIS
60006549	Technologist
50231146	Accountant
60001437	Senior Technologist
50392907	Sr Eng Automation & Controls (SCADA)
60003535	Senior Technologist
60005800	Sr. Operator, Integrated Operations Cent
50604492	Principal Business Process Specialist
60003682	Content Creator/Curator
60003061	Senior Solution Engineer
60002012	Content Creator/Curator
3003464	Cash Management Specialist II (N)
60006550	Senior Manager, Business Analysis
60001553	Senior Business Process Specialist
60006834	Sr Financial Analyst
50433360	Sr Dir Internal Communication
60005109	Internal Auditor II
60006237	Supply Chain Support Analyst
60007007	Intern Admin
60007827	Coordinator, Health and Safety
3017934	Manager, Tax
60002040	Tax Accountant II
50396021	Specialist, Physical Security
60002302	Associate Director, Enterprise Systems O
60003265	Scientist
60001789	Sr Manager, ESD ERP

60001437	Senior Technologist
60005607	Accountant
60006677	Financial Analyst
60005548	Associate Director, Software Engineering
50325156	Sr Dir Budget, Int Rptg & Rev Analytics
60001658	Senior Infrastructure Engineer
50027598	Sr. Director Rates and Regulatory
50220148	Category Manager
60005301	Director, Cyber Security & Privacy
60005585	SVP, Planning, Regulatory and Financial
60000416	Dir, Eng-Electrical Design & Planning
60005799	Sr. Operator, Integrated Operations Cent
60007501	Intern Admin
60002484	Sr Dir, Data Analytics & Data Management
60006303	Sr. Manager Regulatory Services
3016148	Principal Scientist
60005710	Sr. Manager, Quality Assurance
60001180	Sr Category Lead
60005804	Specialist, Technology Field Services
60001562	Associate Director, Enterprise Systems D
60007413	Supply Chain Business Intelligence Analy
60007497	Senior Project Manager
50405288	Senior Supply Chain Support Analyst
60000970	Sr Manager End Point & Collaboration
50449965	Sr Accounts Payable Specialist
60001204	Sr Accountant
60007441	Technologist
50333201	Principal Regulatory Analyst
50062328	Cash Management Specialist II (N)
60005732	Coordinator, Health and Safety
50566912	Sr EAM Project Manager
50099158	Sr. Director Rates and Regulatory
50383035	Expert Technologist
60005775	Senior Business Process Specialist
60007762	Sr Principal Regulatory Analyst
60002356	Manager, Tax
18611053	Sr EAM Project Manager
60007719	Financial Analyst
60001076	IT Business Relationship Manager
50550472	Senior Business Process Specialist
60008118	Principal Regulatory Analyst
60003556	Exec Asst to EMT (N)
60003395	Transactional Buyer
50069219	Principal Business Process Specialist
3016948	Sr. Dir Finance
60005261	Sr Category Lead
60005796	Operator, Integrated Operations Center

18506755	Cash Management Specialist III (N)
50085802	Sr Specialist, Technical Support - Execu
3000457	Sr. Regulatory Analyst
60005500	Sr. Diversity Program Lead
24013971	Sr Mgr, External Communications
60006110	Sr. Manager, Plant Accounting
50634743	Sr Tax Accountant
60001984	Accountant
60006720	Director - Tax Reporting and Compliance
60003765	Senior Business Process Specialist
60005802	Operator, Integrated Operations Center
60007211	Financial Analyst
60001976	Sr. Manager Acquisitions
60001695	Specialist, Physical Security
60002495	Lead Accountant
60001712	Manager, Technology Field Services
60005795	Supervisor, Integrated Operations Center
60003839	Scientist
50438106	Infrastructure Engineer
50011032	Supvr, Cash Accounting
60002842	Spec Ops Support Cust Rltns
3017979	Associate AP Specialist
50387614	Director, Internal Audit
50343492	VP, Customer Service & Solutions
60000549	Principal Regulatory Analyst
50323974	HR Business Partner
60001955	Sr Accounts Payable Specialist
60003461	Mgr Internal Audit
60006624	Operational Technology Support Specialis
50383273	Sr. Manager, Accounts Payable
60002634	Senior Software Engineer
3017573	Sr Manager Supply Chain Support
3002566	Controller, Operations
60003340	VP Chief Environmental & Safety Officer
60005353	Senior Technologist II
60002801	Buyer
60006346	Senior Manager, Business Hyperautomation
60001948	Sr Specialist Payroll (N)
60005332	Sr EAM Project Manager
18709966	SVP Communications & External Affairs
60002640	Senior Software Engineer II
3017515	Lead Account Specialist
60007840	Senior Technologist
60006451	Specialist, Technology Field Services
50654149	Technologist II
60006629	Infrastructure Engineer
60007339	Procurement Specialist

60006371	Senior Project Manager
60005432	Regulatory Specialist / Database Librari
60006999	Financial Analyst
50115035	Reliability Eng Mgr
60002002	Sr EAM Project Manager
50248959	Category Manager
50414550	Legal Operations Manager
60005803	Sr. Operator, Integrated Operations Cent
60005887	Technologist
60003829	Multimedia Specialist
50485334	Senior Technologist
60006035	Infrastructure Engineer
60006683	Financial Analyst
50541813	Sr Reliability Engineering Analyst
50146191	Sr Category Lead
51000271	Asst Treasurer
50480255	Sr Manager, Data Engineering
50568165	Mgr Cash Management
60007767	Senior Solution Engineer
60005798	Operator, Integrated Operations Center
3017576	Sr Program Manager, Business Performance
60005794	Supervisor, Integrated Operations Center
60003803	Senior Technologist
50427029	Sr Hydrogeologist
50566916	Sr Buyer
60003587	Software Engineer
60006355	Transactional Buyer
60007093	Sr. Manager Acquisitions
60007089	Intern Admin
60003323	Senior Technologist
60003414	Senior Software Engineer II
50289586	Sr Mgr, Treasury
60003684	Sr Specialist Payroll (N)
60003761	Senior Infrastructure Engineer
60003412	Enterprise Architect
50315421	Sr Mgr Rates & Regulatory
60005914	Specialist, Physical Security
60003804	Mgr Accounting Operations
50220274	Specialist, Technology Field Services
60005341	Capital Program Administrator
60003171	Sr Accountant
60005056	Program Manager
60005711	Technologist II
60006348	Lead, Quality Assurance
50090809	Specialist, Technology Field Services
60003815	Technologist
60006987	Intern Admin

50239365	Sr Accounts Payable Specialist
50499769	Sr Accountant
60006914	Principal Financial Analyst
50409428	Supervisor Financial Analyst
50233830	Sr. Manager Regulatory Services
60005457	Mgr Health and Safety Programs
60007588	Sr. Manager, Cyber Security Operations
60005516	Lead Health & Safety Specialist
50538416	Project Manager Operations
50654123	Lead Accountant
50655782	Spec Ops Support Cust Rltns
60002630	Technologist II
60007641	Specialist, Technology Field Services
50427050	Engineering Practice Lead
50437054	Mgr Internal Audit
50649586	Sr Dir, Asset Mgmnt-Metering&Oper System
50477607	Senior Specialist, Physical Security
50244425	Tax Specialist II (N)
60006628	Accountant
60006817	Accountant
50164869	VP, Business Development Strategy
50575289	Specialist, Technology Field Services
50408293	Senior Specialist, Physical Security
50444433	Senior Technologist
60005319	Employee Experience Business Partner
60003603	Lead Software Engineering
24007022	Project Analyst
60003659	Senior Scientist
60006366	Sr Accountant
50297742	Project Manager - Meter Operations
60003369	Sr Category Lead
60006597	Business Process Specialist II
60007569	Associate AP Specialist
24007474	Mgr Customer Relations
60003542	Admin Asst - Staff Supp (N)
60006370	Senior Project Manager
3018062	Project Mgr, Operational Excellence
60005157	Dir Health & Safety (Ops)
60001943	Learning Consultant
60005099	Sr. Manager, PMO
60003079	Enterprise Architect
60003468	Technologist
60007763	Financial Analyst
60007589	Accountant
17003587	VP Regulatory Services
60005352	Senior Technologist
60007232	Associate Project Manager EAM

51000264	Specialist, Technology Field Services
50551406	Sr EAM Project Manager
18623214	Analyst - Tariff Administration
60003416	Software Engineer II
60005053	Senior Technologist
60006806	Enterprise Architect
60005599	Supply Chain Support Analyst
18504371	Sr Dir, Environmental Leadership
60001552	Specialist, Technology Field Services
50171199	Principal Technologist
60007679	Operator, Integrated Operations Center
60005469	Supply Chain Business Intelligence Analy
60007817	Sr. Manager, PMO
60001025	Dir, Health & Safety
60005197	Software Engineer - Java
60002027	Chief Procurement Officer
50325108	Sr EAM Project Manager
18505541	SVP, Chief Operational Excellence & Safe
60005265	Sr Accountant
50655831	CSO Quality Analyst
60001002	Mgr Finance
60003586	Technologist
60001002	Mgr Finance
60002204	Sr Mgr Business Performance
60005681	Sr Manager, Enterprise Systems Operation
60006807	IT Business Relationship Manager
60007405	Principal Business Analyst Payroll/HR
60003743	Senior Solution Engineer
60002824	Senior Technologist II
60001395	Principal Tax Accountant
60006516	Associate Director, Delivery Management
50570375	Supvr Accounts Payable
50622593	Director, Software Engineering & Platfor
50654047	Manager Physical Security
60005181	Senior Software Engineer II
60001403	Manager, Technology Field Services
60007705	Senior Technologist
50437991	Enterprise Architect
60003083	Senior Technologist II
60003372	Principal Software Engineer
60006397	Accountant
18678039	Sr Mgr, EAM
60006856	Internal Auditor II
60000527	Senior Specialist, Physical Security
50042211	Sr Mgr, EAM
60002277	Analyst - Tariff Administration
60006733	Accountant

51000192	Technician, Technology Field Services
3016678	Manager, Tariff Administration
50247296	Legal Operations Coordinator
60006360	Plant Operator
60006185	Principal Business Process Specialist
50589596	WQ & Env Compliance Lead
50615230	Principal Regulatory Analyst
60007537	Sr Procurement Specialist
60006209	Principal Regulatory Analyst
50305215	Dir Env Health & Safety Audit
60005503	Technologist
50218969	Accountant III (PT)
60001515	Sr. Operator, Integrated Operations Cent
50408283	Project Coordinator
60000988	Associate Director - Physical Security &
60007586	Senior Project Manager
60002915	Senior Solution Engineer
60007879	Sr Specialist Payroll (N)
60001907	Content Creator/Curator
60000933	VP Treasurer
50657031	Spec Ops Support Cust Rltns
60001256	Enterprise Architect
60007759	Sr. Operator, Integrated Operations Cent
51000167	Supervisor - Meter Operations
18508241	Cash Management Specialist II (N)
60001485	Specialist, Physical Security
60005334	Senior Infrastructure Engineer
50201217	Senior Software Engineer
60003124	Associate Hydrogeologist
60002847	Technologist
60006902	Financial Analyst IIA
60005357	Senior Solution Engineer
3001971	Sr. Manager, Technology Field Services
60001739	Manager, Integrated Operations Center
50491468	Mgr, Accounting
60005284	Technologist
50506035	Senior Manager, Financial Services
60005909	Business Process Associate
60006744	Scientist
60001719	Controller, Operations
60007552	Dir Acquisitions
50547633	Senior Technologist
50441512	Associate Director Technology Governance
60003178	Sr Manager, General Tax Reporting & Comp
50655731	Principal Project Manager
60001396	Accounts Payable Specialist
60001401	Supervisor Financial Analyst

50028532	Senior Technologist
50323977	Sr Manager, Enterprise GIS
60002901	Dir Health & Safety (Ops)
60007125	Lead Health & Safety Specialist
60005152	Technologist
60005842	Accountant
60002599	Senior Technologist
50299072	Exec Asst to EMT (N)
60001254	EAM Project Manager
3000204	EVP & COO
60003624	Technician, Technology Field Services
60003266	Software Engineer
60001071	Sr Mgr Procurement
50200149	Sr Accountant
60002301	VP Safety Leadership
60003261	Senior Business Process Specialist
3000131	Sr. Manager Regulatory Services
60003588	Sr Specialist Payroll (N)
60005360	Financial Analyst
60002924	Accountant
60002923	Coordinator FRCC U648FC
50273031	Sr. Manager Regulatory Services
60002576	Technologist II
60001373	Regulatory Analyst
60005426	Manager, Software Engineering
60002697	Principal Infrastructure Engineer
60002904	Project Manager, WQ & Env Excellence
60005827	Manager, Enterprise Systems Operations (
60006113	Contract Analyst
60003175	Technologist II
60005797	Supervisor, Integrated Operations Center
60003310	Technologist II
60003654	Technologist
50395995	Sr Mgr, External Communications
50063939	Exec Asst (N)
3000003	Principal Regulatory Analyst
3000143	Sr. Regulatory Analyst
18506683	Sr Mgr, EAM
60005742	Principal Business Analyst
60001268	Principal Solution Engineer
60007701	Financial Analyst IIA
60005722	Associate Director Infrastructure Operat
3016132	Sr Design Engineer
60005067	Financial Analyst
60007272	Senior Infrastructure Engineer
60003100	Webmaster
60007696	Software Engineer

60005054	Software Engineer
50348193	Sr Dir, IT Architecture & Innovation
60005401	Sr Manager, Government and External Affa
60007659	Regulatory Specialist / Database Librari
60002164	Sr Accountant
60006690	Senior Project Manager
60002355	Sr Financial Analyst
50516281	IT Business Relationship Manager
60003575	Software Engineer
60002780	Director Rates and Regulatory
60005386	Senior Infrastructure Engineer
50112416	Sr Reliability Engineering Analyst
60005517	Principal Project Manager
60002216	Dir Corporate Procurement & National Cat
50284062	Manager, Tariff Administration
50502025	Sr Reliability Engineering Analyst
60000344	Senior Infrastructure Engineer
60005205	Sr Specialist Payroll (N)
50596877	Sr Mgr BIRS
60005195	Accountant
50326971	Sr. Regulatory Analyst
60003139	Sr Dir Ext Communications
60005373	Specialist, Physical Security
60005289	Senior Project Manager
60000830	Sr. Manager, Mergers & Acquisitions
60007452	Mgr Int Comm (State)
60006801	Accountant
3017835	Learning Advisor
50369122	Accounts Payable Specialist
50539667	Sr. Manager, API & Integration
60002637	Sr Manager, ESD EAM/MapCall
60007090	Sr Tax Accountant
60003311	Software Engineer II
60005506	Technologist II
60003259	Principal Software Engineer
60005279	Senior Technologist
60005089	Manager - Data Governance
50305144	VP, Digital Infrastructure & Security
60006867	Software Engineer II
60005162	Infrastructure Engineer II
60006387	Financial Analyst
50305073	Sr EAM Project Manager
60006608	Principal Plant Analyst
60005161	Senior Software Engineer- Java
60002188	Principal Regulatory Analyst
50616321	Sr EAM Project Manager
60006412	Director Rates and Regulatory

60003669	Associate Technology Expense Analyst
60007521	Intern Admin
50584125	Senior Business Analyst
60000843	Sr Dir, Business Partnership & Delivery
60003577	Technologist II
60000466	Sr Accountant
50031722	VP, Enterprise Risk and Internal Audit
60005144	Senior Solution Engineer
50425924	Lead Account Specialist
50323981	Sr Engineering Project Manager
60000860	Principal, Technology Field Services
50114015	Technologist
60002887	Executive Projects Coord
3017395	Sr Accountant
60007724	Infrastructure Engineer
50598903	Dir, Integrations
50412396	VP, Technology Strategy & Governance
50366974	Principal Regulatory Analyst
60006946	Scientist
60000898	Sr Buyer
3017514	Sr Treasury Analyst
60003553	Manager, Tax
60000769	Sr. Operator, Integrated Operations Cent
60005145	Sr Manager Data Products
60006877	Operator, Integrated Operations Center
60007491	Lead Account Specialist
60007071	Intern Admin
50049784	Sr Mgr, Operational Excellence
50557980	Manager WQ & Env Compliance
60007828	Accounts Payable Specialist
50544666	Sr. Manager, Infrastructure Operations
60003518	VP, Business Development
60005198	Sr Specialist Payroll (N)
60001659	Senior Business Process Specialist
60003531	Senior Business Process Specialist
60006293	Principal, Operational & Process Control
60007108	Infrastructure Engineer
60005951	Sr. Director Rates and Regulatory
50080217	Sr Accountant
60002177	Mgr External Affairs (Corp)
50084609	Sr Mgr BIRS
60000613	Manager Supply Chain Business Performanc
50297720	Principal Regulatory Analyst
50552234	Senior Technologist
50332082	Accountant
17003513	Specialist, Technology Field Services
50420233	Associate Director ,Technology Strategy

50420131	Sr Design Engineer
60003483	Compensation Analyst
18505111	Sr EAM Project Manager
60003110	Director, State Procurement
60005504	Manager, Network & Telephony
50434554	Sr. Regulatory Analyst
60006269	Associate, Supply Chain Rotational Progr
50344468	Manager Platform Tools
60006847	Accountant
60007018	Intern Admin
60001758	Talent Development Business Partner
60006826	Operator, Integrated Operations Center
60006866	Software Engineer II
60000996	Sr Financial Analyst
60006465	Infrastructure Engineer II
60002684	Senior Technologist
50606394	Mgr Business Dev
50376817	Dir, Operational Excellence
60003742	Technologist
60005378	Mgr Int Comm (State)
60005564	Associate, Supply Chain Rotational Progr
60003643	Specialist, Technology Field Services
60001219	Principal Technologist
60002636	Senior Technologist
24006988	Spec Ops Support Cust Rltns
18508195	Sr Accounts Payable Specialist
50575288	Principal Business Process Specialist
3002531	Sr. Director Regulatory Services
18648403	Supvr, Cash Operations
50270557	Sr EAM Project Manager
60003736	Senior Technologist
18507643	Sr. Manager Regulatory Services
50196563	Principal Scientist
50036510	Senior Infrastructure Engineer
60001319	Principal Infrastructure Engineer
60006528	Principal Business Process Specialist
60003476	Supervisor Financial Analyst
50270528	Senior Infrastructure Engineer
60007000	Software Engineer II
50217359	Mgr, Corporate and Foundation Relations
60005748	Accountant
60001525	Mgr, Learning & Development
50097960	Lead Accountant
60002242	Sr Manager National Supplier Diversity
60006579	Regulatory Analyst
50404178	Planning Engineer
50075099	Category Manager

50525790	Principal BIRS
50493791	Associate Director, Technology Spend Man
60001247	Sr Mgr Procurement
51000568	Senior Business Analyst
60006974	Intern Admin
60005889	Scientist
60000051	Coordinator FRCC U648FC

Kentucky-American Water Company**Case No. 2025-00122****2023 Service Company Labor Allocations and Position Titles**

Total 2023 Service Company Labor (incl. benefits) Allocation to Kentucky-American	\$5,334,625
Total 2023 Service Company Performance Pay Allocation to Kentucky-American	\$1,753,789
Total 2023 Service Company Labor Allocation to Kentucky-American	\$7,088,415

Employee Number**Position Title**

50362144	Sr Dir, HR Operations
3017978	Senior Benefits Specialist
50652115	Retirement Analyst
50546905	Inclusion, Diversity, & Equity Business
60003799	Inclusion, Diversity, & Equity Business
50267313	Labor Relations Business Partner
50397017	HR Coordinator
50415614	Employee Relations Business Partner
50427070	HR Business Partner
50482453	HR Business Partner
50580953	Dir HR Business Partner
50604464	Vice President, External Affairs and Chi
50655098	Sr Dir, HR Operations
60000116	Employee Relations Business Partner
60000281	HR Business Partner
60000981	HR Business Partner
60001148	Employee Relations Business Partner
60001538	HR Business Partner
60001628	Dir HR Business Partner
60001955	HR Coordinator
60002278	Employee Relations Business Partner
60002623	Sr Dir, HR Operations
60002628	Program Mgr, HR Compliance
60002804	Labor Relations Business Partner
60003185	HR Coordinator
60003685	Compensation Analyst
60003753	HR Business Partner
60003770	Labor Relations Business Partner
60003817	HR Business Partner
60003836	HR Business Partner
60005038	HR Business Partner
60005440	Employee Relations Business Partner
60005736	Dir HR Business Partner
60005911	HR Coordinator

60007266	Employee Relations Business Partner
60007298	HR Business Partner
60007746	HR Coordinator
60007902	Employee Relations Business Partner
60008014	HR Business Partner
60008064	HR Business Partner
60008564	HR Business Partner
50255349	Benefits Lead
50432031	Mgr Leave Programs and Workers Comp.
50434674	Lead-Leave of Absence Coordinator
60001745	Benefits & Retirement Consultant
60002775	Analyst Claims WC
60005127	Sr. Benefits Strategy Manager
60006095	Dir Benefits & Retirement Services
60006199	Benefits/Compensation Project Manager
60007802	Senior Benefits Specialist
60008199	Benefits Compliance Lead
60008400	Retirement Lead
24009421	Employee Relations Business Partner
50197689	Employee Relations Business Partner
51000505	Employee Relations Business Partner
60001316	HR Business Partner
60003730	Employee Relations Business Partner
60002275	Labor Relations Business Partner
60002284	Dir Labor Relations
60005041	Labor Relations Business Partner
60005696	Labor Relations Business Partner
3017835	Sr Learning Advisor
50041705	VP, Employee Experience & Talent Develop
50397145	Learning Advisor
60000284	Mgr Health and Safety Programs
60001758	Talent Development Business Partner
60001907	Content Creator/Curator
60002012	Content Creator/Curator
60003682	Sr Content Creator/Curator
60005319	Employee Experience Business Partner
60005756	Learning Advisor
60006440	Talent Development Specialist
50285834	Principal Compensation Analyst
60000506	Director Compensation
50433360	Sr Dir Internal Communication and Employ
60001882	Sr Mgr, Internal Communications
60003829	Digital Media Manager
60005047	Communications Specialist
60005377	Sr Mgr, Internal Communications
18709966	SVP Communications & External Affairs
24013971	Sr Mgr, External Communications

50217359	Mgr, Corporate and Foundation Relations
50395995	Sr Mgr, External Communications
51001136	Dir Corporate Comm & EA
60003100	Webmaster
60003139	Sr Dir Ext Communications
60003690	Senior Project Manager Corporate BD
60006090	Spec Ext Affairs
60006328	Spec Ext Affairs
60008092	VP National Gov't & Regulatory Affairs
60008284	Government and Regulatory Affairs Specia
3000822	Dir. Engineering Drinking Water Process
3002816	Sr. Director, Engineering Technical Serv
50426972	Dir Engineering
3000555	Sr Dir, Eng Construction & Capital Progr
3000364	Sr Engineering Designer
3016132	Principal Design Engineer
50299166	Director Engineering - Asset Planning an
50323981	Sr Engineering Project Manager
50392907	Sr Engineering Project Manager
50401362	Sr Engineering Project Manager
50415566	Engineering Practice Lead
50420131	Sr Design Engineer
50427029	Engineering Practice Lead, Hydrogeologis
50427050	Technical Dir. Wastewater Engineering
50593199	Principal Design Engineer
60000054	Sr Planning Engineer
60000416	Dir, Eng-Electrical Design & Planning
60000684	CAD Technician
60000859	Sr Design Engineer
60001283	Sr GIS Analyst
60001670	Design Engineer
60001790	Lead Design Engineer
60002501	Principal Design Engineer
60003124	Associate Hydrogeologist
60003637	Engineer II
60008235	Senior Electrical Engineer - Design
60008305	Intern Ops
60008447	Intern Ops
50408163	Mgr Engineering
50654127	Sr Construction Engineer
51000111	Construction Project Manager
60000879	Construction Engineer
60002902	Construction Engineer
60005734	Capital Program Administrator
60007604	Intern Ops
60007832	Sr Construction Engineer
50196563	Principal Scientist

60001883	Scientist
60003659	Senior Scientist
60006946	Scientist
3000373	Sr Dir, Eng Planning & Asset
50139422	Engineering Project Manager
50210614	VP Engineering (Corp)
50297664	Capital Program Manager
50318719	Mgr Engineering
50404178	Sr Planning Engineer
50482423	Mgr Engineering
50589455	Sr Planning Engineer
50641315	Engineering Project Manager
51000228	Sr Planning Engineer
60000415	Sr Planning Engineer
60000485	Capital Program Manager
60001227	Engineering Project Manager
60005168	Sr Planning Engineer
60005245	Engineering Practice Lead
60005483	Exec Asst (N)
60005560	Planning Engineer Water & Wastewater
60006235	Engineer
60006906	Software Administrator - E-Builder
60007736	Intern Admin
60008039	Intern Ops
60008448	Intern Ops
60008566	Sr Planning Engineer
60002027	SVP Supply Chain & Strategic Projects
3016948	Sr Dir Business Performance
60002204	Principal Program Manager
50551406	Sr EAM Project Manager-W&WW
50657031	Spec Ops Support Cust Rltns
60006381	Dir Customer Relations
3003464	Accounts Payable Specialist
3017515	Lead Account Specialist
18508195	Accounts Payable Specialist
50080217	Sr Accountant
50085682	Associate AP Specialist
50239365	Sr Accounts Payable Specialist
50247296	Legal Operations Coordinator
50369122	Associate AP Specialist
50383273	Sr. Manager, Accounts Payable
50425924	Accountant
50449965	Accounts Payable Specialist
50570375	Mgr Accounting Operations
60001396	Associate AP Specialist
60006817	Staff Accountant
60007007	Associate AP Specialist

60007569	Associate AP Specialist
60007828	Accounts Payable Specialist
60007995	Associate AP Specialist
60008321	Accounts Payable Specialist
3017395	Sr Accountant
50218969	Accountant III (PT)
50491468	Sr. Manager Acquisitions
60000466	Lead Accountant
60001984	Accountant
60005607	Accountant
60005842	Accountant
60006110	Sr. Manager, Plant Accounting
60006366	Lead Accountant
60006397	Accountant
60006628	Accountant
60006662	Accountant
60006974	Staff Internal Auditor
60007589	Accountant
18506755	Cash Management Specialist III (N)
18508241	Cash Management Specialist II (N)
18648403	Supvr, Cash Operations
50011032	Supvr, Cash Accounting
50062328	Cash Management Specialist II (N)
50231146	Accountant
50332082	Accountant
50568165	Mgr Cash Management
3000131	Sr. Manager Regulatory Services
3000143	Principal Regulatory Analyst
3000457	Sr. Regulatory Analyst
3002531	Sr. Director Regulatory Services
17003587	SVP Regulatory Services and Chief Regula
18507643	Sr. Manager Regulatory Services
50027598	Sr. Director Rates and Regulatory
50099158	Sr. Director Rates and Regulatory
50233830	Sr. Manager Regulatory Services
50273031	Sr. Manager Regulatory Services
50297720	Principal Regulatory Analyst
50302498	Admin Asst IV Rates & Regulatory (N)
50333201	Principal Regulatory Analyst
50365813	Principal Regulatory Analyst
50366974	Principal Regulatory Analyst
50434554	Sr. Regulatory Analyst
50615230	Principal Regulatory Analyst
51000821	Principal Regulatory Analyst
60000541	Principal Regulatory Analyst
60000549	Sr. Manager Regulatory Services
60001373	Sr. Regulatory Analyst

60002188	Principal Regulatory Analyst
60002780	Sr Dir Enterprise-Wide Regulatory Pricin
60005067	Principal Regulatory Analyst
60005432	Regulatory Analyst
60005951	Sr Dir Enterprise-Wide Regulatory Strate
60006209	Principal Regulatory Analyst
60006303	Sr. Manager Regulatory Services
60006412	Director Rates and Regulatory
60006579	Sr. Regulatory Analyst
60007659	Regulatory Specialist / Database Librari
60007762	Sr Principal Regulatory Analyst
60008037	Principal Regulatory Analyst
60008118	Principal Regulatory Analyst
60008143	Sr. Manager Regulatory Services
60008373	Sr Principal Regulatory Analyst
60008532	Principal Regulatory Analyst
60008544	Director Rates and Regulatory
3002566	Director Accounting
50028532	Senior Technologist
50097960	Lead Accountant
50499769	Sr Accountant
60001204	Sr Accountant
60001719	Controller, Operations
60002164	Sr Accountant
60002495	Lead Accountant
60003804	Mgr Accounting Operations
60006801	Accountant
51000271	Sr Dir Asst Treasurer
60001976	Principal Acquisitions
60005001	Sr Financial Analyst
60007552	Dir Acquisitions
60007701	Financial Analyst
60008245	Financial Analyst
60005378	Mgr Int Comm (State)
60007452	Mgr Int Comm (State)
60002887	Dir Customer Insights and Performance
50114015	Senior Technologist
50201217	Manager, Software Engineering
50539667	Sr. Manager, API & Integration
50547633	Senior Technologist II
50622593	Sr. Director, Business Solutions
60000378	Senior Technologist
60000830	Sr. Manager, Mergers & Acquisitions
60001562	Dir Enterprise Systems Development
60001789	Associate Dir, ESS ERP
60002503	Principal Technologist - SAP System Deve
60002630	Technologist II

60002634	Senior Software Engineer
60002636	Senior Technologist
60002637	Sr Manager, ESD EAM/MapCall
60002640	Senior Software Engineer II
60002684	Principal Technologist
60003061	Senior Solution Engineer
60003259	Principal Software Engineer
60003266	Software Engineer
60003323	Senior Technologist
60003603	Manager, Software Engineering
60003743	Senior Solution Engineer
60003803	Senior Technologist
60003814	Principal Solution Engineer
60005054	Senior Software Engineer
60005144	Principal Solution Engineer
60005161	Senior Software Engineer
60005197	Senior Software Engineer
60005279	Senior Technologist
60005357	Principal Solution Engineer
60005426	Principal Software Engineer
60005548	Associate Director, Software Engineering
60005681	Sr Manager, Enterprise Systems Operation
60005827	Sr. Manager, Enterprise Systems Operatio
60006867	Software Engineer II
60007597	Senior Solution Engineer
60007767	Senior Solution Engineer
60008212	Principal Solution Engineer
60008537	Senior Solution Engineer
50323977	Sr Manager, Enterprise GIS
50348193	Sr Dir, IT Architecture & Innovation
50383035	Expert Technologist
50552234	Senior Technologist
60001256	Enterprise Architect
60002824	Senior Technologist II
60003079	Enterprise Architect
60003412	Enterprise Architect
60003577	Senior Technologist
60005284	Technologist
60005503	Technologist
60006293	Associate Director, Operational Technolo
60006806	Enterprise Architect
60007840	Senior Technologist
3001971	Sr. Manager, Technology Field Services
17003513	Sr. Specialist, Technology Field Service
50069219	Principal Business Process Specialist
50085802	Sr. Specialist, Technology Field Service
50090809	Specialist, Technology Field Services

50220274	Specialist, Technology Field Services
50408283	Senior Project Manager
50420233	Associate Director ,Technology Strategy
50516281	IT Business Relationship Manager
50575289	Specialist, Technology Field Services
50584125	Senior Business Analyst
50655731	Principal Project Manager
51000192	Specialist, Technology Field Services
51000264	Specialist, Technology Field Services
51000568	Senior Business Analyst
60000769	Sr. Operator, Integrated Operations Cent
60000843	Sr Dir, Business Partnership & Delivery
60000860	Associate Director, Technology Field Ser
60001076	IT Business Relationship Manager
60001403	Manager, Technology Field Services
60001552	Sr. Specialist, Technology Field Service
60001712	Manager, Technology Field Services
60001739	Manager, Integrated Operations Center
60003261	Senior Business Process Specialist
60003643	Specialist, Technology Field Services
60005506	Technologist II
60005710	Sr. Manager, Quality Assurance
60005794	Sr. Supervisor, Integrated Operations Ce
60005795	Specialist, Physical Security
60005798	Sr. Operator, Integrated Operations Cent
60005799	Sr. Operator, Integrated Operations Cent
60005800	Supervisor, Integrated Operations Center
60005802	Operator, Integrated Operations Center
60005803	Supervisor, Integrated Operations Center
60005804	Specialist, Technology Field Services
60006348	Lead, Quality Assurance
60006370	Principal Project Manager
60006451	Specialist, Technology Field Services
60006516	Associate Director, Delivery Management
60006550	Senior Manager, Business Analysis
60006807	IT Business Relationship Manager
60006826	Operator, Integrated Operations Center
60006877	Operator, Integrated Operations Center
60006996	Specialist, Technology Field Services
60007497	Senior Project Manager
60007586	Senior Project Manager
60007641	Specialist, Technology Field Services
60007679	Operator, Integrated Operations Center
60007759	Sr. Operator, Integrated Operations Cent
60007817	Sr. Manager, PMO
60008054	Senior Business Analyst
60008055	IT Business Relationship Manager

60008079	Sr. Operator, Integrated Operations Cent
50171199	Sr. Manager, Data Governance
50480255	Sr Manager, Data Engineering
60002484	Sr Dir, Data Analytics & Data Management
60003175	Senior Technologist
60003414	Senior Software Engineer II
60003742	Analyst, Enterprise Risk Management
60007000	Software Engineer II
60007441	Technologist
60007696	Software Engineer
60007705	Senior Technologist
60007954	Senior Technologist
60008012	Senior Manager, Intelligent Automation
60008125	Principal Software Engineer
50036510	Business Continuity Program Manager
50270528	Senior Infrastructure Engineer
50305144	Chief Information Officer
50344468	Senior Technologist II
50396021	Senior Specialist, Physical Security
50408293	Senior Specialist, Physical Security
50438106	Senior Infrastructure Engineer
50441512	Associate Director Technology Governance
50444433	Senior Technologist
50477607	Senior Specialist, Physical Security
50485334	Senior Technologist
50544666	Sr. Manager, Infrastructure Operations
50654047	Manager Physical Security
60000344	Senior Infrastructure Engineer
60000527	Senior Specialist, Physical Security
60000970	Sr Manager End Point & Collaboration
60000988	Director, Business Continuity Program
60000992	Sr Manager, DevSecOps
60001219	Principal Technologist
60001319	Principal Infrastructure Engineer
60001437	Senior Technologist
60001485	Specialist, Physical Security
60001515	Sr. Operator, Integrated Operations Cent
60001658	Senior Infrastructure Engineer
60001695	Specialist, Physical Security
60002576	Senior Technologist
60002599	Principal Technologist
60002697	Principal Infrastructure Engineer
60002847	Senior Technologist
60003083	Senior Technologist II
60003417	Senior Technologist II
60003468	Technologist
60003531	Principal Business Process Specialist

60003535	Senior Technologist
60003761	Principal Infrastructure Engineer
60005053	Senior Technologist
60005289	Senior Project Manager
60005301	Sr. Director, Chief Security Officer
60005334	Business Continuity Program Manager
60005386	Senior Infrastructure Engineer
60005504	Sr. Manager Network & Telephony
60005711	Technologist II
60005722	Director, Infrastructure & Cloud Operati
60005775	Senior Business Process Specialist
60005797	Infrastructure Engineer
60005887	Senior Infrastructure Engineer
60005914	Specialist, Physical Security
60006035	Infrastructure Engineer
60006185	Dir Corp Counsel
60006465	Infrastructure Engineer II
60006528	Principal Business Process Specialist
60006549	Technologist
60007108	Infrastructure Engineer
60007272	Senior Infrastructure Engineer
60007588	Sr. Manager, Cyber Security Operations
60007724	Infrastructure Engineer
60007861	Senior Technologist
60007986	Specialist, Physical Security
60008372	Intern Admin
60008374	Intern Admin
50248959	Sr Mgr Procurement
50493791	Associate Director, Technology Spend Man
50575288	Principal Business Process Specialist
50604492	Principal Business Process Specialist
60003669	Associate Technology Expense Analyst
60005909	Business Process Associate
60008314	Intern Admin
3016148	Principal Scientist
60003265	Scientist
60005889	Scientist
60006744	Scientist
50424631	Mgr Engineering
50031722	SVP Enterprise Risk, Internal Audit & Co
50387614	Director, Internal Audit
50437054	Mgr Internal Audit
60003461	Mgr Internal Audit
60005109	Sr. Internal Auditor
60005341	Regulatory Analyst
60006360	Sr. Internal Auditor, Operations and Com
60007943	Sr. Internal Auditor

3017514	Sr Treasury Analyst
60006768	Treasury Capital Markets Analyst III
60007093	Sr Mgr, Treasury
3017934	Sr. Manager, Income Tax
50634743	Sr Tax Accountant
60001395	Principal Tax Accountant
60002040	Tax Accountant II
60002356	Manager, Tax
60003171	Manager, Tax
60003178	Dir, General Tax
60003598	Tax Specialist II (N)
60005748	Accountant
60007090	Sr Tax Accountant
60008096	Sr Manager, Tax
60008556	Sr Tax Accountant
3000204	EVP & COO
3017576	Sr. Manager Business Performance
50299072	Senior Exec Asst
50376817	Dir, Operational Excellence
60001254	Sr. Business Performance Analyst
60005150	SVP-Deputy COO
60005891	Business Performance Analyst
60006619	Sr Dir Business Performance
60008011	Sr. Manager Business Performance
3016354	Business Integration Manager
50087138	Business Integration Manager
50164869	VP, Business Development Strategy
50198892	Business Integration Manager
50499807	Business Integration Manager
50598903	Sr Dir Integrations
50606394	Sr Mgr Corporate BD
60000393	Dir Valuation Strategies
60001985	Program Mgr, Customer Experience
60002285	Sr Dir Integrations
60003518	VP, Business Development
60007018	Business Development Specialist (Corp)
60007501	Business Development Specialist (Corp)
60008094	Business Development Specialist (Corp)
60002901	Dir, Health & Safety
60005157	Dir Health & Safety (Ops)
60005732	Mgr Health and Safety Programs
60007125	Lead Health & Safety Specialist
60007827	Coordinator, Health and Safety
60008010	Mgr Health and Safety Programs
18505111	Sr EAM Project Manager-W&WW
18506683	Sr Mgr, EAM
50042211	Sr Mgr, EAM

50112416	Sr Reliability Engineering Analyst
50115035	Reliability Eng Mgr
50325108	Sr EAM Project Manager-W&WW
50486398	Sr EAM Project Manager-W&WW
50502025	Sr Reliability Engineering Analyst
50541813	Sr Reliability Engineering Analyst
50566912	Sr EAM Project Manager-W&WW
50616321	Sr EAM Project Manager-W&WW
60000244	Dir. GIS
60002002	Sr EAM Project Manager-W&WW
60007232	Associate Project Manager EAM
60002216	Sr. Dir Supply Chain
60005562	Sr Dir CFO Operations
60007351	Dir Corp Counsel
3002229	Associate AP Specialist
50231145	Sr Accountant
60002339	Lead Accountant
60002394	Controller, Operations
60005265	Sr Accountant
60005431	Financial Reporting Manager
60005718	Mgr Accounting Operations
60006733	Sr Accountant
60007150	Accountant
60007358	Dir External Financial Reporting
60007472	Intern Admin
60007559	Sr Accountant
60007843	Manager, SOX Compliance and Internal Con
50414550	Legal Operations Manager
50305215	Dir Env Health & Safety Audit
60006759	Dir Enterprise Risk Management
60008553	Sr. Internal Auditor
3012250	Sr Treasury Analyst
50289586	Dir, Treasury
3000114	Sr Tax Accountant
50405291	Director - Tax Reporting and Compliance
50434673	Sr Tax Accountant
60001691	Sr Tax Accountant
60001933	Manager, Tax
60005126	Sr Tax Accountant
60005438	VP, Tax
60006409	Manager, Tax
60007578	Accountant
60003070	Sr. Mgr. ESG
50142988	Dir Corp Counsel - MSG
50199914	VP Chief M&A Counsel
50407298	SVP Deputy Gnrl Counsel
50423515	Legal Compliance Analyst

50524921	VP Chief Rates & Regulatory Counsel
51000378	Corporate & Commercial Counsel
60000348	VP Chief Rates & Regulatory Counsel
60001625	VP, Chief Labor Employment and Commercial
60003567	Paralegal
60005119	SVP Deputy Genl Counsel
60006179	Dir Corp Counsel
60007039	Employment & Labor Law Counsel
60007171	EVP, General Counsel
60008024	Intern Admin
50303423	Dir Financial Services
50321879	Sr. Director of Accounting
60001903	SVP, Chief Accounting Officer
60003714	Exec Asst to EMT (N)
60007053	Director Accounting
50084609	Director, Corporate FP&A
50325156	Sr Dir Finance & Special Projects
50481432	Sr Principal Finance
60000985	Principal, Finance
60001793	Sr Financial Analyst
60002295	Sr Financial Analyst
60003194	Sr. Business Performance Analyst
60005515	Financial Analyst
60006267	Sr. Director Corporate FP&A
60006432	Sr Financial Analyst
60006855	Financial Analyst
60007511	Financial Analyst
60007719	Financial Analyst
60008176	Financial Analyst
60008221	Financial Analyst
60001002	Mgr Finance
60003476	Sr Mgr Finance
60005360	Sr Financial Analyst
60006387	Sr Financial Analyst
60006683	Sr Financial Analyst
60006999	Financial Analyst
60007211	Financial Analyst
60007763	Financial Analyst
60008043	Sr Financial Analyst
50338153	EVP, Chief Human Resources Officer
60005402	Program Manager
60007834	SVP, Deputy CHRO
60008083	Chief Inclusion Officer
60008455	VP Total Rewards
60001399	Director of Payroll Services
60001495	Payroll Analyst Lead
50506035	Senior Manager, Financial Services

60001948	Payroll Analyst Lead
60003588	Payroll Analyst
60003684	Payroll Analyst
60005198	Payroll Analyst
60005742	Principal Business Analyst
60007405	Principal Business Analyst Payroll/HR
60007879	Sr Specialist Payroll (N)
60008302	Payroll Tax Analyst
50057221	Analyst Claims WC
60001781	Sr Mgr Claims & Risk Management
60007332	EVP & CFO
60002182	ESG and IR Analyst
60002324	Sr Mgr, Investor Relations
60006793	VP Investor Relations
60007318	Accountant
50405352	Talent Acquisition Partner
60005597	Sr Talent Acquisition Partner
60006889	Talent Acquisition Partner
60007661	Program Manager, Talent Acquisition
3000129	Sr. Customer Experience(CX) Business Par
50198960	Specialist Business Svcs
50284062	Manager, Tariff Administration
60006804	Sr. Manager, Customer Digital Products &
60007890	Sr Customer Experience Analyst
60008568	Manager, Tariff Administration
18611053	Sr Mgr, Meter Data Quality Control
18678039	Sr Mgr, EAM
50281530	Metering Systems Administrator
50411320	Manager - Meter Operations
50538416	Project Mgr, Operational Excellence
60006333	Dir, Corporate Compliance
60008379	Compliance Counsel
60002619	Environmental Program Lead
60002900	Sr. Director, Compliance
50457781	Manager, Digital HR Administration
60001514	Director, Digital HR & Analytics
60003720	HR Systems Analyst
60008385	Sr Dir, Insurance & Risk Mgmnt
60008502	Print Production & Mailroom Coordinator
50075099	Sr Manager Supply Chain Support
60000898	Principal Procurement Specialist
60005777	Procurement Specialist
60007537	Sr Procurement Specialist
60003110	Director, State Procurement
60005469	Supply Chain Business Intelligence Analy
60007413	Supply Chain Business Intelligence Analy
50049784	Sr Mgr, Operational Excellence

50589596	Sr. Project Manager Env & WQ
60006092	Corporate & Commercial Counsel
60008223	VP, Chief Regulatory Policy Counsel
60008395	Legal Support Coordinator
60002924	Accountant
3016456	Manager, Customer Service Center
3017165	Trainer II
50113909	Workforce Analyst
50202870	Trainer III
50277448	Mgr, Learning & Development
60002930	Sr. Quality Assurance Analyst
60007988	Sr. Quality Assurance Analyst
60007837	Principal Software Engineer
60007859	Software Engineer II
60008397	Fleet DOT Compliance Program Manager

Kentucky-American Water Company**Case No. 2025-00122****2024 Service Company Labor Allocations and Position Titles**

Total 2024 Service Company Labor (incl. benefits) Allocation to Kentucky-American	\$5,667,746
Total 2024 Service Company Performance Pay Allocation to Kentucky-American	\$2,253,689
Total 2024 Service Company Labor Allocation to Kentucky-American	\$7,921,435

Employee Number**Position Title**

50362144	Sr Dir, HR Operations
50652115	Retirement Analyst
50546905	Director, ID&E
60003799	Inclusion, Diversity, & Equity Business
60009103	Inclusion, Diversity, & Equity Business
24009421	Human Resources Business Partner
50197689	Human Resources Business Partner
50267313	Employee and Labor Relations Business Pa
50397017	HR Coordinator
50415614	Sr Human Resources Business Partner
50427070	Sr Human Resources Business Partner
50482453	Sr Human Resources Business Partner
50655098	Sr Dir, HR Operations
51000505	Human Resources Business Partner
60000116	Human Resources Business Partner
60000281	Sr Human Resources Business Partner
60000981	Sr Human Resources Business Partner
60001148	Sr Human Resources Business Partner
60001316	Sr Human Resources Business Partner
60001949	Mgr, HR Compliance
60001955	HR Coordinator
60002623	Sr Dir, HR Operations
60002628	Mgr, HR Compliance
60002804	Employee and Labor Relations Lead
60003185	Human Resources Business Partner
60003685	Compensation Analyst
60003753	Sr Human Resources Business Partner
60003770	Employee and Labor Relations Lead
60003817	Sr Human Resources Business Partner
60003836	Sr Human Resources Business Partner
60005038	Sr Human Resources Business Partner
60005296	Employee and Labor Relations Business Pa
60005440	Employee and Labor Relations Business Pa
60005911	HR Coordinator

60007298	Sr Human Resources Business Partner
60007746	HR Coordinator
60007902	Employee and Labor Relations Business Pa
60008014	Human Resources Business Partner
60008064	Human Resources Business Partner
60008564	Human Resources Business Partner
60009128	HR Coordinator
50255349	Benefits Lead
50401329	Leave Coordinator
50432031	Mgr Leave Programs and Workers Comp.
50434674	Lead-Leave of Absence Coordinator
60001745	Benefits & Retirement Consultant
60002775	Insurance Analyst
60005127	Sr. Benefits Strategy Manager
60006095	Dir Benefits & Retirement Services
60006199	Benefits/Compensation Project Manager
60007802	Senior Benefits Specialist
60008199	Benefits Compliance Lead
60008400	Retirement Lead
60009216	Leave Coordinator
60002278	Employee and Labor Relations Business Pa
60003730	Employee and Labor Relations Business Pa
60008974	Employee and Labor Relations Business Pa
60002009	Employee and Labor Relations Business Pa
60002275	Employee and Labor Relations Business Pa
60002284	Dir Labor & Employee Relations
60005041	Employee and Labor Relations Lead
60005696	Employee and Labor Relations Business Pa
60009037	Employee and Labor Relations Business Pa
3017835	Sr. Learning Business Partner
50041705	VP, Learning and Talent Development
50397145	Operations Training Business Partner
60001758	Senior Talent Development Business Partn
60001907	Learning Technology & Compliance Special
60003682	Sr Learning Solutions Designer
60005319	Employee Experience Business Partner
60005756	Operations Training Business Partner
60006440	Talent Development Business Partner
50285834	Principal Compensation Analyst
60000506	Director Compensation
50433360	Vice President, Internal Communications
60001882	Sr Mgr, Internal Communications
60003829	Digital Media Manager
60005047	Communications Specialist
60005377	Sr Mgr, Internal Communications
18709966	EVP, Communications & External Affairs
24013971	Sr Mgr, External Communications

50217359	Mgr, Corporate and Foundation Relations
50395995	Sr Mgr, External Communications
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60003100	Webmaster
60003139	Sr Dir Ext Communications
60003690	Mgr Corporate BD
60006090	Manager Corporate Comm & EA
60006328	Sr. Ext Affairs Specialist
60008092	VP/Chief, Legislative & External Affairs
60008284	Government and Regulatory Affairs Specia
60008697	Manager Corporate Comm & EA
3000822	Dir. Engineering Drinking Water Process
3002816	Sr. Director, Engineering Technical Serv
50426972	Dir Engineering
3000555	Sr Dir, Eng Construction & Capital Progr
3000364	Sr Engineering Designer
3016132	Principal Design Engineer
50299166	Director Engineering - Asset Planning an
50323981	Sr Engineering Project Manager
50392907	Senior Technologist
50401362	Sr Engineering Project Manager
50415566	Engineering Practice Lead
50420131	Principal Design Engineer
50427029	Engineering Practice Lead, Hydrogeologis
50427050	Technical Dir. Wastewater Engineering
50593199	Principal Design Engineer
60000416	Dir, Eng-Electrical Design & Planning
60000684	CAD Technician
60000859	Sr Design Engineer
60001283	Engineering Project Manager
60001670	Design Engineer
60001790	Lead Design Engineer
60002501	Principal Design Engineer
60003124	Hydrogeologist
60003637	Staff Engineer
60008235	Senior Electrical Engineer - Design
60008447	Intern Ops
60008566	Sr Planning Engineer
60008696	Intern Ops
60008764	Dir. Wastewater Engineering
60009116	Intern Ops
3017574	Construction Project Manager
50408163	Mgr Engineering
50654127	Sr Construction Engineer
60002295	Sr Financial Analyst
60002902	Construction Engineer
60005253	Capital Program Administrator

60005734	Capital Program Administrator
60007832	Sr Construction Engineer
60009151	Intern Ops
3016148	Principal Scientist
50196563	Principal Scientist
60001883	Scientist
60003659	Senior Scientist
60006946	Scientist
3000373	Sr Dir, Eng Planning & Asset
50139422	Engineering Project Manager
50210614	VP, Chief Engineering Officer
50297664	Dir, Capital Program Management
50318719	Mgr Engineering
50395083	Dir, Engineering Technologies
50404178	Principal Planning Engineer
50482423	Mgr Engineering
50641315	Engineering Project Manager
51000228	Sr. Due Diligence Project Manager
60000054	Sr Planning Engineer
60000243	Principal Project Manager, Engineering T
60000415	Principal Planning Engineer
60000485	Sr Mgr Business Dev
60005168	Sr Planning Engineer
60005245	Engineering Practice Lead
60005483	Coordinator, Engineering
60006235	Engineer II
60006906	Software Administrator - E-Builder
60008448	Intern Ops
60008716	Intern Ops
60008758	Sr Planning Engineer
60008851	Intern Ops
60002027	SVP, Strategic Services and Programs
50420133	CSO Product Manager
60002204	Principal Program Manager
60006381	Dir Customer Relations
3003464	Accounts Payable Specialist
3017515	Lead Account Specialist
18508195	Accounts Payable Specialist
50080217	Sr Accountant
50085682	Accounts Payable Specialist
50239365	Sr Accounts Payable Specialist
50247296	Legal Operations Coordinator
50369122	Associate AP Specialist
50383273	Sr. Manager, Accounts Payable
50425924	Accountant
50449965	Accounts Payable Specialist
50570375	Mgr Accounting Operations

60001396	Accounts Payable Specialist
60006817	Staff Accountant
60007007	Accounts Payable Specialist
60007828	Accounts Payable Specialist
60007995	Associate AP Specialist
60008321	Accounts Payable Specialist
60008669	Associate AP Specialist
3017395	Sr Accountant
50218969	Accountant III (PT)
60000466	Lead Accountant
60000999	Sr. Manager, Plant Accounting
60001984	Accountant
60003804	Mgr, Accounting
60005607	Finance Systems Support Analyst
60005842	Sr Accountant
60006110	Sr. Manager, Plant Accounting
60006366	Lead Accountant
60006397	Accountant
60006628	Accountant
60006662	Accountant
60006974	Staff Internal Auditor
60007472	Accountant
60007589	Plant Accounting Specialist
60009340	Plant Accounting Specialist
18508241	Cash Management Specialist II (N)
18648403	Supvr, Cash Operations
50011032	Supvr, Cash Accounting
50062328	Cash Management Specialist II (N)
50332082	Accountant
50568165	Mgr Cash Management
3000131	Sr. Manager Regulatory Services
3000143	Principal Regulatory Analyst
3000457	Sr. Regulatory Analyst
3002531	Sr. Director Regulatory Services
17003587	SVP Regulatory Services and Chief Regula
18507643	Sr. Manager Regulatory Services
50027598	Sr. Director Rates and Regulatory
50099158	Sr. Director Rates and Regulatory
50165986	Principal Regulatory Analyst
50233830	Sr. Manager Regulatory Services
50273031	Sr. Manager Regulatory Services
50297720	Principal Regulatory Analyst
50302498	Regulatory Specialist / Database Librari
50333201	Principal Regulatory Analyst
50365813	Principal Regulatory Analyst
50366974	Principal Regulatory Analyst
50434554	Sr. Regulatory Analyst

50481432	Dir, Regulatory Policy & Affairs
50615230	Principal Regulatory Analyst
51000821	Principal Regulatory Analyst
60000541	Principal Regulatory Analyst
60000549	Sr Mgr Rates & Regulatory
60001373	Sr. Regulatory Analyst
60002188	Sr. Manager Regulatory Services
60002780	VP, Regulatory Pricing & Affordability
60005067	Sr. Manager Regulatory Services
60005341	Regulatory Analyst
60005432	Regulatory Analyst
60005951	VP, Regulatory Strategy & Services
60006209	Principal, Rates & Finance
60006303	Sr. Manager Regulatory Services
60006579	Sr. Regulatory Analyst
60007659	Regulatory Specialist / Database Librari
60007762	Sr Principal Regulatory Analyst
60008037	Principal Regulatory Analyst
60008118	Principal Regulatory Analyst
60008143	Sr. Manager Regulatory Services
60008223	VP, Regulatory Policy & Affairs
60008373	Sr Principal Regulatory Analyst
60008532	Principal Regulatory Analyst
60008544	Director Rates and Regulatory
60008710	Principal Regulatory Analyst
60008895	Director Rates and Regulatory
3002566	Director Accounting
50028532	Senior Manager, Financial Systems
50097960	Lead Accountant
50301233	Sr Accountant
50499769	Sr Accountant
60001204	Sr Accountant
60001719	Controller, Operations
60002164	Sr Accountant
60002495	Mgr, Accounting
60006801	Sr Accountant
50491468	Sr. Manager Acquisitions
60001976	Principal Acquisitions
60005001	Sr. Due Diligence Project Manager
60006914	Principal Treasury Capital Markets Analy
60007552	Dir Acquisitions
60007701	Financial Analyst
60008245	Financial Analyst
60009160	Financial Analyst
60009164	Sr Financial Analyst
60007452	Mgr Int Comm (State)
50114015	Senior Technologist

50201217	Manager, Software Engineering
50539667	Sr. Manager, API & Integration
50547633	Senior Technologist II
50622593	Sr. Director, Business Solutions
50654149	Technologist II
60000378	Senior Technologist
60001562	Dir Enterprise Systems Development
60001789	Associate Dir, ESS ERP
60002503	Principal Technologist - SAP System Deve
60002634	Senior Software Engineer
60002636	Sr Analyst, Technical Integration
60002637	Sr Manager, ESD EAM/MapCall
60002684	Principal Technologist
60003259	Principal Software Engineer
60003323	Senior Technologist
60003587	Senior Software Engineer
60003603	Manager, Software Engineering
60003803	Sr Analyst, Technical Integration
60003814	Principal Solution Engineer
60005054	Senior Software Engineer
60005144	Principal Solution Engineer
60005197	Senior Software Engineer
60005279	Principal Technologist
60005426	Principal Software Engineer
60005548	Associate Director, Software Engineering
60005681	Sr Manager, Enterprise Systems Operation
60006867	Software Engineer II
60007597	Senior Solution Engineer
60007767	Senior Solution Engineer
60008212	Principal Solution Engineer
60008537	Senior Solution Engineer
60008683	Senior Solution Engineer
60008961	Intern Admin
60009168	Senior Software Engineer
60009182	Senior Solution Engineer
50323977	Sr Manager, Enterprise GIS
50348193	Sr Dir, IT Architecture & Innovation
50383035	Expert Technologist
50552234	Principal Technologist
50653181	Regional Manager, Operational Technology
60000819	Regional Manager, Operational Technology
60001256	Enterprise Architect
60001422	Regional Manager, Operational Technology
60003079	Enterprise Architect
60003412	Enterprise Architect
60003577	Senior Technologist
60005284	Principal GIS Specialist

60005503	Senior Technologist
60006293	Dir. Operational Technology
60006806	Enterprise Architect
60007840	Senior Technologist
60009193	Technologist
3001971	Sr. Manager, Technology Field Services
17003513	Sr. Specialist, Technology Field Service
50069219	Associate Director, Technology Spend Man
50085802	Sr. Specialist, Technology Field Service
50090809	Specialist, Technology Field Services
50220274	Specialist, Technology Field Services
50420233	Director, Business Support & Engagement
50516281	IT Business Relationship Manager
50575289	Specialist, Technology Field Services
51000192	Specialist, Technology Field Services
51000264	Specialist, Technology Field Services
60000769	Sr. Operator, Integrated Operations Cent
60000860	Associate Director, Technology Field Ser
60001076	Dir Operational Systems
60001403	Manager, Technology Field Services
60001552	Sr. Specialist, Technology Field Service
60001712	Manager, Technology Field Services
60001739	Manager, Integrated Operations Center
60003600	Specialist, Technology Field Services
60003643	Specialist, Technology Field Services
60005794	Sr. Supervisor, Integrated Operations Ce
60005795	Specialist, Physical Security
60005798	Sr. Operator, Integrated Operations Cent
60005799	Sr. Operator, Integrated Operations Cent
60005800	Supervisor, Integrated Operations Center
60005802	Operator, Integrated Operations Center
60005803	Supervisor, Integrated Operations Center
60005804	Specialist, Technology Field Services
60005833	Operator, Integrated Operations Center
60006451	Specialist, Technology Field Services
60006807	IT Business Relationship Manager
60006826	Operator, Integrated Operations Center
60006877	Sr. Operator, Integrated Operations Cent
60006996	Specialist, Technology Field Services
60007641	Specialist, Technology Field Services
60007759	Sr. Operator, Integrated Operations Cent
60008055	IT Business Relationship Manager
60008079	Sr. Operator, Integrated Operations Cent
60008995	Operator, Integrated Operations Center
60009379	Specialist, Technology Field Services
60009428	Specialist, Technology Field Services
50171199	Sr. Manager, Data Governance

50480255	Sr Manager, Data Engineering
60002484	Sr Dir Technology, Strategic Programs
60003175	Senior Technologist
60003319	Principal Technologist SAP & Data Analyt
60003414	Senior Software Engineer II
60003416	Senior Software Engineer
60007000	Software Engineer II
60007441	Technologist
60007696	Software Engineer
60007705	Senior Technologist
60007837	Principal Software Engineer
60007935	Principal Data Engineer - Data Products
60007954	Senior Technologist
60008012	Senior Manager, Intelligent Automation
60008125	Principal Software Engineer
50036510	Business Continuity Program Manager
50396021	Senior Specialist, Physical Security
50408293	Senior Specialist, Physical Security
50441512	Associate Director Technology Governance
50477607	Senior Specialist, Physical Security
50485334	Senior Technologist
50654047	Manager Physical Security
60000527	Senior Specialist, Physical Security
60001219	Principal Technologist
60001437	Senior Technologist
60001695	Specialist, Physical Security
60002599	Principal Technologist
60002697	Principal Infrastructure Engineer
60002847	Senior Technologist
60003083	Senior Technologist II
60003531	Principal Business Process Specialist
60005301	Sr. Director, Chief Security Officer
60005775	Senior Business Process Specialist
60005827	Sr. Manager, Enterprise Systems Operatio
60005914	Specialist, Physical Security
60006528	Principal Business Process Specialist
60006549	Technologist
60007588	Sr. Manager, Cyber Security Operations
60008715	Technologist
60008952	Senior Technologist
50270528	Senior Infrastructure Engineer
50344468	Senior Technologist II
50438106	Senior Infrastructure Engineer
50544666	Sr. Manager, Infrastructure Operations
60000344	Senior Infrastructure Engineer
60000970	Sr Manager End Point & Collaboration
60000992	Sr Manager, DevSecOps

60001319	Principal Infrastructure Engineer
60001658	Senior Infrastructure Engineer
60002576	Senior Technologist
60003260	Senior Technologist
60003417	Senior Technologist II
60003468	Technologist
60003761	Principal Infrastructure Engineer
60005053	Senior Technologist
60005386	Senior Infrastructure Engineer
60005504	Sr. Manager Network & Telephony
60005711	Senior Infrastructure Engineer
60005722	Director, Infrastructure & Cloud Operati
60005797	Infrastructure Engineer
60005887	Senior Infrastructure Engineer
60006035	Infrastructure Engineer
60006465	Infrastructure Engineer II
60007108	Infrastructure Engineer
60007272	Senior Infrastructure Engineer
60007724	Infrastructure Engineer
60007861	Senior Technologist
60009046	Infrastructure Engineer
50248959	Dir Supply Chain, Strategic Programs
50305144	SVP, Chief Information Officer
50408283	Senior Project Manager
50493791	Director, Technology, Strategic Programs
50575288	Principal Business Process Specialist
50584125	Senior Business Analyst
50604492	Principal Business Process Specialist
50655731	Principal Project Manager
51000568	Senior Business Analyst
60000843	Sr Dir, Business Partnership & Delivery
60003261	Senior Business Process Specialist
60003669	Sr Financial Analyst
60005289	Customer Lead, Strategic Programs
60005506	Technologist II
60005710	Sr. Manager, Quality Assurance
60005909	Business Process Associate
60006370	Principal Project Manager
60006516	Associate Director, Delivery Management
60006550	Senior Manager, Business Analysis
60007211	Financial Analyst
60007497	Senior Project Manager
60008054	Senior Business Analyst
60003265	Scientist
60003839	Scientist
60006744	Scientist
60009176	Scientist

50424631	Mgr Engineering
50031722	SVP Enterprise Risk, Internal Audit & Co
50387614	Director, Internal Audit
50437054	Mgr Internal Audit
50654123	Mgr, Accounting
60003461	Mgr Internal Audit
60005109	Sr. Internal Auditor
60006360	Principal Operations Advisor- Wastewater
60007943	Sr. Internal Auditor
60008553	Sr. Internal Auditor
60008987	Internal Auditor
3017514	Sr Treasury Analyst
60006768	Principal, Rates & Finance
3017934	Sr. Manager, Income Tax
50634743	Sr Tax Accountant
60001395	Principal Tax Accountant
60002040	Tax Accountant II
60002356	Manager, Tax
60002632	Sr Tax Accountant
60003178	Dir, General Tax
60003598	Tax Specialist II (N)
60007090	Sr Tax Accountant
60008096	Sr Manager, Tax
60008556	Sr Tax Accountant
60009052	Sr Tax Accountant
60009121	Dir, Tax - Regulatory
60009351	Sr Tax Accountant
3000204	EVP & COO
3017576	Sr Mgr, Operational Performance
50299072	Senior Exec Asst
50376817	Dir, Operations Risk Management
60001254	Sr. Business Performance Analyst
60005150	SVP Deputy COO & Chief H&S Officer
60005891	Capital Program Administrator
60008011	Director, Operational Performance & Plan
3016354	Sr Analyst, Technical Integration
50043538	Sr. Project Manager, Business Integratio
50087138	Manager, Business Integrations
50164869	VP, Business Development Strategy
50198892	Sr. Project Manager, Business Integratio
50198960	Sr. Project Manager, Business Integratio
50251097	Sr Supvr Operations
50499807	Sr. Project Manager, Business Integratio
50606394	Dir, Corp Business Development
60000393	Dir Valuation Strategies
60000830	Manager, Technical Integration
60001587	VP, Business Development

60001985 Sr. Project Manager, Business Integratio
60002285 Sr Dir, Business Development
60002535 Dir. Acquisitons Due Diligence
60003211 Sr. Specialist, Corp Business Developmen
60003518 VP Business Development (State)
60003644 Project Manager, Business Integration
60006368 Sr. Due Diligence Project Manager
60007501 Business Development Specialist
60008094 Corp Business Development Analyst
60009096 Analyst, Technical Integration
3016243 Dir, Health & Safety
50037431 VP Health & Safety
50349655 Dir, Health & Safety
60000284 Mgr Health and Safety Programs
60002901 Dir, Health & Safety
60005732 Mgr Health and Safety Programs
60007125 Lead Health & Safety Specialist
60007827 Coordinator, Health and Safety
60008010 Mgr Health and Safety Programs
60008179 Health & Safety Compliance Lead
60009167 Lead Industrial Hygienist
18505111 Sr EAM Project Manager-W&WW
18506683 Sr Mgr, EAM
50042211 Principal Operations Advisor- Maintenanc
50112416 Sr Reliability Engineering Analyst
50115035 Reliability Eng Mgr
50325108 Sr EAM Project Manager-W&WW
50486398 Sr EAM Project Manager-W&WW
50502025 Sr Reliability Engineering Analyst
50520778 VP Operational Advisory Services
50541813 Sr Reliability Engineering Analyst
50551406 Sr EAM Project Manager-W&WW
50566912 Sr EAM Project Manager-W&WW
50616321 Operations Training Business Partner
60000244 Dir. GIS
60002002 Sr. Operational Systems Analyst
60007232 Associate Project Manager EAM
50414550 Legal Operations Manager
60002216 VP, Supply Chain
60005562 VP, Financial Planning & Analysis
60006258 Supervisor Paralegal
60007351 Dir Corp Counsel
3002229 Associate AP Specialist
18506755 Cash Management Specialist III (N)
50231145 Sr Accountant
60002339 Lead Accountant
60002394 Controller, Operations

60005265 Sr Accountant
60005431 Senior Manager, Financial Reporting
60006733 Sr Accountant
60007358 Dir External Financial Reporting
60007559 Sr Accountant
60007843 Manager, SOX Compliance and Internal Con
60009094 Accountant
60009387 Sr Accountant
60009420 Accountant
60006759 Director, ERM & Insurance
3012250 Insurance Claims Specialist
50289586 Director, Assistant Treasurer
51000271 VP, Treasurer
60007093 Sr Mgr, Treasury
50405291 Director - Tax Reporting and Compliance
50434673 Sr Tax Accountant
60001933 Manager, Tax
60003171 Manager, Tax
60005438 VP, Tax
60006409 Manager, Tax
60007578 Accountant
60009066 Intern Admin
60003070 Dir, Sustainability
50199914 VP Chief M&A Counsel
50423515 Legal Support Coordinator
50564904 VP, Managing General Counsel
60005119 EVP, General Counsel
60006179 Dir Corp Counsel
60007171 EVP, General Counsel
60008668 Litigation & Investigations Counsel
50303423 Dir Financial Services
50321879 Vice President, Accounting
60001903 SVP, Chief Accounting Officer
50084609 Director, Corporate FP&A
60000985 Sr Principal Finance
60001793 Principal Financial Analyst
60003194 Sr. Business Performance Analyst
60005515 Sr Financial Analyst
60006267 VP, Strategic Finance
60006432 Principal, Rates & Finance
60006855 Sr Financial Analyst
60007511 Financial Analyst
60008176 Financial Analyst
60008221 Financial Analyst
60008997 Financial Analyst
60009124 Sr Financial Analyst
50525790 Principal Financial Analyst

60001002 Mgr Finance
60003476 Sr Mgr Finance
60005360 Sr Financial Analyst
60006387 Principal, Rates & Finance
60006683 Sr Financial Analyst
60006999 Financial Analyst
60007763 Financial Analyst
60008043 Sr Financial Analyst
60008946 Financial Analyst
60009355 Financial Analyst
50338153 EVP, Chief Human Resources Officer
60007834 SVP, Deputy CHRO
60008083 Chief ID&E Officer and SVP, Talent Manag
60008455 VP Total Rewards
60001495 Payroll Analyst Lead
50506035 Senior Manager, Financial Services
60001948 Payroll Analyst Lead
60003588 Payroll Analyst
60003684 Payroll Analyst
60005198 Payroll Analyst
60005742 Principal Business Analyst
60007405 Principal Business Analyst Payroll/HR
60007879 Sr Specialist Payroll (N)
60008302 Payroll Tax Analyst
50057221 Sr. Claims Analyst
60005585 EVP & CFO
60007332 President
60002182 ESG and IR Analyst
60002324 Sr Mgr, Investor Relations
60006793 VP Investor Relations
50323983 Principal, Finance - Strategic Programs
50346905 Lead Accountant
51000488 Senior Business Process Specialist
60005118 Lead Accountant
60007318 Accountant
60007917 Sr Accountant
50379363 Dir, Talent Acquisition
50405352 Talent Acquisition Partner
50545441 Talent Acquisition Partner
51000966 Talent Acquisition Coordinator
60003725 Program Manager, Talent Acquisition
60005500 Supplier Diversity Program Manager
60005597 Sr Talent Acquisition Partner
60005821 Talent Acquisition Partner
60006079 Talent Acquisition Partner
60006667 Talent Acquisition Partner
60006889 Sr Talent Acquisition Partner

60009172 Talent Acquisition Coordinator
60009322 Sr Talent Acquisition Partner
60009349 Talent Sourcer
50502017 Sr Mgr Business Dev
60002887 Dir Customer Insights and Performance
60007890 Sr Customer Experience Analyst
60008568 Manager, Tariff Administration
60008709 CSO Rates & Regulatory Program Manager
12004324 GIS Manager
50107211 Meter Operations Technical Specialist
50281530 Metering Systems Administrator
50646256 Regional Manager, GIS
60000850 Regional Manager, GIS
60007474 Meter Operations Technical Specialist
60002282 Sr Compliance & Ethics Analyst
60008379 Compliance Counsel
3018540 Dir, Water Quality and Environmental
60000303 Dir, Water Quality and Environmental
60007800 HR Systems Admin
60008385 Sr Dir, Insurance & Risk Mgmnt
60008849 Sr Mgr Claims & Risk Management
60008387 Sr Print Production & Mailroom Coordinat
60008502 Print Production & Mailroom Coordinator
60007339 Sr Procurement Specialist
60009009 Associate Procurement Specialist
60000613 Director Fleet & Logistics
60002865 Principal Fleet Planning Analyst
60003039 Principal Procurement Specialist
60003675 Paralegal
60000348 VP Chief Rates & Regulatory Counsel
60008260 Dir Corp Counsel
60008394 Dir Corp Counsel
60008395 Legal Support Coordinator
60009262 Dir Corp Counsel
60007817 Sr. Manager, PMO
50202870 Trainer III
60002930 Sr. Quality Assurance Analyst
60007988 Sr. Quality Assurance Analyst
60008766 Mgr, Learning, Development & Quality Ass
60008838 Dir, Customer Care
3016862 Sr CSO Business Analyst
60005334 Business Continuity Program Manager
60008688 Sr. Analyst, Enterprise Risk Management
50328938 Sr. Business Performance Analyst
51000091 Sr. Business Performance Analyst
60002255 Sr Mgr, Operational Performance
60003571 Sr. Business Performance Analyst

51001178 Principal Operations Advisor- Water
60005401 Dir Organizational Change Mgmnt, Strateg
60001310 Principal GIS Specialist
60003407 GIS Technical Manager
60005295 Sr. GIS Specialist

Kentucky-American Water Company**Case No. 2025-00122****2025 (Jan-April) Service Company Labor Allocations and Position Titles**

Total 2025 Service Company Labor (incl. benefits) Allocation to Kentucky-American	\$2,297,092
Total 2025 Service Company Performance Pay Allocation to Kentucky-American	\$848,303
Total 2025 Service Company Labor Allocation to Kentucky-American	\$3,145,396

Employee Number	Position Title
50546905	Director, ID&E
60003799	Inclusion, Diversity, & Equity Business
60009103	Inclusion, Diversity, & Equity Business
24009421	Human Resources Business Partner
50197689	Human Resources Business Partner
50267313	Employee and Labor Relations Business Pa
50362144	Sr Dir, HR Operations
50397017	HR Coordinator
50415614	Sr Human Resources Business Partner
50427070	Sr Human Resources Business Partner
50482453	Sr Human Resources Business Partner
50655098	Sr Dir, HR Operations
51000505	Human Resources Business Partner
60000116	Human Resources Business Partner
60000281	Sr Human Resources Business Partner
60000981	Director, HR Operations
60001148	Sr Human Resources Business Partner
60001316	Sr Human Resources Business Partner
60001949	Mgr, HR Compliance
60001955	HR Coordinator
60002623	Sr Dir, HR Operations
60003185	Human Resources Business Partner
60003753	Sr Human Resources Business Partner
60003817	Sr Human Resources Business Partner
60003836	Sr Human Resources Business Partner
60005038	Sr Human Resources Business Partner
60005296	Employee and Labor Relations Business Pa
60005440	Employee and Labor Relations Business Pa
60005911	HR Coordinator
60007298	Sr Human Resources Business Partner
60007746	Human Resources Business Partner
60007902	Employee and Labor Relations Lead
60008014	Human Resources Business Partner
60008564	Human Resources Business Partner

60009128	HR Coordinator
60009464	Employee and Labor Relations Business Pa
60009559	Sr Human Resources Business Partner
50255349	Benefits Lead
50401329	Leave Coordinator
50432031	Mgr Leave Programs and Workers Comp.
50434674	Lead-Leave of Absence Coordinator
50652115	Retirement Analyst
60001745	Benefits & Retirement Consultant
60002775	Insurance Analyst
60005127	Sr. Benefits Strategy Manager
60006095	Dir Benefits & Retirement Services
60006199	Benefits/Compensation Project Manager
60007802	Senior Benefits Specialist
60008199	Benefits Compliance Lead
60008400	Retirement Lead
60003730	Principal, Compliance & Ethics
60008974	Employee and Labor Relations Business Pa
60009683	Human Resources Business Partner
60002009	Employee and Labor Relations Business Pa
60002275	Employee and Labor Relations Business Pa
60002284	Dir Labor & Employee Relations
60003770	Employee and Labor Relations Lead
60005041	Employee and Labor Relations Lead
60009037	Employee and Labor Relations Business Pa
60009746	Employee and Labor Relations Business Pa
60009818	Employee and Labor Relations Business Pa
60009827	Employee & Labor Relations Analyst
3017835	Sr. Learning Business Partner
50041705	VP, Learning and Talent Development
60001758	Senior Talent Development Business Partn
60001907	Learning Technology & Compliance Special
60003682	Sr Learning Solutions Designer
60006440	Talent Development Business Partner
60009727	Talent Management Specialist
50285834	Principal Compensation Analyst
60000506	Director Compensation
60003685	Compensation Analyst
60009835	Compensation Analyst
50433360	Vice President, Internal Communications
50467006	VP, External Communications
60001139	Dir, External Communications
60001882	Sr Mgr, Internal Communications
60003829	Digital Media Manager
60005047	Communications Specialist
60005377	Sr Mgr, Internal Communications
18709966	EVP, Communications & External Affairs

24013971	Sr Mgr, External Communications
50217359	Principal, Corporate & Foundation Relati
50395995	Sr Mgr, External Communications
51001136	Dir Corporate Comm & EA
60003100	Webmaster
60003139	Sr Dir Ext Communications
60003690	Mgr Corporate BD
60006090	Manager Corporate Comm & EA
60006328	Sr. Ext Affairs Specialist
60008092	VP/Chief, Legislative & External Affairs
60008284	Government and Regulatory Affairs Specia
60008672	Operations Coordinator, External Affairs
60009531	Mgr, Legislature & External Affairs
60009532	Dir, Legislature & External Affairs
60009679	Spec Ext Affairs
60009686	Mgr, External Communications
3000822	Dir. Engineering Drinking Water Process
3002816	Sr. Director, Engineering Technical Serv
50426972	Dir Engineering
3000555	Sr Dir, Eng Construction & Capital Progr
3000364	Sr Engineering Designer
3016132	Principal Design Engineer
50323981	Sr Engineering Project Manager
50401362	Sr Engineering Project Manager
50415566	Engineering Practice Lead
50420131	Principal Design Engineer
50427029	Engineering Practice Lead, Hydrogeologis
50427050	Technical Dir. Wastewater Engineering
50593199	Principal Design Engineer
60000416	Dir, Eng-Electrical Design & Planning
60000684	CAD Technician
60000859	Sr Design Engineer
60001283	Engineering Project Manager
60001670	Design Engineer
60001790	Lead Design Engineer
60002501	Principal Design Engineer
60003124	Sr Hydrogeologist
60003637	Design Engineer
60008235	Senior Electrical Engineer - Design
60008566	Sr Planning Engineer
60008696	Intern Ops
60008764	Dir. Wastewater Engineering
60009116	Intern Ops
3017574	Construction Project Manager
50408163	Mgr Engineering
50654127	Sr Construction Engineer
51000111	Construction Project Manager

60002295	Sr Financial Analyst
60002902	Construction Engineer
60005253	Capital Program Administrator
60005599	Business Systems Support Specialist
60005734	Capital Program Administrator
60005744	Sr Dir, Capital Performance
60007832	Sr Construction Engineer
60009151	Intern Ops
60009747	Manager, Capital Project Support & Compl
50196563	Dir, Research and Development
60001883	Scientist
60003659	Senior Scientist
60006946	Scientist
3000373	Sr Dir, Eng Planning & Asset
18613518	Principal Planning Engineer
50139422	Engineering Project Manager
50210614	VP, Chief Engineering Officer
50214931	Principal Planning Engineer
50297664	Dir, Capital Program Management
50318719	Mgr Engineering
50395083	Dir, Engineering Technologies
50404178	Principal Planning Engineer
50482423	Mgr Engineering
50538427	Sr. Project Manager, Engineering Technol
50641315	Engineering Project Manager
60000054	Sr Planning Engineer
60000243	Principal Project Manager, Engineering T
60000415	Principal Planning Engineer
60003159	Project Manager, Engineering Technologie
60005168	Sr Planning Engineer
60005245	Engineering Practice Lead
60005483	Coordinator, Engineering
60006235	Engineer II
60006906	Software Administrator - E-Builder
60008758	Sr Planning Engineer
60008851	Intern Ops
60009578	Engineer, Planning
60009637	Engineer, Planning
60009653	Intern Ops
60009654	Intern Ops
60009692	Engineer, Planning
50420133	CSO Product Manager
60002204	Principal Program Manager
60006381	Dir Customer Relations
3003464	Accounts Payable Specialist
3017515	Lead Account Specialist
18508195	Accounts Payable Specialist

50080217	Sr Accountant
50085682	Accounts Payable Specialist
50239365	Sr Accounts Payable Specialist
50383273	Dir, Accounting Operations
50425924	Accountant
50449965	Accounts Payable Specialist
50570375	Mgr Accounting Operations
60001396	Accounts Payable Specialist
60006817	Staff Accountant
60007007	Accounts Payable Specialist
60007828	Accounts Payable Specialist
60007995	Associate AP Specialist
60008321	Accounts Payable Specialist
60008669	Associate AP Specialist
60009478	Accounts Payable Specialist
60009533	Associate AP Specialist
60009800	Associate AP Specialist
3017395	Sr Accountant
50218969	Accountant III (PT)
60000466	Lead Accountant
60000999	Sr. Manager, Plant Accounting
60001984	Accountant
60003804	Mgr, Accounting
60005607	Finance Systems Support Analyst
60005842	Sr Accountant
60007472	Accountant
60007589	Plant Accounting Specialist
60009340	Plant Accounting Specialist
60009808	Accountant
18508241	Cash Management Specialist II (N)
18648403	Supvr, Cash Operations
50011032	Supvr, Cash Accounting
50062328	Cash Management Specialist II (N)
50332082	Accountant
50568165	Mgr Cash Management
3000131	Sr. Manager Regulatory Services
3000457	Sr. Regulatory Analyst
3002531	Sr. Director Regulatory Services
17003587	SVP Regulatory Services and Chief Regula
18507643	Sr. Manager Regulatory Services
50027598	Sr. Director Rates and Regulatory
50099158	Sr. Director Rates and Regulatory
50165986	Principal Regulatory Analyst
50233830	Sr. Manager Regulatory Services
50273031	Sr. Manager Regulatory Services
50297720	Principal Regulatory Analyst
50302498	Regulatory Specialist / Database Librari

50333201	Principal Regulatory Analyst
50346905	Sr. Regulatory Analyst
50365813	Principal Regulatory Analyst
50366974	Sr Principal Regulatory Analyst
50434554	Sr. Regulatory Analyst
50481432	Dir, Regulatory Policy & Affairs
50530613	Director Rates and Regulatory
50615230	Principal Regulatory Analyst
51000821	Principal Regulatory Analyst
60000541	Principal Regulatory Analyst
60000549	Sr Mgr Rates & Regulatory
60001373	Sr. Regulatory Analyst
60002188	Sr. Manager Regulatory Services
60002780	VP, Regulatory Pricing & Affordability
60005067	Sr. Manager Regulatory Services
60005206	VP, Rates & Regulatory
60005341	Regulatory Analyst
60005432	Sr. Regulatory Analyst
60005951	VP, Regulatory Strategy & Services
60006209	Principal, Rates & Finance
60006303	Sr. Manager Regulatory Services
60006579	Sr. Regulatory Analyst
60007659	Regulatory Specialist / Database Librari
60007762	Sr Principal Regulatory Analyst
60008037	Principal Regulatory Analyst
60008223	VP, Regulatory Policy & Affairs
60008532	Principal Regulatory Analyst
60008895	Director Rates and Regulatory
60009530	Sr Principal Regulatory Analyst
60009699	Regulatory Specialist / Database Librari
60009852	Sr Principal Regulatory Analyst
50028532	Senior Manager, Financial Systems
60009094	Accountant
60009494	Lead Accountant
50491468	Sr. Manager Acquisitions
60007552	Dir Acquisitions
60009160	Financial Analyst
60009164	Sr Financial Analyst
60009575	Communications Specialist, Strategic Pro
50114015	Senior Technologist
60000378	Senior Technologist
60002503	Principal Technologist - SAP System Deve
60002637	Sr Manager, ESD EAM/MapCall
60003587	Senior Software Engineer
60005054	Senior Software Engineer
60005197	Senior Software Engineer
60005279	Principal Technologist

60006867	Software Engineer II
60007597	Senior Solution Engineer
60009168	Senior Solution Engineer
60009182	Senior Solution Engineer
50552234	Principal Technologist
60001256	Enterprise Architect
60003577	Senior Technologist
60005503	Senior Technologist
60009193	Technologist
60009439	Technologist
50220274	Specialist, Technology Field Services
50420233	Director, Business Support & Engagement
51000192	Specialist, Technology Field Services
60000769	Sr. Operator, Integrated Operations Cent
60000860	Associate Director, Technology Field Ser
60001403	Manager, Technology Field Services
60001552	Sr. Specialist, Technology Field Service
60001712	Manager, Technology Field Services
60005798	Sr. Operator, Integrated Operations Cent
60005799	Sr. Operator, Integrated Operations Cent
60005802	Operator, Integrated Operations Center
60005803	Supervisor, Integrated Operations Center
60005833	Operator, Integrated Operations Center
60006451	Specialist, Technology Field Services
60006877	Sr. Operator, Integrated Operations Cent
60006996	Specialist, Technology Field Services
60008055	IT Business Relationship Manager
60008079	Sr. Operator, Integrated Operations Cent
60008995	Operator, Integrated Operations Center
60009379	Specialist, Technology Field Services
60009428	Specialist, Technology Field Services
60009522	Specialist, Technology Field Services
60009539	Operator, Integrated Operations Center
60009547	Operator, Integrated Operations Center
60002576	Senior Technologist
60007696	Software Engineer
60007861	Senior Technologist
60008012	Senior Manager, Intelligent Automation
60000527	Senior Specialist, Physical Security
60005775	Senior Business Process Specialist
60008952	Senior Technologist
50270528	Senior Infrastructure Engineer
50344468	Senior Technologist II
60000970	Sr Manager End Point & Collaboration
60003468	Technologist
60005053	Senior Technologist
60005504	Sr. Manager Network & Telephony

60006465	Infrastructure Engineer II
60007000	Software Engineer II
60009480	Sr. Manager Network & Telephony
60009648	Infrastructure Engineer
50575288	Principal Business Process Specialist
50655731	Principal Project Manager
60006370	Principal Project Manager
60006550	Senior Manager, Business Analysis
60007497	Senior Project Manager
60007935	Principal Data Engineer - Data Products
60008054	Senior Business Analyst
60003839	Scientist
50031722	SVP Enterprise Risk, Internal Audit & Co
60006768	Principal, Rates & Finance
50634743	Sr Tax Accountant
60002632	Sr Tax Accountant
60003598	Tax Specialist II (N)
60007090	Sr Tax Accountant
60008096	Sr Manager, Tax
60009052	Sr Tax Accountant
60009121	Dir, Tax - Regulatory
60005150	SVP Deputy COO & Chief H&S Officer
3016354	Sr. Project Manager, Business Integratio
50043538	Sr. Project Manager, Business Integratio
50087138	Dir, Business Integration
50198892	Project Manager Operations
50198960	Sr. Project Manager, Business Integratio
50499807	Sr. Project Manager, Business Integratio
50606394	Dir, Corp Business Development
51000228	Sr. Due Diligence Project Manager
60000393	Dir Valuation Strategies
60001587	VP, Chief Growth Officer
60001985	Sr. Project Manager, Business Integratio
60002535	Dir. Acquisitons Due Diligence
60002636	Sr Analyst, Technical Integration
60003211	Sr. Specialist, Corp Business Developmen
60003644	Project Manager, Business Integration
60005769	Sr Dir, Business Development
60007501	Business Development Specialist
60008094	Corp Business Development Analyst
60007125	Lead, Health & Safety (Corporate)
60007827	Sr Specialist Health & Safety
60008179	Health & Safety Compliance Lead
60009167	Lead Industrial Hygienist
50042211	Principal Operations Advisor- Maintenanc
60005562	VP, Financial Planning & Analysis
50499769	Sr Accountant

60005431	Senior Manager, Financial Reporting
60006801	Sr Accountant
60007559	Sr Accountant
60009420	Accountant
60009487	Sr Accountant
60009501	Accountant
60009658	Sr Accounts Receivable Rep
50437054	Mgr Internal Audit
60003461	Mgr Internal Audit
60005756	Lead Auditor, Operations & Compliance
60006974	Staff Internal Auditor
60007943	Sr. Internal Auditor
60008553	Sr. Internal Auditor
3012250	Insurance Claims Specialist
60006914	Principal Treasury Capital Markets Analy
50405291	Director - Tax Reporting and Compliance
50434673	Sr Tax Accountant
60002040	Tax Accountant II
60006409	Manager, Tax
60008556	Sr Tax Accountant
60009066	Intern Admin
50247296	Legal Operations Coordinator
50289489	Senior Exec Asst
50423515	Legal Support Coordinator
60008668	Litigation & Investigations Counsel
50321879	Vice President, Accounting
50084609	Director, Corporate FP&A
50269627	Dir, Strategic Finance
50525790	Principal Financial Analyst
60000985	Sr Principal Finance
60006267	VP, Strategic Finance
60006432	Principal, Rates & Finance
60008176	Financial Analyst
60008997	Financial Analyst
60009615	Dir, Revenue Analytics
60009700	Financial Analyst
60006387	Principal, Rates & Finance
60006683	Sr Financial Analyst
60009355	Financial Analyst
50299072	Senior Exec Asst
60008083	SVP, Chief Human Resources Officer
60008455	VP Total Rewards
60001948	Payroll Analyst Lead
60003588	Payroll Analyst
60005198	Payroll Analyst
60007879	Sr Specialist Payroll (N)
50057221	Sr. Claims Analyst

50380815	Representative Claims Insurance (N)
60002182	ESG and IR Analyst
60002324	Sr Mgr, Investor Relations
60005909	Business Process Associate
50424631	Mgr Engineering
60005118	Sr Financial Analyst
60007318	Sr Accountant
60007917	Sr Accountant
50545441	Talent Acquisition Partner
51000966	Talent Acquisition Coordinator
60003725	Program Manager, Talent Acquisition
60005821	Talent Acquisition Partner
60006079	Talent Acquisition Partner
60006667	Talent Acquisition Partner
60006889	Sr Talent Acquisition Partner
60007471	Talent Acquisition Partner
60008643	Talent Acquisition Coordinator
60009085	ID&E Talent Acquisition Partner
60009172	Talent Acquisition Coordinator
60009215	Talent Acquisition Partner
60009322	Sr Talent Acquisition Partner
60009349	Talent Sourcer
60009515	Talent Acquisition Coordinator
60009565	Sr Talent Acquisition Partner
60009574	Talent Acquisition Coordinator
60009581	Manager, Talent Acquisition
60009596	Talent Acquisition Partner
60009640	Sr Talent Acquisition Partner
3017083	Analyst - Tariff Administration
3018081	Analyst - Tariff Administration
50037453	Office Manager (N)
50425978	Analyst - Tariff Administration
50584105	Process Analyst, Customer Digital Produc
60000949	VP Chief Customer Officer
60003169	Admin Asst (N)
60003322	Admin Asst (N)
60007439	Sr. Data Analyst
60008568	Manager, Tariff Administration
60008709	CSO Rates & Regulatory Program Manager
18506683	Sr Mgr, EAM
50107211	Meter Operations Technical Specialist
50281530	Metering Systems Administrator
50297742	Project Manager - Meter Operations
50411320	Sr Mgr, Metering Systems
50427008	SVP, Chief Operational Excellence Office
50486398	Sr EAM Project Manager-W&WW
50538416	Program Manager - Operational Excellence

50551406	Sr EAM Project Manager-W&WW
50589596	Sr. Project Manager Env & WQ
51000167	Manager - Meter Operations
60002002	Sr. Operational Systems Analyst
60002174	Meter Operations Technical Specialist
60007428	Meter Operations Technical Specialist
60007474	Meter Operations Technical Specialist
60001028	Principal, Compliance & Ethics
60002282	Lead, Compliance and Ethics
60006333	Sr Dir, Corporate Compliance
60009458	Employment & Labor Law Counsel
18678039	Sr Mgr, Meter Quality
60000555	Meter Operations Technical Specialist
60007232	Associate Project Manager EAM
60006262	Dir Finance
3018540	Dir, Water Quality and Environmental
60000303	Dir, Water Quality and Environmental
60008846	Environmental Program Lead
50349620	Coordinator FRCC
50377972	Coordinator FRCC
50452237	Team Lead Ops Support
50655786	Project Manager Operations
9000399	Team Lead FRCC
50037332	Team Lead FRCC
50297725	Coordinator FRCC
50338176	Supervisor FRCC
60000052	Coordinator FRCC
60000668	Coordinator FRCC
60000915	Coordinator FRCC
24007005	Supervisor Operations Support
24007474	Mgr Customer Relations
50428147	Supervisor Operations Support
50039533	HR Data Analyst
60007800	HR Systems Admin
60009105	HR Systems Admin
60008849	Sr Mgr Claims & Risk Management
60009790	Sr. Manager, Insurance
60001129	Mgr Facilities
60002796	Maintenance Service Supervisor (HQP)
60005698	Print Production & Mailroom Supervisor
60007973	Print Production & Mailroom Coordinator
60008502	Print Production & Mailroom Coordinator
60002242	Dir, Supplier Diversity
60005492	Supplier Diversity Specialist
60005500	Supplier Diversity Program Manager
50566916	Supply Chain Lead
60002216	VP, Supply Chain

60007339 Sr Procurement Specialist
60008902 Procurement Specialist
60009141 Procurement Specialist
60009706 Principal Procurement Specialist
50075099 Dir, Supply Chain Support
60006269 Supply Chain Support Analyst
60007993 Procurement Specialist
60008557 Supply Chain Support Analyst
60009369 Sr Procurement Specialist
60006355 Procurement Specialist
60009009 Associate Procurement Specialist
60009313 Sr Procurement Specialist
60009711 Procurement Specialist
60006237 Fleet Ops Specialist
60009670 Supply Chain Support Analyst
60003675 Paralegal
60000348 VP Chief Rates & Regulatory Counsel
60008394 Dir Corp Counsel
60009262 Dir Corp Counsel
51000182 Business Process Associate
60007211 Financial Analyst
60007586 Senior Project Manager
60008707 Intern Admin
60003416 Senior Software Engineer
50406249 Senior Paralegal
60001331 VP Chief SEC Counsel & Corp Secretary
60006707 Director, SEC and Corporate Counsel
50654123 Mgr, Accounting
60002924 Accountant
3016378 Workforce Specialist
3018007 Learning Coordinator
50053128 Trainer II
50057144 Workforce Specialist
50198894 Sr. Quality Assurance Analyst
50198913 Sr. Quality Assurance Analyst
50198958 Instructional Design Specialist
50399062 Workforce Specialist
50655782 Sr. Quality Assurance Analyst
51000398 Sr. Quality Assurance Analyst
60000577 Sr. Quality Assurance Analyst
60002923 Escalation and Quality Assurance Manager
60002930 Sr. Quality Assurance Analyst
60007988 Sr. Quality Assurance Analyst
60008766 Mgr, Learning, Development & Quality Ass
60008838 Dir, Customer Care
3017165 Trainer II
3016862 Sr CSO Business Analyst

50033303 Sr CSO Business Analyst
60000785 Sr CSO Business Analyst
60009152 Senior Solution Engineer
50654149 Technologist II
60002630 Technologist II
60002684 Principal Technologist
50113938 Sr Procurement Specialist
60000613 Director Fleet & Logistics
50328938 Sr. Business Performance Analyst
50655831 Sr Mgr, Operational Analytics
51000091 Sr. Business Performance Analyst
60000559 Sr. Business Performance Analyst
60002255 Sr Mgr, Operational Performance
60003571 Sr. Business Performance Analyst
28007648 Dir Operations Training
50112416 Sr Reliability Engineering Analyst
51001178 Principal Operations Advisor- Water
60005334 Business Continuity Program Manager
60006360 Principal Operations Advisor- Wastewater
60009406 Sr Dir, Strategic Programs
60002900 VP, Water Quality & Compliance
60008276 Lead, Operational Compliance
60000244 Sr Dir, GIS
60001310 Principal GIS Specialist
60001389 Regional Manager, GIS
60002064 Principal GIS Specialist
60003407 Sr Mgr, GIS Technical
60005284 Principal GIS Specialist
12004324 GIS Manager
60005207 Sr. GIS Specialist
9008521 Sr Eng Automation & Controls (SCADA)
9015412 Mgr Automation & Controls (SCADA)
17003437 Sr Eng Automation & Controls (SCADA)
50108206 Mgr Maintenance
50362057 Lead Automation & Controls Tech
50392907 Senior Technologist
50653181 Regional Manager, Operational Technology
60000819 Regional Manager, Operational Technology
60001350 Engineering Project Manager
60002100 Sr Automation & Controls Tech
60003205 Sr Automation & Controls Tech
60003834 Mgr Automation & Controls (SCADA)
60008015 Sr Eng Automation & Controls (SCADA)
60008298 Sr Eng Automation & Controls (SCADA)
60009257 Sr Eng Automation & Controls (SCADA)
60009468 Sr Eng Automation & Controls (SCADA)
60009543 Sr Eng Automation & Controls (SCADA)

50575289 Specialist, Technology Field Services
60000171 Specialist, Technology Field Services
60005804 Specialist, Technology Field Services
60009580 Specialist, Technology Field Services
60005795 Specialist, Physical Security
60005914 Specialist, Physical Security
50180499 Regional Manager, Customer Advocacy
60003471 Sr Mgr, Change Management, Strategic Pro

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Robert Prendergast

3. Refer to the Application generally. Provide the following information for Kentucky American's salaried employees, as well as all salaried employees whose costs are allocated to Kentucky American, and separate each response by company/utility.
 - a. Provide the position, title, and salary for each salaried employee for the years 2020 – 2025.
 - b. Provide the average raise that the salaried employees received, or will receive, for the years 2020 – 2025. Ensure to explain whether the annual raise is directly connected to a performance review.
 - c. Provide the average bonus that each salaried employee received, or will receive, for the years 2020 - 2025.
 - d. Provide all awards given to the salaried employees for the years 2020 – 2025.
 - e. Provide all vehicle allowances given to the salaried employees for the years 2020 – 2025.
 - f. Provide all incentive compensation given to the salaried employees for the years 2020 – 2025.
 - g. Provide the average raise, if any, which will be given to salaried employees for 2025.
 - h. Provide a detailed explanation of the insurance benefits provided to the Company's salaried employees, including but not limited to health, dental, vision, life insurance, etc. Ensure to include all premiums paid by the Company's salaried

employees, premiums paid by the Company or parent company on the salaried employees' behalf, as well as all copays, deductibles, and maximum out of pocket amounts.

- i. Provide a detailed explanation of the retirement benefits provided to the Company's salaried employees, including but not limited to, whether there is a defined benefit plan, 401(k) matching, etc.
- j. Explain whether any of the salaried employees are members of a union.

Response:

- a. Please refer to KAW_R_AGDR1_NUM002_070725_Attachment 1_CONFIDENTIAL for the listing of position titles and salaries for each Kentucky-American employee and all Service Company employees that allocated expense to Kentucky for the years 2020–2025, including salaried employees.
- b. Please refer to the table below for the average merit increase provided to Kentucky-American salaried employees for the years 2020-2025. Please refer to the response provided in KAW_R_AGDR1_NUM002_070725 for Service Company. The Company issues merit increases based on a performance review of each employee.

Kentucky-American					
2020	2021	2022	2023	2024	2025
3.14%	3.04%	3.41%	3.41%	4.20%	4.01%

- c. Please see below for the average referral, discretionary and sign-on bonuses for Kentucky-American salaried employees.

Kentucky-American					
2020	2021	2022	2023	2024	2025
\$0	\$400	\$400	\$778	\$1,762	\$500

Please see below for the average referral, discretionary and sign-on bonuses for Service Company employees allocated to Kentucky American, including salaried employees.

Service Company					
2020	2021	2022	2023	2024	2025

\$2,986	\$2,916	\$1,460	\$1,880	\$1,571	\$435
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- d. Please see below for the average awards to Kentucky-American employees. Please refer to KAW_R_AGDR1_NUM003_070725_Attachment for actual awards paid to Service Company employees, including salaried employees. Please note these amounts are before any allocation to the affiliates. A portion of the attachment is confidential and is being provided pursuant to a petition for confidential protection.

Kentucky-American					
2020	2021	2022	2023	2024	2025
\$0	\$372	\$400	\$739	\$500	\$500

- e. No vehicle allowances were given to Kentucky-American salaried employees or employees that allocate costs to Kentucky-American during the time period specified.
- f. Please refer to the table below for performance-based compensation payments to KAWC salaried employees. Please refer to KAW_R_AGDR1_NUM002_070725_Attachment1_CONFIDENTIAL for the Service Company performance pay paid to employees that was allocated to Kentucky-American, including salaried employees.

Kentucky-American					
2020	2021	2022	2023	2024	2025
\$360,948	\$327,037	\$366,842	\$383,763	\$395,798	\$471,264

- g. Please refer to the response to part b.
- h. Please refer to the Company's response to KAW_R_PSCDR1_NUM039, KAW_R_PSCDR1_NUM040 and KAW_R_PSCDR1_NUM041.
- i. Please refer to the Company's response to KAW_R_PSCDR1_NUM042.
- j. Salaried employees are not members of a union.

Kentucky-American Water Company
Case No. 2025-00122
Employee Awards for Service Co Employees

Job Type	Job	Award	2018	2019	2020	2021	2022	2023	2024	January-May 2025
Non-Union (exempt/hourly)		Spot Award						250		
Non-Union (exempt/hourly)		Spot Award		250			1,500		100	500
Non-Union (exempt/hourly)		Spot Award		500				500		
Non-Union (exempt/hourly)		Spot Award				5,000				
Non-Union (exempt/hourly)		Spot Award				6,000	750			
Non-Union (exempt/hourly)		Spot Award			125					
Non-Union (exempt/hourly)		Spot Award				500	500			
Non-Union (exempt/hourly)		Spot Award					2,500			
Non-Union (exempt/hourly)		Spot Award			250					
Non-Union (exempt/hourly)		Spot Award					2,500			
Non-Union (exempt/hourly)		Spot Award					1,000		1,000	
Non-Union (exempt/hourly)		Spot Award					1,000			500
Non-Union (exempt/hourly)		Spot Award					1,500			
Non-Union (exempt/hourly)		Spot Award				200		250		
Non-Union (exempt/hourly)		Spot Award	1,500					1,000	50	1,000
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award				100	1,000		1,000	
Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award		300						
Non-Union (exempt/hourly)		Spot Award				1,000				
Non-Union (exempt/hourly)		Spot Award	500						300	
Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award				1,500		1,000		
Non-Union (exempt/hourly)		Spot Award						1,500		2,000
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award					500	500		
Non-Union (exempt/hourly)		Spot Award					250			
Non-Union (exempt/hourly)		Spot Award					250			
Non-Union (exempt/hourly)		Spot Award					1,000		1,000	22,830
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award			500		2,500			2,500
Non-Union (exempt/hourly)		Spot Award					2,000	1,500		500
Non-Union (exempt/hourly)		Spot Award		250	500	500	2,500			
Non-Union (exempt/hourly)		Spot Award		750	500		1,350	400	3,000	
Non-Union (exempt/hourly)		Spot Award		500						
Non-Union (exempt/hourly)		Spot Award			250	300	1,600		200	500
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award				100				
Non-Union (exempt/hourly)		Spot Award					250			
Non-Union (exempt/hourly)		Spot Award					6,000		1,000	
Non-Union (exempt/hourly)		Spot Award	175			250	500		300	
Non-Union (exempt/hourly)		Spot Award		250		800				
Non-Union (exempt/hourly)		Spot Award				1,000				
Non-Union (exempt/hourly)		Spot Award	1,000	500		1,200	500			
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award						250		
Non-Union (exempt/hourly)		Spot Award				5,000				
Non-Union (exempt/hourly)		Spot Award	500			250				
Non-Union (exempt/hourly)		Spot Award	500		300					
Non-Union (exempt/hourly)		Spot Award				300			200	
Non-Union (exempt/hourly)		Spot Award					1,000			500
Non-Union (exempt/hourly)		Spot Award			500					
Non-Union (exempt/hourly)		Spot Award						500	250	
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award				500		1,500		1,000
Non-Union (exempt/hourly)		Spot Award						500		
Non-Union (exempt/hourly)		Spot Award	78							
Non-Union (exempt/hourly)		Spot Award			500		2,000		3,000	1,500
Non-Union (exempt/hourly)		Spot Award			500	250	1,000			500
Non-Union (exempt/hourly)		Spot Award					5,000	1,500		
Non-Union (exempt/hourly)		Spot Award		250			5,000	500	1,000	
Non-Union (exempt/hourly)		Spot Award			383		300	300	2,000	
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award		500			1,000	750	1,000	
Non-Union (exempt/hourly)		Spot Award		250					1,000	500
Non-Union (exempt/hourly)		Spot Award					1,000		1,000	500
Non-Union (exempt/hourly)		Spot Award				250				500
Non-Union (exempt/hourly)		Spot Award	50							
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award			500	1,500				
Non-Union (exempt/hourly)		Spot Award				300				
Non-Union (exempt/hourly)		Spot Award				450				
Non-Union (exempt/hourly)		Spot Award		250			2,500			
Non-Union (exempt/hourly)		Spot Award				1,000			3,000	
Non-Union (exempt/hourly)		Spot Award						500		
Non-Union (exempt/hourly)		Spot Award			500	500				
Non-Union (exempt/hourly)		Spot Award							2,000	
Non-Union (exempt/hourly)		Spot Award	250							
Non-Union (exempt/hourly)		Spot Award			750					
Non-Union (exempt/hourly)		Spot Award				500		2,000		
Non-Union (exempt/hourly)		Spot Award					500		500	
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award					1,500			
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award			500		2,000			2,500
Non-Union (exempt/hourly)		Spot Award				1,000		1,000		
Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award						750		
Non-Union (exempt/hourly)		Spot Award	300			250		200		

Kentucky-American Water Company
Case No. 2025-00122
Employee Awards for Service Co Employees

Job Type	Job	Award	2018	2019	2020	2021	2022	2023	2024	January-May 2025
Non-Union (exempt/hourly)		Spot Award				200	1,000		350	
Non-Union (exempt/hourly)		Spot Award		500	1,000		800		1,500	
Non-Union (exempt/hourly)		Spot Award			250				450	
Non-Union (exempt/hourly)		Spot Award					1,500		1,200	500
Non-Union (exempt/hourly)		Spot Award					3,000			
Non-Union (exempt/hourly)		Spot Award				5,000				
Non-Union (exempt/hourly)		Spot Award		500					250	
Non-Union (exempt/hourly)		Spot Award					1,500	5,000		
Non-Union (exempt/hourly)		Spot Award					1,000		700	1,800
Non-Union (exempt/hourly)		Spot Award						250	1,000	
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award				100				
Non-Union (exempt/hourly)		Spot Award		500	500					
Non-Union (exempt/hourly)		Spot Award		250		500		250		
Non-Union (exempt/hourly)		Spot Award				1,000				
Non-Union (exempt/hourly)		Spot Award		250	250	1,500				
Non-Union (exempt/hourly)		Spot Award		1,642	2,060	556			200	
Non-Union (exempt/hourly)		Spot Award	500						800	
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award						1,000	250	1,500
Non-Union (exempt/hourly)		Spot Award				8,000	5,000			
Non-Union (exempt/hourly)		Spot Award	500				750	2,000		
Non-Union (exempt/hourly)		Spot Award			200		900	500	2,000	500
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award	1,000							
Non-Union (exempt/hourly)		Spot Award	500	300	1,000	2,000	500			
Non-Union (exempt/hourly)		Spot Award			500	1,000	7,000			
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award				1,000	-		750	
Non-Union (exempt/hourly)		Spot Award		250		1,000		500	1,000	
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award					2,550		500	
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award					5,000			
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award	500					1,450		
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award				6,000	5,000			
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award				5,000				500
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award				1,000	2,000			2,903
Non-Union (exempt/hourly)		Spot Award						250	1,000	
Non-Union (exempt/hourly)		Spot Award					250			
Non-Union (exempt/hourly)		Spot Award			750	500				
Non-Union (exempt/hourly)		Spot Award			250			500		
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award	300				2,500		700	500
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award				1,000				
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award		500						
Non-Union (exempt/hourly)		Spot Award				100	250			
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award					2,500		800	500
Non-Union (exempt/hourly)		Spot Award	500			1,500	1,000	400		
Non-Union (exempt/hourly)		Spot Award						200		
Non-Union (exempt/hourly)		Spot Award					1,000			1,500
Non-Union (exempt/hourly)		Spot Award				5,000		500	1,500	
Non-Union (exempt/hourly)		Spot Award	250	500	4,300	8,000	500	500		
Non-Union (exempt/hourly)		Spot Award	500	250						
Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award				200				
Non-Union (exempt/hourly)		Spot Award						400		
Non-Union (exempt/hourly)		Spot Award					300		200	
Non-Union (exempt/hourly)		Spot Award				2,000		1,000	500	
Non-Union (exempt/hourly)		Spot Award			500	5,000	1,000		1,000	500
Non-Union (exempt/hourly)		Spot Award	500			500				
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award					2,500		1,000	
Non-Union (exempt/hourly)		Spot Award						1,000	3,500	1,000
Non-Union (exempt/hourly)		Spot Award				200				
Non-Union (exempt/hourly)		Spot Award				7,500				
Non-Union (exempt/hourly)		Spot Award					2,500		500	
Non-Union (exempt/hourly)		Spot Award		250	100	100	2,500			
Non-Union (exempt/hourly)		Spot Award			800		500		500	
Non-Union (exempt/hourly)		Spot Award				200		400	1,500	
Non-Union (exempt/hourly)		Spot Award						500		
Non-Union (exempt/hourly)		Spot Award				1,500				
Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award		1,000			300		200	
Non-Union (exempt/hourly)		Spot Award		500			300			500
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award	1,000							
Non-Union (exempt/hourly)		Spot Award					250			
Non-Union (exempt/hourly)		Spot Award	500	500		3,800	1,250	750	800	
Non-Union (exempt/hourly)		Spot Award				3,500	2,000	1,500		
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award	500							

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Job Type	Job	Award	2018	2019	2020	2021	2022	2023	2024	January-May 2025
Non-Union (exempt/hourly)		Spot Award				1,000		1,000		
Non-Union (exempt/hourly)		Spot Award						400	2,500	
Non-Union (exempt/hourly)		Spot Award	1,000							500
Non-Union (exempt/hourly)		Spot Award					250			
Non-Union (exempt/hourly)		Spot Award	750				1,250	1,000		
Non-Union (exempt/hourly)		Spot Award				500	500	2,000		
Non-Union (exempt/hourly)		Spot Award		500		3,800	1,500		1,500	
Non-Union (exempt/hourly)		Spot Award						2,000		
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award					1,150		-	
Non-Union (exempt/hourly)		Spot Award		500			1,000	750		
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award				500	1,000	500	2,000	
Non-Union (exempt/hourly)		Spot Award					2,500			
Non-Union (exempt/hourly)		Spot Award				450	450	1,000	2,000	
Non-Union (exempt/hourly)		Spot Award	500				5,000			
Non-Union (exempt/hourly)		Spot Award				2,000		500		
Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award		250		2,500		1,000		
Non-Union (exempt/hourly)		Spot Award		250			500	500		
Non-Union (exempt/hourly)		Spot Award					250	250	1,000	300
Non-Union (exempt/hourly)		Spot Award			500	3,000	7,500			
Non-Union (exempt/hourly)		Spot Award			1,050	1,400	2,600			
Non-Union (exempt/hourly)		Spot Award					1,250			500
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award						500		
Non-Union (exempt/hourly)		Spot Award	105							
Non-Union (exempt/hourly)		Spot Award					500	500		
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award				1,000		1,000		
Non-Union (exempt/hourly)		Spot Award					750			
Non-Union (exempt/hourly)		Spot Award				100				
Non-Union (exempt/hourly)		Spot Award					5,000		500	
Non-Union (exempt/hourly)		Spot Award	500	500	300		3,000		1,000	
Non-Union (exempt/hourly)		Spot Award		500		500			800	
Non-Union (exempt/hourly)		Spot Award						500		
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award				1,000			500	
Non-Union (exempt/hourly)		Spot Award					3,000		1,000	
Non-Union (exempt/hourly)		Spot Award				500	2,500	500		
Non-Union (exempt/hourly)		Spot Award				500	250			
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award	500	500	300	750				
Non-Union (exempt/hourly)		Spot Award				300				
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award		500	500	2,000		5,000		
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award				350			2,500	
Non-Union (exempt/hourly)		Spot Award					2,500			
Non-Union (exempt/hourly)		Spot Award				3,000	1,000	500		
Non-Union (exempt/hourly)		Spot Award				9,000				
Non-Union (exempt/hourly)		Spot Award					1,000		700	
Non-Union (exempt/hourly)		Spot Award				450	750			
Non-Union (exempt/hourly)		Spot Award					1,500			
Non-Union (exempt/hourly)		Spot Award					250			
Non-Union (exempt/hourly)		Spot Award			250					
Non-Union (exempt/hourly)		Spot Award				500			200	
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award	500					1,000	1,000	-
Non-Union (exempt/hourly)		Spot Award		300						
Non-Union (exempt/hourly)		Spot Award			250					
Non-Union (exempt/hourly)		Spot Award	500					2,000		
Non-Union (exempt/hourly)		Spot Award	500			1,000	1,000			
Non-Union (exempt/hourly)		Spot Award		500		500				
Non-Union (exempt/hourly)		Spot Award					2,000			
Non-Union (exempt/hourly)		Spot Award						150	150	
Non-Union (exempt/hourly)		Spot Award			650		300	300	1,500	
Non-Union (exempt/hourly)		Spot Award				3,000	1,000		2,000	
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award					150			500
Non-Union (exempt/hourly)		Spot Award				1,500				
Non-Union (exempt/hourly)		Spot Award				1,000		500	3,000	
Non-Union (exempt/hourly)		Spot Award	500		500					500
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award		250					1,000	
Non-Union (exempt/hourly)		Spot Award	500			3,000	3,000			
Non-Union (exempt/hourly)		Spot Award				500	5,000			500
Non-Union (exempt/hourly)		Spot Award						200		
Non-Union (exempt/hourly)		Spot Award				700			200	
Non-Union (exempt/hourly)		Spot Award					400			500
Non-Union (exempt/hourly)		Spot Award				1,500				
Non-Union (exempt/hourly)		Spot Award			500		3,000			
Non-Union (exempt/hourly)		Spot Award	500							500
Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award		250						
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award	226							
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award				200	1,000			

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Job Type	Job	Award	2018	2019	2020	2021	2022	2023	2024	January-May 2025
Non-Union (exempt/hourly)		Spot Award	500				750	1,500	500	
Non-Union (exempt/hourly)		Spot Award	500				300			
Non-Union (exempt/hourly)		Spot Award				100			1,000	
Non-Union (exempt/hourly)		Spot Award						250		
Non-Union (exempt/hourly)		Spot Award				4,800			2,500	
Non-Union (exempt/hourly)		Spot Award						750		
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award	1,000						100	750
Non-Union (exempt/hourly)		Spot Award		500		250				
Non-Union (exempt/hourly)		Spot Award				1,000				
Non-Union (exempt/hourly)		Spot Award				500			800	
Non-Union (exempt/hourly)		Spot Award					250		1,000	
Non-Union (exempt/hourly)		Spot Award				1,000	650	500	500	
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award					5,000			500
Non-Union (exempt/hourly)		Spot Award		500						
Non-Union (exempt/hourly)		Spot Award		500						
Non-Union (exempt/hourly)		Spot Award						750	1,000	
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award			500					
Non-Union (exempt/hourly)		Spot Award				100				
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award			500	3,000	1,000	1,000		
Non-Union (exempt/hourly)		Spot Award			500	5,500				
Non-Union (exempt/hourly)		Spot Award				3,000		400		
Non-Union (exempt/hourly)		Spot Award						500		
Non-Union (exempt/hourly)		Spot Award						1,000	1,000	
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award					1,000		1,000	
Non-Union (exempt/hourly)		Spot Award			500	7,000				
Non-Union (exempt/hourly)		Spot Award						500		
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award					1,000		550	
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award	500	1,000				500		
Non-Union (exempt/hourly)		Spot Award			50					
Non-Union (exempt/hourly)		Spot Award		500		100				
Non-Union (exempt/hourly)		Spot Award				1,500				
Non-Union (exempt/hourly)		Spot Award		350					600	500
Non-Union (exempt/hourly)		Spot Award				100				
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award					500		500	
Non-Union (exempt/hourly)		Spot Award				3,000				
Non-Union (exempt/hourly)		Spot Award				200				
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award						500	1,500	
Non-Union (exempt/hourly)		Spot Award	500			500	1,500	1,000	8,500	
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award		500	500	1,500				
Non-Union (exempt/hourly)		Spot Award						250		
Non-Union (exempt/hourly)		Spot Award		500	500	3,500			500	
Non-Union (exempt/hourly)		Spot Award		500	500	500		500		
Non-Union (exempt/hourly)		Spot Award	250							
Non-Union (exempt/hourly)		Spot Award			500		1,000			
Non-Union (exempt/hourly)		Spot Award		250						
Non-Union (exempt/hourly)		Spot Award				250	250			
Non-Union (exempt/hourly)		Spot Award					5,000		1,000	
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award		250						500
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award					10,000			
Non-Union (exempt/hourly)		Spot Award	500							
Non-Union (exempt/hourly)		Spot Award				3,000				
Non-Union (exempt/hourly)		Spot Award				200				
Non-Union (exempt/hourly)		Spot Award						500		
Non-Union (exempt/hourly)		Spot Award					1,000		1,000	
Non-Union (exempt/hourly)		Spot Award				500		500		
Non-Union (exempt/hourly)		Spot Award					1,000	500	500	
Non-Union (exempt/hourly)		Spot Award		1,000						
Non-Union (exempt/hourly)		Spot Award						1,500		
Non-Union (exempt/hourly)		Spot Award			1,000					
Non-Union (exempt/hourly)		Spot Award				200		200		
Non-Union (exempt/hourly)		Spot Award					1,500	500		
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award				450		500		
Non-Union (exempt/hourly)		Spot Award	500							250
Non-Union (exempt/hourly)		Spot Award		250						
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award			1,000	-				2,000
Non-Union (exempt/hourly)		Spot Award					250		250	
Non-Union (exempt/hourly)		Spot Award					750			
Non-Union (exempt/hourly)		Spot Award				1,000				
Non-Union (exempt/hourly)		Spot Award						500	1,000	
Non-Union (exempt/hourly)		Spot Award		250			1,500			
Non-Union (exempt/hourly)		Spot Award			500	1,000				
Non-Union (exempt/hourly)		Spot Award				1,000				
Non-Union (exempt/hourly)		Spot Award					500		250	
Non-Union (exempt/hourly)		Spot Award		250			2,500			500
Non-Union (exempt/hourly)		Spot Award						2,500	-	

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Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award				4,000				
Non-Union (exempt/hourly)		Spot Award					1,000			500
Non-Union (exempt/hourly)		Spot Award				450	-			
Non-Union (exempt/hourly)		Spot Award				1,000	1,000			
Non-Union (exempt/hourly)		Spot Award				200		400		
Non-Union (exempt/hourly)		Spot Award		500						
Non-Union (exempt/hourly)		Spot Award		500	500					
Non-Union (exempt/hourly)		Spot Award				1,500				200
Non-Union (exempt/hourly)		Spot Award				450				
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award					1,000	500		
Non-Union (exempt/hourly)		Spot Award				100				
Non-Union (exempt/hourly)		Spot Award				450				
Non-Union (exempt/hourly)		Spot Award		500						
Non-Union (exempt/hourly)		Spot Award				450				
Non-Union (exempt/hourly)		Spot Award					5,000		5,000	
Non-Union (exempt/hourly)		Spot Award				1,000				
Non-Union (exempt/hourly)		Spot Award				500	250	1,275		
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award				450		500	1,000	
Non-Union (exempt/hourly)		Spot Award			250					
Non-Union (exempt/hourly)		Spot Award					500		1,000	
Non-Union (exempt/hourly)		Spot Award						1,200	350	
Non-Union (exempt/hourly)		Spot Award					7,500		700	
Non-Union (exempt/hourly)		Spot Award					1,000		1,000	
Non-Union (exempt/hourly)		Spot Award					2,000			
Non-Union (exempt/hourly)		Spot Award				450	-			
Non-Union (exempt/hourly)		Spot Award					250			4,637
Non-Union (exempt/hourly)		Spot Award		500		750			500	
Non-Union (exempt/hourly)		Spot Award		1,000		850				
Non-Union (exempt/hourly)		Spot Award			500		500		300	
Non-Union (exempt/hourly)		Spot Award			300	1,000	1,000			
Non-Union (exempt/hourly)		Spot Award				500	1,000	500		1,000
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award				500			1,000	
Non-Union (exempt/hourly)		Spot Award				650			200	
Non-Union (exempt/hourly)		Spot Award				250				
Non-Union (exempt/hourly)		Spot Award				500	-			
Non-Union (exempt/hourly)		Spot Award					1,000			2,500
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award				250				
Non-Union (exempt/hourly)		Spot Award			200	1,500	3,000	500		
Non-Union (exempt/hourly)		Spot Award				500	5,000		2,000	500
Non-Union (exempt/hourly)		Spot Award				100				
Non-Union (exempt/hourly)		Spot Award				200			200	
Non-Union (exempt/hourly)		Spot Award				100				
Non-Union (exempt/hourly)		Spot Award				450				6,279
Non-Union (exempt/hourly)		Spot Award						450	5,000	
Non-Union (exempt/hourly)		Spot Award		500	500	500	2,500			
Non-Union (exempt/hourly)		Spot Award				500	500	500		
Non-Union (exempt/hourly)		Spot Award						750		
Non-Union (exempt/hourly)		Spot Award			400		400			
Non-Union (exempt/hourly)		Spot Award				1,000				
Non-Union (exempt/hourly)		Spot Award				100				
Non-Union (exempt/hourly)		Spot Award		500		1,000	1,000		800	
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award				350				
Non-Union (exempt/hourly)		Spot Award						500		
Non-Union (exempt/hourly)		Spot Award						1,000	1,000	250
Non-Union (exempt/hourly)		Spot Award						250		
Non-Union (exempt/hourly)		Spot Award					1,000	250		
Non-Union (exempt/hourly)		Spot Award		500						
Non-Union (exempt/hourly)		Spot Award					15,000			
Non-Union (exempt/hourly)		Spot Award				750	3,000			
Non-Union (exempt/hourly)		Spot Award					1,000			3,000
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award				450		500		
Non-Union (exempt/hourly)		Spot Award					750	500		
Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award					5,000		2,000	500
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award				500				500
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award				500		1,800	300	750
Non-Union (exempt/hourly)		Spot Award				200				
Non-Union (exempt/hourly)		Spot Award				1,000				
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award				3,500				
Non-Union (exempt/hourly)		Spot Award				450	450			
Non-Union (exempt/hourly)		Spot Award					1,500			
Non-Union (exempt/hourly)		Spot Award				450		1,000	1,000	
Non-Union (exempt/hourly)		Spot Award					750	750	100	2,500
Non-Union (exempt/hourly)		Spot Award				750				
Non-Union (exempt/hourly)		Spot Award				1,000				
Non-Union (exempt/hourly)		Spot Award				10,000				
Non-Union (exempt/hourly)		Spot Award				250				
Non-Union (exempt/hourly)		Spot Award						400		
Non-Union (exempt/hourly)		Spot Award					1,500		100	500
Non-Union (exempt/hourly)		Spot Award					444			
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award				500	2,500			500

Kentucky-American Water Company
Case No. 2025-00122
Employee Awards for Service Co Employees

Job Type	Job	Award	2018	2019	2020	2021	2022	2023	2024	January-May 2025
Non-Union (exempt/hourly)		Spot Award				3,000	3,000		1,000	500
Non-Union (exempt/hourly)		Spot Award					1,500		250	
Non-Union (exempt/hourly)		Spot Award					500		1,000	
Non-Union (exempt/hourly)		Spot Award					250			
Non-Union (exempt/hourly)		Spot Award						500		
Non-Union (exempt/hourly)		Spot Award					500			1,500
Non-Union (exempt/hourly)		Spot Award						300	350	
Non-Union (exempt/hourly)		Spot Award						150		
Non-Union (exempt/hourly)		Spot Award					2,500			
Non-Union (exempt/hourly)		Spot Award						1,000	500	
Non-Union (exempt/hourly)		Spot Award				500	500			
Non-Union (exempt/hourly)		Spot Award				100				
Non-Union (exempt/hourly)		Spot Award						1,500		
Non-Union (exempt/hourly)		Spot Award					250			
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award						500	500	
Non-Union (exempt/hourly)		Spot Award				1,000			500	500
Non-Union (exempt/hourly)		Spot Award				1,500	3,000			
Non-Union (exempt/hourly)		Spot Award				1,000			800	
Non-Union (exempt/hourly)		Spot Award				1,500				
Non-Union (exempt/hourly)		Spot Award					500			500
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award				1,000				
Non-Union (exempt/hourly)		Spot Award					250			500
Non-Union (exempt/hourly)		Spot Award					2,250			
Non-Union (exempt/hourly)		Spot Award				1,000				
Non-Union (exempt/hourly)		Spot Award						2,500		
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award					250			
Non-Union (exempt/hourly)		Spot Award				1,500	1,000		550	
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award						200	300	
Non-Union (exempt/hourly)		Spot Award						1,000	500	1,500
Non-Union (exempt/hourly)		Spot Award				500				
Non-Union (exempt/hourly)		Spot Award					3,100			
Non-Union (exempt/hourly)		Spot Award						250	500	
Non-Union (exempt/hourly)		Spot Award					250			
Non-Union (exempt/hourly)		Spot Award						1,500		
Non-Union (exempt/hourly)		Spot Award					1,500	1,000		
Non-Union (exempt/hourly)		Spot Award					150	250		
Non-Union (exempt/hourly)		Spot Award					5,000			
Non-Union (exempt/hourly)		Spot Award						100		
Non-Union (exempt/hourly)		Spot Award						100		150
Non-Union (exempt/hourly)		Spot Award						2,000		
Non-Union (exempt/hourly)		Spot Award						1,200		
Non-Union (exempt/hourly)		Spot Award					1,000		550	
Non-Union (exempt/hourly)		Spot Award					1,000			
Non-Union (exempt/hourly)		Spot Award					400			
Non-Union (exempt/hourly)		Spot Award					150	250		
Non-Union (exempt/hourly)		Spot Award						500		
Non-Union (exempt/hourly)		Spot Award					500			
Non-Union (exempt/hourly)		Spot Award						400		
Non-Union (exempt/hourly)		Spot Award						100		
Non-Union (exempt/hourly)		Spot Award						300	300	
Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award						500		
Non-Union (exempt/hourly)		Spot Award						1,000		
Non-Union (exempt/hourly)		Spot Award						250		
Non-Union (exempt/hourly)		Spot Award						150	250	200
Non-Union (exempt/hourly)		Spot Award						250		
Non-Union (exempt/hourly)		Spot Award	800							
Non-Union (exempt/hourly)		Spot Award				2,500		1,000		
Non-Union (exempt/hourly)		Spot Award							2,800	
Non-Union (exempt/hourly)		Spot Award							2,250	500
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							250	
Non-Union (exempt/hourly)		Spot Award							150	
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							1,500	
Non-Union (exempt/hourly)		Spot Award							1,250	
Non-Union (exempt/hourly)		Spot Award							500	2,000
Non-Union (exempt/hourly)		Spot Award							500	300
Non-Union (exempt/hourly)		Spot Award							1,000	500
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							2,000	
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							500	500
Non-Union (exempt/hourly)		Spot Award							250	
Non-Union (exempt/hourly)		Spot Award							1,000	
Non-Union (exempt/hourly)		Spot Award							2,000	
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							700	1,500
Non-Union (exempt/hourly)		Spot Award							700	
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							250	
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							700	1,500
Non-Union (exempt/hourly)		Spot Award							250	
Non-Union (exempt/hourly)		Spot Award							1,500	

Kentucky-American Water Company
Case No. 2025-00122
Employee Awards for Service Co Employees

Job Type	Job	Award	2018	2019	2020	2021	2022	2023	2024	January-May 2025
Non-Union (exempt/hourly)		Spot Award							1,000	
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							1,250	
Non-Union (exempt/hourly)		Spot Award							100	
Non-Union (exempt/hourly)		Spot Award							250	
Non-Union (exempt/hourly)		Spot Award							1,000	
Non-Union (exempt/hourly)		Spot Award							6,000	
Non-Union (exempt/hourly)		Spot Award							3,000	
Non-Union (exempt/hourly)		Spot Award							2,000	500
Non-Union (exempt/hourly)		Spot Award							1,000	
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							3,000	
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							2,000	1,500
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							2,000	
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							5,000	1,000
Non-Union (exempt/hourly)		Spot Award							250	
Non-Union (exempt/hourly)		Spot Award							1,200	
Non-Union (exempt/hourly)		Spot Award							1,000	
Non-Union (exempt/hourly)		Spot Award							1,300	
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							200	
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							800	
Non-Union (exempt/hourly)		Spot Award							1,000	
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							100	
Non-Union (exempt/hourly)		Spot Award							1,000	12,750
Non-Union (exempt/hourly)		Spot Award							3,000	
Non-Union (exempt/hourly)		Spot Award							3,000	
Non-Union (exempt/hourly)		Spot Award							250	
Non-Union (exempt/hourly)		Spot Award							250	
Non-Union (exempt/hourly)		Spot Award							150	150
Non-Union (exempt/hourly)		Spot Award							250	
Non-Union (exempt/hourly)		Spot Award							100	
Non-Union (exempt/hourly)		Spot Award							700	
Non-Union (exempt/hourly)		Spot Award							1,000	500
Non-Union (exempt/hourly)		Spot Award							250	
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							1,750	250
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							700	
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							150	
Non-Union (exempt/hourly)		Spot Award							250	
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							5,000	
Non-Union (exempt/hourly)		Spot Award							1,000	500
Non-Union (exempt/hourly)		Spot Award							1,000	
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							1,050	
Non-Union (exempt/hourly)		Spot Award							700	
Non-Union (exempt/hourly)		Spot Award							1,000	
Non-Union (exempt/hourly)		Spot Award							1,000	
Non-Union (exempt/hourly)		Spot Award							1,000	
Non-Union (exempt/hourly)		Spot Award							200	
Non-Union (exempt/hourly)		Spot Award							500	
Non-Union (exempt/hourly)		Spot Award							1,000	
Non-Union (exempt/hourly)		Spot Award							1,000	
Non-Union (exempt/hourly)		Spot Award							500	200
Non-Union (exempt/hourly)		Spot Award							250	
Non-Union (exempt/hourly)		Spot Award							750	
Non-Union (exempt/hourly)		Spot Award							1,000	
Non-Union (exempt/hourly)		Spot Award							1,500	500
Non-Union (exempt/hourly)		Spot Award							250	
Non-Union (exempt/hourly)		Spot Award								1,500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								16,500
Non-Union (exempt/hourly)		Spot Award								2,000
Non-Union (exempt/hourly)		Spot Award								25,000
Non-Union (exempt/hourly)		Spot Award								1,500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								1,500

Kentucky-American Water Company
Case No. 2025-00122
Employee Awards for Service Co Employees

Job Type	Job	Award	2018	2019	2020	2021	2022	2023	2024	January-May 2025
Non-Union (exempt/hourly)		Spot Award								12,349
Non-Union (exempt/hourly)		Spot Award								17,710
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								1,500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								1,000
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								1,000
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								17,550
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								15,250
Non-Union (exempt/hourly)		Spot Award								1,000
Non-Union (exempt/hourly)		Spot Award								22,120
Non-Union (exempt/hourly)		Spot Award								1,000
Non-Union (exempt/hourly)		Spot Award								5,104
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								2,000
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								1,000
Non-Union (exempt/hourly)		Spot Award								100
Non-Union (exempt/hourly)		Spot Award								250
Non-Union (exempt/hourly)		Spot Award								5,000
Non-Union (exempt/hourly)		Spot Award								1,000
Non-Union (exempt/hourly)		Spot Award								250
Non-Union (exempt/hourly)		Spot Award								1,500
Non-Union (exempt/hourly)		Spot Award								300
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								2,500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								1,500
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								1,250
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								1,500
Non-Union (exempt/hourly)		Spot Award								2,500
Non-Union (exempt/hourly)		Spot Award								14,040
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								200
Non-Union (exempt/hourly)		Spot Award								50
Non-Union (exempt/hourly)		Spot Award								350
Non-Union (exempt/hourly)		Spot Award								200
Non-Union (exempt/hourly)		Spot Award								500
Non-Union (exempt/hourly)		Spot Award								2,115
Non-Union (exempt/hourly)		Spot Award								4,615
Non-Union (exempt/hourly)		Spot Award								4,096
Non-Union (exempt/hourly)		Spot Award								1,000
Non-Union (exempt/hourly)		Spot Award								4,250
Non-Union (exempt/hourly)		Non Disc AwardGU	310							
Non-Union (exempt/hourly)		Non Disc AwardGU	7,831							
Non-Union (exempt/hourly)		Non Disc AwardGU	7,169							
Non-Union (exempt/hourly)		Non Disc AwardGU		151						
Non-Union (exempt/hourly)		Non Disc AwardGU	7,562							
Non-Union (exempt/hourly)		Non Disc AwardGU	155							
Non-Union (exempt/hourly)		Non Disc AwardGU	102							
Non-Union (exempt/hourly)		Non Disc AwardGU		382						
Non-Union (exempt/hourly)		Non Disc AwardGU	95							
Non-Union (exempt/hourly)		Non Disc AwardGU		382						
Non-Union (exempt/hourly)		Non Disc AwardGU	325							
Non-Union (exempt/hourly)		Non Disc AwardGU		382						
Non-Union (exempt/hourly)		Non Disc AwardGU		774						
Non-Union (exempt/hourly)		Non Disc AwardGU		388						
Non-Union (exempt/hourly)		Non Disc AwardGU		378						
Non-Union (exempt/hourly)		Non Disc AwardGU	19,635							
Non-Union (exempt/hourly)		Non Disc AwardGU	348							
Non-Union (exempt/hourly)		Non Disc AwardGU	2,855							
Non-Union (exempt/hourly)		Non Disc AwardGU		7,616						
Non-Union (exempt/hourly)		Non Disc AwardGU	95							
Non-Union (exempt/hourly)		Non Disc AwardGU	789							
Non-Union (exempt/hourly)		Non Disc AwardGU		152						
Non-Union (exempt/hourly)		Non Disc AwardGU	786							
Non-Union (exempt/hourly)		Non Disc AwardGU				1,561.69				
Non-Union (exempt/hourly)		Non Disc AwardGU			707					
Non-Union (exempt/hourly)		StkNetAwardGU				2,340.50				
Non-Union (exempt/hourly)		StkNetAwardGU						1,356.15		
Non-Union (exempt/hourly)		StkNetAwardGU			849					
Non-Union (exempt/hourly)		StkNetAwardGU						2,311.32		
Non-Union (exempt/hourly)		StkNetAwardGU					440.06			
Non-Union (exempt/hourly)		StkNetAwardGU						451.51		
Non-Union (exempt/hourly)		StkNetAwardGU			768					
Non-Union (exempt/hourly)		StkNetAwardGU						1,260.72		
Non-Union (exempt/hourly)		StkNetAwardGU			636					
Non-Union (exempt/hourly)		StkNetAwardGU					453.60			
Non-Union (exempt/hourly)		StkNetAwardGU						446.52		
Non-Union (exempt/hourly)		StkNetAwardGU						453.38		
Non-Union (exempt/hourly)		StkNetAwardGU			784					
Non-Union (exempt/hourly)		StkNetAwardGU						452.92		
Non-Union (exempt/hourly)		StkNetAwardGU					2,439.68			

Kentucky-American Water Company
Case No. 2025-00122
Employee Awards for Service Co Employees

Job Type	Job	Award	2018	2019	2020	2021	2022	2023	2024	January-May 2025
Non-Union (exempt/hourly)		StkNetAwardGU						452.02		
Non-Union (exempt/hourly)		StkNetAwardGU						425.68		
Non-Union (exempt/hourly)		StkNetAwardGU						453.38		
Non-Union (exempt/hourly)		StkNetAwardGU						904.10		
Non-Union (exempt/hourly)		StkNetAwardGU							763.43	
Non-Union (exempt/hourly)		StkNetAwardGU							760.94	
Non-Union (exempt/hourly)		StkNetAwardGU							823.14	
Non-Union (exempt/hourly)		StkNetAwardGU								429
Non-Union (exempt/hourly)		StkNetAwardGU								2,441
Non-Union (exempt/hourly)		StkNetAwardGU								2,332
Union		Non Disc AwardGU	306							
Union		Spot Award		248						

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: Robert Prendergast

4. Refer to the Application generally. Provide the following information for Kentucky American's non-salaried employees, as well as for all non-salaried employees whose costs are allocated to Kentucky American, and separate each response by company/utility.
 - a. Provide the position, title, and wages for each non-salaried employee for the years 2020 – 2025.
 - b. Provide the average raise that the non-salaried employees received, or will receive, for the years 2020 – 2025. Ensure to explain whether the annual raise is directly connected to a performance review.
 - c. Provide the average bonus that the non-salaried employees received, or will receive, for the years 2020 – 2025.
 - d. Provide all awards given to the non-salaried employees for the years 2020 – 2025.
 - e. Provide all vehicle allowances given to the non-salaried employees for the years 2020 – 2025.
 - f. Provide all incentive compensation given to the non-salaried employees for the years 2020 – 2025.
 - g. Provide the average raise, if any, which will be given to non-salaried employees for 2025.
 - h. Provide a detailed explanation of the insurance benefits provided to the Company's non-salaried employees, including but not limited to health, dental, vision, life insurance, etc. Ensure to include all premiums paid by the Company's non-salaried

employees, premiums paid by the Company or parent company on the non-salaried employees' behalf, as well as all copays, deductibles, and maximum out of pocket amounts.

- i. Provide a detailed explanation of the retirement benefits provided to the Company's non-salaried employees, including but not limited to, whether there is a defined benefit plan, 401(k) matching, etc.
- j. Explain whether any of the non-salaried employees are members of a union.

Response:

- a. Please refer to KAW_R_AGDR1_NUM002_070725_Attachment 1_CONFIDENTIAL for the listing of position titles and salaries for each Kentucky-American employee and all Service Company employees that allocated expense to Kentucky for the years 2020–2025, including non-salaried employees.
- b. Please refer to the table below for the average merit increase provided to Kentucky-American non-salaried employees for the years 2020-2025. Please refer to the response provided in KAW_R_AGDR1_NUM002_070725 for Service Company. The Company issues merit increases based on a performance review of each employee. For union non-salaried employees, increases are based on collective bargaining agreements.

Kentucky-American					
2020	2021	2022	2023	2024	2025
2.76%	3.54%	2.99%	2.90%	4.13%	3.68%

- c. Please see below for the average referral, discretionary and sign-on bonuses for Kentucky-American non-salaried employees.

Kentucky-American					
2020	2021	2022	2023	2024	2025
\$1,904	\$703	\$773	\$491	\$1,064	\$927

Please see below for the average referral, discretionary and sign-on bonuses for Service Company employees allocated to Kentucky American, including non-salaried employees.

Service Company					
2020	2021	2022	2023	2024	2025
\$2,986	\$2,916	\$1,460	\$1,880	\$1,571	\$435

- d. Please see below for the average awards to Kentucky-American employees. Please refer to KAW_R_AGDR1_NUM003_070725_Attachment for actual awards paid to Service Company employees, including non-salaried employees. Please note these amounts are before any allocation to the affiliates.

Kentucky-American					
2020	2021	2022	2023	2024	2025
\$0	\$296	\$469	\$411	\$573	\$317

- e. No vehicle allowances were given to Kentucky-American non-salaried employees or employees that allocate costs to Kentucky-American during the time period specified.
- f. Please refer to the table below for performance-based compensation payments to KAWC non-salaried employees. Please refer to KAW_R_AGDR1_NUM002_070725_Attachment1_CONFIDENTIAL for the Service Company performance pay paid to employees that was allocated to Kentucky-American, including non-salaried employees.

Kentucky-American					
2020	2021	2022	2023	2024	2025
\$356,576	\$388,900	\$375,118	\$474,500	\$567,745	\$653,511

- g. Please refer to the response to part b, which for 2025 only pertains to non-union employees. Union employee raises are designated within the union contract, which is under negotiation for 2025 and beyond. The raise for 2025 will be negotiated in the new union contract.
- h. Please refer to the Company's response to KAW_R_PSCDR1_NUM039, KAW_R_PSCDR1_NUM040 and KAW_R_PSCDR1_NUM041.
- i. Please refer to the Company's response to KAW_R_PSCDR1_NUM042.
- j. Some of the non-salaried employees are members of a union.

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: Robert Prendergast

5. Refer to the Application generally. Explain whether any vacant position costs are included in the proposed revenue requirement. If so, provide the job title, salary/wage/benefit amounts, necessity of the position, date the job was created and vacated, explanation as to why the position is currently vacant, and an estimated date as to when the position will be filled.

Response:

Please see KAW_R_AGDR1_NUM005_070725_Attachment for information regarding the vacant positions included in the case. A portion of this attachment is confidential and is being provided pursuant to a petition for confidential protection.

Kentucky American Water Company
Case No. 2025-00122
KAW_R_AGDR1_NUM005_070725_Attachment

						Organizational need		
Job Title	Salary	Taxes	Benefits	Group Insurance	Total Compensation	Hire Date/ Planned Hire Date	Period of vacancy	Reason for vacancy
Maintenance Technician II						12/31/2025	1/20/2025	Employee Bid into another position
Maintenance Technician I						12/31/2025	5/17/2025	Employee Bid into another position
Utility (L&C)						2/10/2025	Growth Position	N/A
Utility (L&C)						2/11/2025	Growth Position	N/A
Utility (L&C)						4/29/2025	Growth Position	N/A
Utility (L&C)						5/19/2025	Growth Position	N/A
Utility						4/21/2025	10/2/2024	Employee Departure
Utility						4/22/2025	10/11/2024	Employee Departure
Treatment Plt. Operator						5/19/2025	10/31/2024	Employee Departure
Utility Water Conservation 32BJ KY						4/21/2025	10/2/2024	Employee Departure
Crew Leader								Employee Departure
Business Support Specialist						12/31/2025	Growth Position	N/A
Business Support Specialist						12/31/2025	Growth Position	N/A

The central KY system only has 5 maintenance technicians that are responsible for all maintenance activities at two surface water plants and all remote facilities (pump stations and tanks). This vacancy reduces our maintenance resources by 20% and needs to be filled to ensure compliance with required preventative and emergency maintenance. The vacancy also increases the need for OT hours and reduces the total number of employees available for emergency call-out work after hours and on-call shift schedules.

The central KY system only has 5 maintenance technicians that are responsible for all maintenance activities at two surface water plants and all remote facilities (pump stations and tanks). This vacancy reduces our maintenance resources by 20% and needs to be filled to ensure compliance with required preventative and emergency maintenance. The vacancy also increases the need for OT hours and reduces the total number of employees available for emergency call-out work after hours and on-call shift schedules.

This position is responsible for performing a variety of tasks including but not limited to locating, laying, repairing, and extending underground water mains and distribution pipes related to Lead and Copper.

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This position is responsible for performing a variety of tasks including but not limited to locating, laying, repairing, and extending underground water mains and distribution pipes and any other work as assigned by the supervisor. This position directly works in the Central region of KY and is currently around 60% capitalized. Preventative maintenance is also performed by the position to inspect hydrants, valves, and possible leaks in the distribution system

This position is responsible for performing a variety of tasks including but not limited to locating, laying, repairing, and extending underground water mains and distribution pipes and any other work as assigned by the supervisor. This position directly works in the Central region of KY and is currently around 60% capitalized. Preventative maintenance is also performed by the position to inspect hydrants, valves, and possible leaks in the distribution system

Operates and maintains water/wastewater treatment, processing, disposal and testing equipment in facility to permit and operational requirements.

NRW Program - Leak Detection
Responsible for troubleshooting, repairing and installing T&D facilities including using valve keys to turn facilities off and/or on, excavating facilities and make repairs, connections or installations, using pipeline locators to confirm underground utility locates, ensuring water quality samples are taken and environmental safeguards are followed.

Customer support for NSA and Backflow
Customer support for NSA and Backflow

CONFIDENTIAL INFORMATION REDACTED

Job Title	Salary	Taxes	Benefits	Group Insurance	Total Compensation	Hire Date/		Reason for vacancy	Organizational need
						Planned Hire Date	Period of vacancy		
Operations Specialist						5/12/2025	Growth Position	Employee Transfer	Provides operational, administrative, analytical and technical support to the Water Quality department to assist with Lead and Copper.
Operations Specialist						12/31/2025	7/1/2023	Employee Retirement	Provides operational, administrative, analytical and technical support to the Field and Production departments. Assist supervision with scheduling work, briefing employees, completing tasks, etc. Provide input for preparing and controlling local maintenance and preventive maintenance within established budget limitations. Ensure local water and/or wastewater operations meet the required maintenance standards and preventive maintenance standards on mechanical
Maintenance Service Spec						12/31/2025	6/24/2024	Employee Promotion	equipment, electrical equipment, instrumentation, and computer equipment. Advise and/instruct company personnel on proper operation and maintenance procedures for equipment and systems.
Plant Operator						7/14/2025	12/13/2024	Employee Departure	Operates and maintains water/wastewater treatment, processing, disposal and testing equipment in facility to permit and operational requirements.
Plant Operator						12/31/2025	Growth Position		Operates and maintains water/wastewater treatment, processing, disposal and testing equipment in facility to permit and operational requirements.
Mgr. Operations Services						12/31/2025	12/23/2024	Employee Promotion	The Manager of Operations Services will, with the exception of the new center led customer team, lead all the duties formally held by RJ Sherman. In addition, this role will lead the NRW program, supports the MA program, and provides operations specific project management necessary to complete operations initiatives and operations owned capital delivery. With the new center lead customer model, several functions formally managed by our local customer advocacy team will be owned by the operations services team.
Supvr Opns (Maintenance)						4/28/2025	12/30/2023	Employee Departure	The Maintenance Supervisor will oversee maintenance technicians in the Central region and the Operations Specialist who is the Production Map-Call lead and assessing the condition and operation of mechanical components and conducting preventative maintenance on the equipment within the water treatment and remote production facilities (such as pumps, motors, generators, booster stations, tank control valves, chemical feed systems, system delivery meters, and waste residuals management equipment). Other duties of this position include maintaining regulatory compliance with state, local, and federal regulations, management of Q-line capital projects, coordination with SCADA team for L-line capital projects, and on-site coordination of large capital pump/motor/valve projects. This supervisor also participates in the Production On-Call rotation to ensure maintenance staff respond to emergencies and plants have supervisor coverage 24/7. This position was eliminated after the prior supervisor left the business and duties were redistributed among the WTP supervisors for RRS and KRS1 treatment plants. The reorganization has resulted in an overall reduction of field supervision of the maintenance team, less dedicated focus on WTP and remote site maintenance activities, and reduced leadership maintenance expertise. This position will be filled with an existing vacancy being held for this purpose.
Director Engineering						3/17/2025	1/28/2025	Employee Promotion	The Director of Engineering leads the overall planning, capital program, project delivery, and other centralized support functions including developer services, tank maintenance, property/ROW, and other special projects for the state of Kentucky.

CONFIDENTIAL INFORMATION REDACTED

						Organizational need			
Job Title	Salary	Taxes	Benefits	Group Insurance	Total Compensation	Hire Date/ Planned Hire Date	Period of vacancy	Reason for vacancy	
Planning Engineer						6/30/2025	Growth Position	N/A	Undertakes assignments and activities related to the development of water and wastewater infrastructure projects including preparation of feasibility studies, acquisition of permits, and design of facilities. Typical projects include, but are not limited to, potable water wells, treatment facilities, storage tanks, and water distribution systems along with sewers, pumping stations, septic systems, and wastewater treatment facilities.
Sr. Project Eng						7/14/2025	11/25/2024	Employee Promotion	This position will manage larger developer funded projects, main extensions, and main relocations, as well as some main replacements. Currently, KAW's engineering team has one Staff Engineer and one Sr. Engineering Designer who manage developer funded projects (80 projects, \$6.8M in 2024). KAW does not currently have a project manager to oversee company funded water main projects outside of the QIP main replacement program. The requested position is needed to deliver these company funded water main projects, which represent approximately \$7-10 million in capital spend annually. This position will also assist the business development team with due diligence investigations.
Sr. Project Eng						12/31/2025	11/25/2024	Employee Promotion	This position will primarily manage IP-level projects at KAW's production facilities, as well as assist with tank rehabilitation and provide support to the KAW operations team for RP-level capital projects. This work, which represents approximately \$20-\$40M in capital spend annually, is currently managed by one Manager, Engineering in KAW's engineering department. This Manager, Engineering is also responsible for overseeing KAW's \$25M annual main replacement program and the five-person construction inspection team, therefore the Sr. Project Engineer position is needed to manage and deliver this significant portion of KAW's annual capital plan.
Supvr. Water Quality & Env. Compliance						4/28/2025	Growth Position	N/A	Supervisor to oversee and manage Lead and Copper efforts. Current employee will be retiring in 2025, with her last day in office May 6, 2025. This employee is one of three Senior Water Quality Specialists (total WQ staff is 4, including WQ Manager) and responsible for Distribution bacteriological (bacte) sampling/reporting/lab management, Richmond Road Station (RRS) water treatment plant compliance sampling, Millersburg Distribution System sampling/reporting, Eastern Rockcastle Distribution System sampling/reporting, water withdrawal reporting to the state, advisor to T&D personnel regarding bacteriological sampling/boil water advisories and other additional activities.
Sr WQ & Env Compliance Specialist						2/3/2025	7/1/2025	Employee Retirement	
Supvr Opns (New Services)						12/31/2025	11/11/2024	Employee Promotion	KY wastewater operations are currently overseen by the production department. There are five separate systems inclusive of wastewater treatment plants, lift stations and collection systems. While wastewater operations report into the production department, there is not an operation supervisor resource between field operators and the Sr. Manager of Production to adequately manage day to day wastewater activities and to ensure environmental compliance. KY has also lost key wastewater knowledge and experience due to recent retirements. To address this gap, KY will repurpose an existing vacant operations supervisor position to establish a wastewater operations supervisor role that will report to the Sr. Manager of Production. This role will be responsible for all wastewater treatment plant and collection system operations, will oversee existing plant operators, will direct other wastewater field activities and will coordinate preventative maintenance, repair and capital improvements for the wastewater systems. In addition, this position will be responsible for wastewater permit compliance and reporting. This is a headcount neutral reorganization.

**KENTUCKY-AMERICAN WATER COMPANY
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ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: Robert Prendergast

6. Refer to the Application generally. Identify the utility(ies) that provides electric service to Kentucky American's service territory.

Response:

The Company receives electric service from Jackson Energy Cooperative, Kentucky Utilities Company, and Owen Electric Cooperative, Inc. for water service operations.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Dominic DeGrazia

7. Refer to the Application, page 2, paragraph 4 and page 3, paragraph 9. Kentucky American states that it is requesting an increase in rates because its existing rates for water service do not afford the Company the opportunity to recover its reasonable operating costs or to earn a just and reasonable rate of return on the investments made since the rates approved in the Company's last rate case.
- a. The Company states that it is requesting approximately \$26.9 million of a rate increase in the pending case. Provide the exact rate increase that Kentucky American is requesting in the pending case without rounding. Also, provide citations to the record as to where this specific number can be found.
 - b. Confirm that Kentucky American was provided a rate increase for water service of \$10,606,517 on May 3, 2024,¹ which was increased on rehearing to \$17,335,374 on November 6, 2024, in Case No. 2023-00191.² If not confirmed, explain in detail why not.
 - c. Based upon the final rate increase granted in the November 6, 2024 Rehearing Order in Case No. 2023-00191, provide the monthly dollar amount and percentage increase for the residential customer using the average amount of water, as well as

¹ Case No. 2023-00191, *Electronic Application of Kentucky-American Water Company for an Adjustment of Rates, A Certificate of Public Convenience and Necessity for Installation of Advanced Metering Infrastructure, Approval of Regulatory and Accounting Treatments, and Tariff Revisions* (Ky. PSC May 3, 2024), Order at 46.

² Case No. 2023-00191, *Electronic Application of Kentucky-American Water Company for an Adjustment of Rates, A Certificate of Public Convenience and Necessity for Installation of Advanced Metering Infrastructure, Approval of Regulatory and Accounting Treatments, and Tariff Revisions* (Ky. PSC Nov. 6, 2024), Rehearing Order at 13.

the total bill for the average residential customer before the rate increase and after the rate increase in Case No. 2023-00191.

- d. Confirm that Kentucky American was provided a rate increase for water service of \$13,399,178 on April 27, 2020.³ If not confirmed, explain in detail why not.
- e. Confirm that Kentucky American was provided a rate increase for water service of \$6,475,000 on August 23, 2016.⁴ If not confirmed, explain in detail why not.

Response:

- a. The Company is requesting a \$26,936,340 revenue increase. This increase can be found in KAW_APP_EX37A_051625 and KAW_APP_EX37C_051625.
- b. Confirmed.
- c. Based upon the final rate increase granted in the November 6, 2024 Rehearing Order in Case No. 2023-00191 the average residential rate went from \$36.88 to \$43.12, a 6.76% increase.
- d. I cannot confirm that statement. Kentucky American was provided a rate increase for water service of \$13,399,169 on June 27, 2019.
- e. Confirmed.

³ Case No. 2018-00358, *Electronic Application of Kentucky-American Water Company for an Adjustment of Rates* (Ky. PSC June. 27, 2019), Order at 67.

⁴ Case No. 2015-00418, *Application of Kentucky-American Water Company for an Adjustment of Rates* (Ky. PSC Aug. 23, 2016), Order at 3.

KENTUCKY-AMERICAN WATER COMPANY
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Witness: William A. Lewis

8. Refer to the Application, unnumbered page 1, paragraph 2, in which Kentucky American states that it provides water service to the Central Division, consisting of Bourbon, Clark, Fayette, Harrison, Jessamine, Nicholas, Scott, and Woodford Counties; its Northern Division, consisting of Gallatin, Owen, Grant, and Franklin Counties; and, the Southern Division, consisting of Rockcastle and Jackson Counties.
- a. Provide a detailed account of all economic issues that the Company's customers in the above-referenced counties are combating at the present time.
 - b. Provide Kentucky American's actual number of customers for 2020 – 2025, using the most updated data.
 - c. Explain in detail whether Kentucky American projects a future gain or loss of water customers, and provide copies of all projections concerning the same.
 - d. Provide Kentucky American's total annual water sales for the years 2020 – 2025, using the most updated data.
 - e. Explain whether Kentucky American expects annual water sales to increase or decrease, and provide copies of all projections concerning the same.
 - f. Based upon the most recent United States Census information, the poverty rates for Kentucky American's water service area are as follows:
 - Bourbon County – 14.2%,
 - Clark County – 10.8%,
 - Fayette County – 15.7%,

Harrison County – 13.9%,
 Jessamine County – 10.3%,
 Nicholas County – 17.2%,
 Scott County – 10.0%,
 Woodford County – 10.6%,
 Gallatin County – 13.1%,
 Owen County – 15.4%,
 Grant County – 13.0%,
 Franklin County – 11.8%,
 Rockcastle County – 21.8%,
 Jackson County 23.9%. ⁵

Confirm that Kentucky American is aware of the above percentages of its water customers who live at or below the poverty line.

Response:

- a. Economic issues facing Central Kentuckians are well documented. As examples, see the following:
<https://fox56news.com/news/kentucky/unemployment-claims-are-growing-most-in-these-states-report/>
<https://kypolicy.org/kentuckys-labor-force-participation>
<https://www.nku.edu/academics/cob/centers/cead.html>
- b. Please refer to the file labeled “KAWC 2025 Rate Case - Exhibits (25, 26, 37) Revenue WP Support” within the “Revenues” section of the .zip file included with the response

⁵<https://www.census.gov/quickfacts/fact/table/nicholascountykentucky,jessaminecountykentucky,harrisoncountykentucky,fayettecountykentucky,clarkcountykentucky,bourboncountykentucky/PST045222;>
<https://www.census.gov/quickfacts/fact/table/franklincountykentucky,grantcountykentucky,owencountykentucky,gallatincountykentucky,woodfordcountykentucky,scottcountykentucky/PST045222;>
[https://www.census.gov/quickfacts/fact/table/jacksoncountykentucky,rockcastlecountykentucky/PST045224.](https://www.census.gov/quickfacts/fact/table/jacksoncountykentucky,rockcastlecountykentucky/PST045224)

labeled “KAW_R_PSCDR1_NUM001.” Customer counts are included in this support file beginning in January of 2008 through February of 2025.

- c. Please refer to the file labeled “KAWC 2025 Rate Case - Exhibits (25, 26, 37) Revenue WP Support” within the “Revenues” section of the .zip file included with the response labeled “KAW_R_PSCDR1_NUM001.” Columns C through J on the “KYAW Revenue” tab include detailed customer growth projections by meter size for each rate class.
- d. Please refer to the file labeled “KAWC 2025 Rate Case - Exhibits (25, 26, 37) Revenue WP Support” within the “Revenues” section of the .zip file included with the response labeled “KAW_R_PSCDR1_NUM001.” Water Sales are included in this support file beginning in January of 2008 through February of 2025.
- e. Please refer to the file labeled “KAWC 2025 Rate Case - Exhibits (25, 26, 37) Revenue WP Support” within the “Revenues” section of the .zip file included with the response labeled “KAW_R_PSCDR1_NUM001.” Columns C through J on the “KYAW Revenue” tab include detailed usage projections by rate class.
- f. Yes. The Company has provided an extensive analysis of the affordability of water service in this case which includes estimating the number of customers whose household incomes fall within different percentages of Federal Poverty Level by zip code.

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: Robert Prendergast

9. Refer to the Application generally.
- a. Provide a detailed explanation of all salary and benefits provided to the members of the Board of Directors during the years 2020 – 2025. Ensure to provide the salary amounts, and specific details regarding all benefit packages including but not limited to health, dental, vision, accidental death and disability, life insurance, bonuses, awards, vehicle allowances, and the like.
 - b. Provide the total amount of the Board of Directors' fees for the test year.
 - c. Provide a breakdown of the total amount of the Board of Directors' fees for the test year.
 - d. Discuss if there will be any changes to the Board of Directors' salaries and/or benefit packages for 2025 or 2026.
 - e. When setting the Board of Directors' fees and benefits did Kentucky American review other similarly situated water companies' fees and benefits? If so, explain in detail the findings. If not, explain in detail why not.

Response:

- a. The Board of Directors consists of five Internal (employed by KAWC) Directors and two External Directors who have no employment affiliation with the Company. The Internal Directors do not receive additional salary or benefits for their service on the Board of Directors. Each External Director receives an Annual Retainer and a Per Meeting Fee, but no additional benefits. There are four Board of Directors meetings per year. The below chart lists the Annual Retainer and Per Meeting fee received by each External Director during the years 2020 – 2025:

<u>Year</u>	<u>Annual Retainer</u>	<u>Per Meeting Fee (x4)</u>
2020	\$4,000.00	\$4,000.00
2021	\$5,000.00	\$5,000.00
2022	\$5,000.00	\$5,000.00
2023	\$2,500.00	\$2,500.00
2024	\$2,500.00	\$2,500.00
2025	\$2,500.00	\$2,500.00

- b. The total amount of the Board of Directors' fees for External Directors (Retainer and Per Meeting Fee) for the test year in this case was \$25,000.00.
- c. Breakdown of the total amount of the Board of Directors' fees (Retainer and Per Meeting Fee) for the test year (2026) for External Directors:

	<u>Amount x 2</u>	<u>Total</u>
Annual Retainer	\$2,500.00	\$5,000.00
Per Meeting Fee Q1	\$2,500.00	\$5,000.00
Per Meeting Fee Q2	\$2,500.00	\$5,000.00
Per Meeting Fee Q3	\$2,500.00	\$5,000.00
Per Meeting Fee Q4	\$2,500.00	\$5,000.00
Total Board of Directors' Fees for Test Year		\$25,000.00

- d. Kentucky-American does not currently plan to make any changes to the Board of Directors' retainer amounts or meeting fees for External Directors for 2025 or 2026.
- e. Kentucky-American believes that the Retainer and Per Meeting Fee received by External Directors is reasonable given the size of the Company, governance responsibilities, and the experience and talent level desired. Given the customer size and workload differential between water and wastewater, Kentucky-American does not believe an allocation of the External Directors' fees to wastewater customers should be made.

**KENTUCKY-AMERICAN WATER COMPANY
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Witness: Robert Prendergast

10. Refer to the Application generally. Provide the amount of Supplemental Executive Retirement Plan ("SERP") costs included in the test year expenses. Provide the amounts broken down between Kentucky American directly incurred costs and costs allocated separately from each other affiliate.

Response:

The Company has not requested recovery of any SERP expense in this proceeding.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Robert Mustich

11. Refer to the Application generally. Provide a copy of all formal studies conducted that compare Kentucky American's wage and benefit information to the local wage and benefit information for the geographic area in which Kentucky American operates. If no study exists, explain why not.

Response:

There are not comprehensive wage and benefits studies limited to Kentucky that capture a robust sample of comparable companies, comparable jobs that cover the majority of Kentucky American's jobs and employees, data that includes all components of Kentucky American's total remuneration program components (base salary, annual performance compensation, long-term performance compensation and benefits) and the market for talent.

However, WTW's confidential study RVM-1 offers a regional market perspective that includes Kentucky and neighboring states. It incorporates compensation and benefits data from both utilities and the broader market. This regional approach results in large and relevant datasets that are robust enough to represent the majority of Kentucky American's jobs, workforce, and the competitive talent market. Importantly, all components of total remuneration are covered: base salary, annual and long-term performance compensation, and benefits.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Robert Prendergast

12. Refer to the Application generally. Explain the current process of awarding wage/salary increases to salaried versus non-salaried and union versus non-union employees.

Response:

The Company may award merit increases on an annual basis. The compensation team regularly reviews the salary structure to ensure alignment with the outside market. Employees must be hired into a non-union (salaried or hourly) position by September 30 of the prior year in order to be eligible for a merit increase during the annual year-end compensation process. Wage increases for union employees are based on their respective collective bargaining agreements.

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: William A. Lewis

13. Refer to the Application generally. Has Kentucky American obtained and/or is the Company seeking any funds/grants from federal, state, or local sources which have been or will be made available? If so, identify the source and amount of those funds/grants. If not, and funds/grants are available for which the Company is eligible, explain why the Company is foregoing those opportunities.

Response:

No. KAWC has not nor currently intends to seek any funds/grants from federal, state, or local sources. As an investor-owned utility in Kentucky, KAWC is unaware of federal, state, or local grant funding it is eligible for.

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: William A. Lewis

14. Refer to the Application generally.
- a. Explain whether Kentucky American has any utility office in Kentucky open for a customer to pay bills, obtain customer service, etc.
 - b. If Kentucky American does not have any utility offices in Kentucky for a customer to pay bills, obtain customer service, etc. then explain whether the Commission granted Kentucky American a deviation from the applicable regulations.⁶ If a deviation was granted then provide all of the corresponding case numbers regarding the same. If no deviation was granted, explain why a deviation from the regulations were not required.

Response:

- a. Yes, customer representatives are available at Kentucky American's office located at 2300 Richmond Road, Lexington, KY, Monday through Friday, 9 a.m. to 4 p.m.
- b. Not applicable.

⁶ See 807 KAR 5:006, Section 14, <https://apps.legislature.ky.gov/law/kar/titles/807/005/006/> (Requiring each utility to designate at least one representative to answer customer questions, resolve disputes, and negotiate partial payment plans at the utility's office.); See 807 KAR 5:006, Section 23, <https://apps.legislature.ky.gov/law/kar/titles/807/005/006/> (Requiring each utility to have system maps and records on file at its principal office located within the state.); See 807 KAR 5:006, Section 24, <https://apps.legislature.ky.gov/law/kar/titles/807/005/006/> (Requiring all records pursuant to 807 KAR Chapter 5, to be kept in the office of the utility and made available to representatives, agents, or staff of the commission upon reasonable notice at all reasonable hours.)

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: William A. Lewis

15. Refer to the Application generally. Provide a copy of each customer satisfaction survey that Kentucky American and/or its parent company, American Water, have been included in, such as the J.D. Power Customer Satisfaction Study, for 2024 and 2025.

Response:

American Water conducts the following customer satisfaction surveys. Please see KAW_R_AGDR1_NUM015_07072025_Attachment.

1. Residential NPS/Driver Study – A web-based relationship survey, conducted quarterly with residential customers. Includes both a Quality & Conservation module and a Communications module, fielded monthly.
2. Non-Residential NPS/Driver Study – A web-based relationship survey, conducted annually with non-residential customers.
3. Service Transaction Study – A web-based transaction survey, conducted daily. This survey measures customer satisfaction among customers with a recently completed service appointment.
4. Phone Transaction Study – A web-based transaction survey, conducted daily. This survey measures customer satisfaction among customers with a recently completed call to the call center.
5. Web Intercept Study – A web intercept survey that displays for MyWater users. This survey measures customer satisfaction with the web portal, MyWater.

American Water also subscribes to the syndicated J.D. Power Water Utility Residential Customer Satisfaction Study.

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Embedded Data – All Qualtrics Surveys

SURVEY METADATA

- Start Date
- End Date
- Response Type
- IP Address
- Progress
- Duration (in seconds)
- Finished
- Recorded Date
- Survey ID
- Response ID
- Location Latitude
- Location Longitude
- User Language

CONTACT FIELDS

- Distribution Channel
- Recipient Last Name
- Recipient First Name
- External Reference

ACCOUNT PROFILE

EE1. Contact_Email - **[Email]**

EE2. Contact_First Name - **[FirstName]**

EE3. Contact_Last Name - **[LastName]**

- EE4. Contact_Phone - **[Phone]**
- EE5. Contact_Mailing Street 1 - **[MailingStreet1]**
- EE6. Contact_Mailing Street 2 - **[MailingStreet2]**
- EE7. Contact_Mailing City - **[MailingCity]**
- EE8. Contact_Mailing State - **[MailingState]**
- EE9. Contact_Mailing Zip - **[MailingZip]**
- EE10. Contact_Mailing Country - **[MailingCountry]**
- EE11. Acct_Business Partner Number - **[BusinessPartnerID]**
- EE12. Acct_Business Partner Name - **[BusinessPartner]**
- EE13. Acct_Contract Account Number - **[ContractAccountID]**
- EE14. Acct_Contract Account Name - **[ContractAccount]**
- EE15. Acct_Premise Number - **[PremiseNumber]**
- EE16. Acct_Functional Location - **[FunctionalLocation]**
- EE17. Acct_Service Street 1 - **[ServiceStreet1]**
- EE18. Acct_Service Street 2 - **[ServiceStreet2]**
- EE19. Acct_Service City - **[ServiceCity]**
- EE20. Acct_Service State - **[ServiceState]**
- EE21. Acct_Service Zip - **[ServiceZip]**
- EE22. Acct_Service Country - **[ServiceCountry]**
- EE23. Acct_Premise Latitude - **[PremiseLatitude]**
- EE24. Acct_Premise Longitude - **[PremiseLongitude]**
- EE25. Acct_MRU - **[MeterReadingUnit]**
- EE26. Acct_Customer Type

<input type="checkbox"/>	1	Residential [AccountClass = Residential]
<input type="checkbox"/>	99	N/A [AccountClass = BLANK]

- EE27. Acct_Account Type

<input type="checkbox"/>	1	Water [AccountType = Water]
<input type="checkbox"/>	2	Sewer [AccountType = Sewer]
<input type="checkbox"/>	3	Fire [AccountType = Fire]
<input type="checkbox"/>	4	Water and Sewer [AccountType = Water/Sewer]
<input type="checkbox"/>	5	Water and Fire [AccountType = Water/Fire]

- EE28. Acct_Contract Status - **[ContractStatus]**

- EE29. Acct_Customer Via Acquisition

<input type="checkbox"/>	1	Yes [Acquisition = 1]
<input type="checkbox"/>	2	No [Acquisition = 0]

- EE30. Acct_Move In Date - **[MoveInDate]**

- EE31. Acct_Move Out Date - **[IF MoveOutDate=9999/12/31, NULL, ELSE MoveOutDate]**

- EE32. Acct_Acquisition Date - **[IF Acquisition=1, AcquisitionDate, ELSE NULL]**

- EE33. Acct_MyWater User - **[MyWaterUser]**

- EE34. Acct_MyWater User ID - **[MyWaterUserID]**

- EE35. Acct_AMI Meter

<input type="checkbox"/>	1	Yes [AMI = 1]
<input type="checkbox"/>	2	No [AMI = 0]

- EE36. Acct_Meter Location - **[MeterLocation]**
 EE37. Hierarchy_AW State - **[CompanyState]**
 EE38. Hierarchy_Display ID - **[DisplayID]**
 EE44. Hierarchy_Company Code - **[CompanyCodeID]**
 EE45. Hierarchy_Company Name - **[CompanyName]**
 EE46. Hierarchy_RSA ID - **[RegionalStructureAreaID]**
 EE47. Hierarchy_RSA - **[RegionalStructuralArea]**
 EE48. Hierarchy_RSG ID - **[RegionalStructuralGroupID]**
 EE49. Hierarchy_RSG - **[RegionalStructuralGroup]**
 EE50. Hierarchy_Planning Plant ID - **[PlanningPlantID]**
 EE51. Hierarchy_Planning Plant - **[PlanningPlant]**
 EE52. Hierarchy_Planner Group - **[PlannerGroup]**
 EE53. Hierarchy_PWS ID - **[PublicWaterSystemID]**
 EE54. Hierarchy_PWS - **[PublicWaterSystem]**
 EE55. Hierarchy_WWS ID - **[WasteWaterSystemID]**
 EE56. Hierarchy_WWS - **[WasteWaterSystem]**
 EE57. Hierarchy_Locality ID - **[LocalityID]**
 EE58. Hierarchy_Locality - **[Locality]**
 EE59. Hierarchy_Cost Center ID - **[CostCenterID]**
 EE60. Hierarchy_Cost Center - **[CostCenter]**
 EE61. Hierarchy_Profit Center ID - **[ProfitCenterID]**
 EE62. Hierarchy_Profit Center - **[ProfitCenter]**
 EE63. Billing_Pmt_Bill Frequency - **[BillingFrequency]**
 EE64. Billing_Pmt_Bill Frequency_GROUP

<input type="checkbox"/>	1	Monthly [BillingFrequency = 1]
<input type="checkbox"/>	2	Every 2 Month [BillingFrequency = 2]
<input type="checkbox"/>	3	Quarterly [BillingFrequency = 3]
<input type="checkbox"/>	4	Other [BillingFrequency > 3]
<input type="checkbox"/>	99	N/A [BillingFrequency = NULL]

- EE65. Billing_Pmt_How Bill Received

<input type="checkbox"/>	1	Paper [NotificationType = Paper]
<input type="checkbox"/>	2	Ebill [NotificationType = Ebill]
<input type="checkbox"/>	99	N/A [NotificationType = NULL]

- EE66. Billing_Pmt_Bill Payment Type - **[LastPaymentMethod]**

- EE67. Billing_Pmt_Bill Payment Type_GROUP

<input type="checkbox"/>	1	Mail [LastPaymentMethod = Manual Payment OR Mellon Lock Box OR Mellon ARC]
<input type="checkbox"/>	2	Autopay [LastPaymentMethod = Direct Debit]
<input type="checkbox"/>	3	Through bank's online bill payment [LastPaymentMethod = Mellon ACH]
<input type="checkbox"/>	4	MyWater [LastPaymentMethod =]
<input type="checkbox"/>	5	Third Party Vendor [LastPaymentMethod = CheckFree Payment OR DELUXE Lockbox paper OR LastPaymentMethod = Paymentus Cash OR Paymentus CC]

		No Fee OR Paymentus Check OR Paymentus CreditCard OR Paymentus EC No Fee OR Paymentus Echeck OR USBank E Lockbox]
<input type="checkbox"/>	6	Phone [LastPaymentMethod =]
<input type="checkbox"/>	7	In Person [LastPaymentMethod =]
<input type="checkbox"/>	8	Other [LastPaymentMethod =]
<input type="checkbox"/>	99	N/A

EE68. Billing Pmt_Date of Last Rate Change - [IF DateLastRateChange= 1900/1/1, NULL, ELSE
DateLastRateChange]

EE69. Billing Pmt_ Currently on Budget Bill

<input type="checkbox"/>	1	Yes [BudgetBill = 1]
<input type="checkbox"/>	2	No [BudgetBill = 0]

EE70. Billing Pmt_Budget Bill Start Date - [BudgetBillStartDate]

EE71. Billing Pmt_Budget Bill End Date - [BudgetBillDate]End

EE72. Billing Pmt_ Currently on Installment Plan

<input type="checkbox"/>	1	Yes [InstallmentPlan= 1]
<input type="checkbox"/>	2	No [InstallmentPlan= 0]

EE73. Billing Pmt_Installment Plan Start Date - [InstallmentPlanStartDate]

EE74. Billing Pmt_Installment Plan End Date - [InstallmentPlanEndDate]

EE75. Billing Pmt_Ever Received Low Income Assistance

<input type="checkbox"/>	1	Yes [LowIncome= 1]
<input type="checkbox"/>	2	No [LowIncome = 0]

EE76. Billing Pmt_Low Income Assistance Start Date - [LowIncomeStartDate]

EE77. Billing Pmt_Low Income Assistance End Date - [LowIncomeEndDate]

EE78. Billing Pmt_Last Collections Activity Date - [DateLastCollectionsActivity]

EE79. Billing Pmt_Last Disconnect for NonPay Date - [DateLastDisconnectNonpay]

EE80. Billing Pmt_Last Company Disconnect Date - [DateLastDisconnectCompany]

DISPLAY HIERARCHY

EE40. Hierarchy_State - [DisplayState]

EE41. Hierarchy_Region - [DisplayRegion]

EE42. Hierarchy_District - [DisplayDistrict]

EE43. Hierarchy_Planning Plant - [DisplayPlanningPlant]

Residential NPS/Driver Study (RNP)

PROGRAMMING

- INCLUSION CRITERIA:
 - OptOut = 0
 - CompanyCodeID does not = 1038 (NY)
 - EligibilityAllSurveys field. Eligible = True
 - Email <> BLANK
 - OptOut = False
 - DateLastCollectionsActivity = BLANK OR >30 days ago

- DateLastDisconnectNonpay = BLANK OR >30 days ago
- DateLastDisconnectCompany = BLANK or >30 days ago
- DisplayID <> BLANK
- DisplayDivision <> BLANK
- DisplayState <> BLANK
- DisplayRegion <> BLANK
- DisplayDistrict <> BLANK
- DisplayPlanningPlant <> BLANK
- AccountClass = Residential
- Deceased = False
- Bankruptcy = False
- OpenBPEM = False
- NPS Eligibility
- DISTRIBUTION:
 - MFT folder: FromAW -> ServiceOrderTransactions
 - MFT file name: "FromAW_ServiceOrderTransactions_YYYYMMDD..."
 - Import Name: Journey Survey 1 Import
 - Import List Id: CG_1ialoS7EukZORVU
 - AW Distribution list: Journey Survey 1 Distribution
 - AW sample rate max = 600 emails / day
 - Distribution invite time: 10:00am ET
 - Distribution reminder time: 7-days after the invitation at 1:00pm ET
 - "American Water Survey Build Group" message library
 - Liberty Distribution list: Liberty - Service Transactions Distribution
 - Liberty sample rate max = 50 emails / day

EMBEDDED DATA (SURVEY ADMIN)

AA1. Feedback Category = "Relationship"

AA2. Feedback Source = "Customer Base"

AA3. Survey Name = "NPS Survey (RNP)"

AA3A. Historical Survey Name:

AA5. Reporting Date = Survey End Date

AA6A. Visibility State Ops = "Yes"

AA7. OverQuota

INTRO

Please take a few minutes to respond to our survey about your overall experience with [STATE] American Water.

This survey will take approximately 5 minutes to complete. Thank you in advance for your participation.

SCREENER

SS2. Do you have responsibility or share the responsibility with regard to payment of your household bills?

Question Label: Bill Responsibility

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No THANK & DISQUALIFY
<input type="checkbox"/>	99	Prefer not to answer THANK & DISQUALIFY

SS3. Are you at least 18 years old?

Question Label: Age Requirement

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No THANK & DISQUALIFY

DEFINE 'EN1. NPS_DISPLAY GROUP':

WATER	Account Type <> Sewer
SEWER	Account Type = Sewer

DEFINE 'WATER_SEWER PIPE TEXT'

DISPLAY GROUP = WATER	"water"
DISPLAY GROUP = SEWER	"sewer"

NPS

REQUIRED

N1. On a scale from 0-10, how likely are you to recommend [STATE] American Water to a friend or neighbor?

Question Label: Willingness to Recommend

Not at Likely										Extrem ely Likely
0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DEFINE: N1_NPS_GROUP:

- **Detractor: N1=0-6**
- **Passive: N1=7-8**
- **Promoter: N1=9-10**

H4. What is the reason for your rating? *Optional*

Question Label: NPS Reason

_____ - open end

RANDOMIZE PRESENTATION OF THE FOLLOWING SECTIONS:

- **BILLING & PAYMENT**
- **PRICE**
- **COMMUNICATION**
- **QUALITY & CONSERVATION**
- **CUSTOMER SERVICE**

BILLING & PAYMENT**REQUIRED**

NB1. Please rate your overall billing and payment experience with [STATE] American Water within the last 12 months.

Question Label: Overall Billing & Payment

Poor	Fair	Good	Very good	Excellent	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NB2. In particular, how would you rate the...

Question Label: Billing & Payment Factors

RANDOMIZE QUESTIONS	Poor	Fair	Good	Very Good	Excellent	Don't know
	1	2	3	4	5	99
NB2_1 Usefulness of information on your bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NB2_2 Amount of time given to pay your bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NB2_3 Variety of methods to pay your bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NB2_4 Ease of paying your bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PRICE**REQUIRED**

NP1. Please rate the overall price of [water/sewer] service provided by [STATE] American Water within the last 12 months.

Question Label: Overall Price

Poor	Fair	Good	Very good	Excellent	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NP2. In particular, how would you rate the...

Question Label: Price Factors

RANDOMIZE QUESTIONS	Poor	Fair	Good	Very Good	Excellent	Don't know
	1	2	3	4	5	99
NP2_1 Ease of understanding your pricing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NP2_2 Fairness of pricing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NP2_3 Total cost of your [water/sewer] service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NP3. Have you recently heard or read about potential [water/sewer] rate changes by [STATE] American Water?

Question Label: Heard About Rate Changes

<input type="checkbox"/>	1	Yes, a rate increase
<input type="checkbox"/>	2	Yes, a rate decrease
<input type="checkbox"/>	3	No

COMMUNICATION

REQUIRED

NC1. Within the last 12 months, how would you rate [STATE] American Water on overall communication?

Question Label: Overall Communication

Poor	Fair	Good	Very good	Excellent	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RANDOMIZE PRESENTATION OF NC3 AND NC4

NC3. Now thinking about the last three months, do you recall seeing, reading, or hearing any communications (e.g., bill insert, advertisement, email, direct mail, online, etc.) from [STATE] American Water?

Please consider communications **created by [STATE] American Water** and not those you may recall from other sources (e.g., media news stories, etc.).

Question Label: AW Comms Recall

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No
<input type="checkbox"/>	99	Don't know

NC4. Thinking about the last three months, do you recall seeing, reading, or hearing news stories about [STATE] American Water?

Please consider communications **about [STATE] American Water in the media** and not communications created by American Water.

Question Label: Media Recall

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No
<input type="checkbox"/>	99	Don't know

QUALITY & CONSERVATION

REQUIRED

NQ1. Within the last 12 months, how would you rate [STATE] American Water on...?

Question Label: Overall Quality & Conservation

RANDOMIZE QUESTIONS		Poor	Fair	Good	Very Good	Excellent	Don't know
		1	2	3	4	5	99
NQ1	Overall conservation (e.g. water conservation, environmental impact, protecting water supply, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NQ1	Overall quality and reliability of [water/sewer] service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CUSTOMER SERVICE

C4. In the last three months, have you contacted [STATE] American Water for any reason using the methods below? *Please select all that apply*

Question Label: Recent Contact Methods

<input type="checkbox"/>	1	Phone
<input type="checkbox"/>	2	Online self-service (amwater.com or your MyWater online account)
<input type="checkbox"/>	3	Email or web form

<input type="checkbox"/>	4	Online chat
<input type="checkbox"/>	5	Social media
<input type="checkbox"/>	6	Text message
<input type="checkbox"/>	8	Another method (SPECIFY)
<input type="checkbox"/>	9	I have not contacted [STATE] American Water in the last 3 months - EXCLUSIVE

F9. In the last three months, has [**STATE**] American Water visited your home or property for a scheduled service appointment?

Question Label: Recent Service Visit

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No
<input type="checkbox"/>	3	Don't Know

IF C4 =8/9 ONLY AND F9 = 2/3, SKIP TO OPEN ENDED FEEDBACK

REQUIRED

NS1. Considering all aspects of your customer service experience(s) within the past 3 months, please rate your overall customer service experience with [**STATE**] American Water.

Question Label: Overall Customer Service

Poor	Fair	Good	Very good	Excellent	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IF C4<>1-6, SKIP

REQUIRED

B3_RNP-B8_RNP. Now, please think specifically about the last time you interacted with [**STATE**] American Water via the contact method(s) listed below.

Please rate the overall customer service experience during your most recent ____ with [**STATE**] American Water.

Question Label: Overall Channel Experience

RANDOMIZE QUESTIONS DISPLAY C4 SELECTIONS ONLY		Poor	Fair	Good	Very Good	Excellent	Don't know
		1	2	3	4	5	99
B3_RNP	Phone call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4_RNP	Online self-service experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5A_RNP	Email interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B5B_RNP	Chat interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5C_RNP	Social media interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5D_RNP	Text interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DEFINE B5. Assisted Online Overall Experience**IF F9 <> 1, SKIP****REQUIRED**

B2_RNP. Now, please think specifically about the last time [STATE] American Water visited your home or property for a scheduled service visit.

Please rate the overall service appointment experience with [STATE] American Water.

Question Label: Overall Service Appointment

Poor	Fair	Good	Very good	Excellent	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASSISTED ONLINE EXPERIENCE**IF 3-6 NOT SELECTED IN C4, SKIP TO OPEN ENDED FEEDBACK****IF 2+ ARE SELECTED, RANDOMLY PICK 1 AND FILL:**

- EMAIL
- CHAT
- SOCIAL MEDIA
- TEXT

G1_RNP_1A-4A. Regarding your most recent [PIPE] experience with [STATE] American Water, how many contacts did it take to answer your question/resolve your issue?

Question Label: Issue Resolution 1

<input type="checkbox"/>	1	Answered/resolved on first contact
<input type="checkbox"/>	2	Answered/resolved on second contact
<input type="checkbox"/>	3	Required three to five
<input type="checkbox"/>	4	Required six or more contacts
<input type="checkbox"/>	5	Still unresolved
<input type="checkbox"/>	99	Don't know

DEFINE:

	Yes	No	Don't Know
G1_RNP_1 – Email Issue Resolution	G1_RNP_1A = 1-4	G1_RNP_1A = 5	G1_RNP_1A = 99
G1_RNP_2 – Chat Issue Resolution	G1_RNP_2A = 1-4	G1_RNP_2A = 5	G1_RNP_2A = 99
G1_RNP_3 – Social Media Issue Resolution	G1_RNP_3A = 1-4	G1_RNP_3A = 5	G1_RNP_3A = 99
G1_RNP_4 – Text Issue Resolution	G1_RNP_4A = 1-4	G1_RNP_4A = 5	G1_RNP_4A = 99

G2_RNP_1-4. Regarding your most recent [PIPE] experience with [STATE] American Water, how easy or difficult was it to resolve your issue?

Question Label: Customer Effort Score

Extremely Difficult	Difficult	Neutral	Easy	Extremely Easy	Don't Know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OPEN ENDED FEEDBACK

H5A. What does [STATE] American Water do well to earn your satisfaction? *Optional*

Question Label: Reason Satisfied

_____ - open end

H5B. For factors other than price, what can [STATE] American Water do to improve your overall satisfaction? *Optional*

Question Label: Improvement Opportunities

_____ - open end

DEFINE 'H3. OPEN END COMBINED'

- **CONCATENATE H4+H5A+H5B**

DEMOGRAPHICS

These final questions are for classification purposes only.

DD1. In which of the following categories does your age fall?

Question Label: Age Categories

<input type="radio"/>	1	18 to 34
<input type="radio"/>	2	35 to 44
<input type="radio"/>	3	45 to 54

<input type="radio"/>	4	55 to 64
<input type="radio"/>	5	65+
<input type="radio"/>	99	Prefer not to answer

DD2. What is your gender?

Question Label: Gender

<input type="radio"/>	1	Male
<input type="radio"/>	2	Female
<input type="radio"/>	3	Prefer to self-describe [SPECIFY]
<input type="radio"/>	99	Prefer not to answer

DD3. Do you own or rent the place where you live?

Question Label: Ownership Type

<input type="radio"/>	1	Own
<input type="radio"/>	2	Rent
<input type="radio"/>	3	Unsure
<input type="radio"/>	99	Prefer not to answer

DD4. Which of the options below best describes the general area where you live?

Question Label: Neighborhood Type

<input type="radio"/>	1	Urban
<input type="radio"/>	2	Suburban
<input type="radio"/>	3	Rural
<input type="radio"/>	99	Prefer not to answer

CLOSE

Thank you very much for your time. Your comments are greatly appreciated.

Non-Residential NPS/Driver Study (JD Power)

PROGRAMMING

Project Number:

Project Name: Study

Title:

Study Year: 2022

Study Type: Proprietary

Fielding Frequency:

Fielding Location(s): USA

Fielding Language(s): English (US)

Language (this version): English (US)

Author(s): Ken Brooks (kenneth.brooks@jdpa.com)

Field Open Date:

Sample Source(s): Client

Data Collection Methodologies:

Device Support: All

Online Template Version: Dynamic template

Least Fill Quota Criteria: No

If multi-wave study, respondents can start in one wave and complete in a later wave: No

Type of cases to include in data files delivered: All data

Section Name	Section Title	Order
Introduction	INTRODUCTION	
Screener	INTRODUCTION	
Billing and Payment	BILLING & PAYMENT	Randomize
Price	PRICE	Randomize
Account Lead	ACCOUNT LEAD	Randomize
Customer Service	CUSTOMER SERVICE	Randomize
Communications	COMMUNICATIONS	Randomize
Quality & Reliability	Quality & Reliability	Randomize
Corporate Responsibility	Corporate Responsibility	Randomize
Overall Satisfaction	OVERALL SATISFACTION	
Firmographics	DEMOGRAPHICS	

INTRO

“Hello, my name is _____ and I am calling on behalf of JD Power to see how well **[pipe in STATE]** American Water has been meeting your needs for the past year, will you help me with this?”

Interviewer instruction: Please verify the full name of the individual completing the survey

SCREENER

S1 Please indicate what activities you are involved in at your company. **[All that apply] (Do not terminate based on answers)**

- 1 Operations/Facility management
- 2 Contacting **[pipe in state]** American Water when there is a problem with the water service
- 3 Reviewing and/or paying the **[pipe in state]** American Water bill
- 4 Other activities related to **[pipe in state]** American Water **(specify)**

NPS

NPS1. Using a scale where 0 is not at all likely and 10 is extremely likely, how likely are you to recommend *[pipe in state]* American Water to a friend, relative or colleague?

[PROG: SINGLE RESPONSE, FORCED, ORDER=FIXED]

0 Not at all likely

1

2

3

4

5

6

7

8

9

10 Extremely likely

NPS2. What is the reason for your rating?

[PROG: TEXT, FORCED, 1024 CHARACTER LIMIT]

[TEXT BOX]

98 No comment *[PROG: EXCLUSIVE]*

[RANDOMIZE SECTIONS]

BILLING & PAYMENT

[IF S1_3=YES, ELSE SKIP TO NEXT SECTION]

BP1. Do you receive a summary bill for multiple business locations?

1 Yes

0 No

99 Don't Know

[PROG. ASK BP1_2 IF BP1=0 OR 99]

BP1_2. What is the reason you have not combined your American Water bills to 1 summary?

[PROG: SINGLE RESPONSE, FORCED, ORDER=FIXED]

1 Only one account (not necessary)

2 Not interested in a summary bill

3 Didn't know it was available

4 Other [PROG: SPECIFY]

99 Don't Know

[PROG. ASK BP1_1 IF BP1=0 OR 99]

BP1_1. If you had the ability to combine your American Water bills to 1 summary, would you be interested?

[PROG: SINGLE RESPONSE, FORCED, ORDER=FIXED]

1 Yes

0 No

99 Don't Know

BP2 During the past 12 months, which issues, if any, have you experienced with billing and payment?

["Mark all that apply."] [A: Issues with billing and payment (last 12 months)] [PROG: MULTIPLE RESPONSE]

1 Inaccurate statement

2 Problem with processing a payment

3 Problem with applying funds to multiple accounts

4 Lack of billing flexibility/options

5 Adjustment to a prior bill

6 Timeliness of receiving the bill

7 Not receiving the bill

97 Other **[PROG: SPECIFY]**

98 I have not experienced any issues with billing and payment **[PROG: EXCLUSIVE]**

99 Don't know **[PROG: EXCLUSIVE, DO NOT PROBE]**

BP3. Is American Water responsive to your billing questions or issues **[If BP2 <98]**

1 Yes

0 No

99 Don't Know

BP4 Using a 1 to 10 scale where 1 is Unacceptable 5 is Average and 10 is Outstanding, how would you rate the following:

A. Usefulness of information on your bill [A: Usefulness of information on bill]

B. Amount of time given to pay your bill [A: Amount of time given to pay bill]

C. Variety of methods to pay your bill [A: Variety of methods to pay bill]

D. Ease of paying your bill [A: Ease of paying bill]

Z. Using a 1 to 10 scale where 1 is Unacceptable 5 is Average and 10 is Outstanding, how would you rate the overall billing and payment experience?

[PROG: STANDARD ATTRIBUTE GRID, SINGLE RESPONSE, FORCED] [If S3=1]

99 Don't know

BP5. What, if anything, could be done to either improve the billing statement or the payment process?

[CAPTURE VERBATIM] [If S3=1]

98 No comment **[PROG: EXCLUSIVE]**

99 Don't know

PRICE

P2 Using a 1 to 10 scale where 1 is Unacceptable 5 is Average and 10 is Outstanding, how would you rate the following:

- A. Total monthly cost of water service
- B. Efforts of [pipe in state] American Water to help manage your facility/company's monthly usage
- C. Fairness of pricing for your water service

Z. Overall price [A: OSAT: Price]

99 Don't Know

[PROG: STANDARD ATTRIBUTE GRID, SINGLE RESPONSE, FORCED] Asked for all respondents

ACCOUNT LEAD

AL1. Do you have a [pipe in STATE] American Water Account Manager or Lead assigned to your business?

[PROG: SINGLE RESPONSE, FORCED] Asked for all respondents, will initiate skip pattern [If answer 0 or 99, skip to NEXT SECTION]

1 Yes

0 No

99 Don't know

AL2. What is the name of your Account Lead?

[TEXTBOX]

99 Don't know

AL3. In the past 12 months, how many times did you contact your Account Lead?

[NUMBER BOX] [RANGE 0 to 98]

Don't know 99

AL4. In the past 12 months, how many times did your Account Lead contact you?

[NUMBER BOX] [RANGE 0 to 98]

Don't know 99

AL5. Does your Account Lead show a genuine concern for your business needs?

1 Yes

0 No

99 Don't know

AL6. Typically when you call your account lead with a question or problem, do you have to follow up to get a resolution?

1 Yes

0 No

99 Don't know/Not applicable

AL7 To what extent do you agree with the following statement:

My account manager makes it easy for me to resolve my issues.

- 1 Strongly disagree
- 2 Disagree
- 3 Neither agree nor disagree
- 4 Agree
- 5 Strongly Agree
- 99 Don't know/Not applicable

AL8 How would you describe the level of communication your account manager provides?

- 1 Not Enough
- 2 Just right
- 3 Too Much
- 99 Don't know

Interviewer instruction READ ("Joint planning is a strategic exercise between two companies to understand your needs, learn about upcoming plans and develop steps to meet expectations"

AL9. In the past 12 months, have you engaged in a Joint Planning session either over the phone or in person with your account manager? **[A: Joint planning session] IF NO, SKIP AL10**

- 1 Yes
- 0 No
- 99 Don't know **[PROG: EXCLUSIVE]**

AL10. How helpful are the joint planning sessions? **[A: Helpfulness of joint planning sessions] [PROG: SINGLE RESPONSE]**

- 1 Not at all helpful
- 2 Somewhat helpful
- 3 Very helpful
- 99 Don't know **[PROG: DO NOT PROBE]**

AL11. In the past 12 months, has your account manager...? **[PROG: GRID, SINGLE RESPONSE]**

- 1 Yes
- 0 No
- 99 Don't know

[PROG: ROWS, ORDER=RANDOMIZE]

- A. Invited you to a hospitality event
- B. Introduced a product, service, or program that has helped your facility/business
- C. Helped reduce total water usage at your facility/business
- D. Helped save money on your company's water bill
- E. Offered services to make it easier to do business with American Water
- F. Provided valuable business-related content via email, webinars, etc.

AL12_Rating Using a 1 to 10 scale where 1 is Unacceptable 5 is Average and 10 is Outstanding, how would you rate your Account lead on the following:

- A. Usefulness of information provided
- B. Understanding of your business needs
- C. Responsiveness
- D. Knowledge of the water industry
- E. Courtesy
- F. Professionalism
- G. Timeliness of resolving your problems, questions, or requests

Z. Using a 1 to 10 scale where 1 is Unacceptable 5 is Average and 10 is Outstanding, how would you rate your Account Lead overall?

[PROG: STANDARD ATTRIBUTE GRID, SINGLE RESPONSE, FORCED]

99 Don't know **[PROG: EXCLUSIVE]**

AL13 Based on your interaction with you **[pipe in state]** American Water Account Lead, what specific activities or information could they provide to be more useful to you?

[PROG: CAPTURE VERBATIM, FORCED] ASK IF THEY HAVE A LEAD]

CUSTOMER SERVICE

CS1 – CS3 In the past 12 months, how many times, if any, did you contact **[pipe in state]** American Water for a ***reason besides paying your bill using the following methods?*** **[asked of all respondents]**

[PROG: NUMERIC GRID, FORCED, RANGES=0-98]

CS1. **[NUMERIC BOX]** Called American Water's Customer Service Center

CS2 **[NUMERIC BOX]** Website (amwater.com or your MyWater online account)

CS3 Other (text, email, social media) **[specify]**

[PROG: ASK CS1_1 IF CS1>0 AND AL1=1]

CS1_1. Why did you choose to call the American Water's Customer Service Center instead of calling your Account Manager?

[PROG: TEXT, FORCED, 1024 CHARACTER LIMIT]

[TEXT BOX]

99 Don't Know

CS4. How are your calls to the customer service center typically handled?

[IF CS1>0] [PROG: SINGLE RESPONSE, FORCED]

- 1 Completely handled using the automated telephone system
- 2 Used the phone system first, then talked to a representative
- 3 Spoke directly to a representative

CS5. Did the customer service representative show a genuine concern for your business needs? **[IF CS4>1]**

- 1 Yes
- 0 No
- 99 Don't know

CS6. Typically when you call the customer service center, do you feel you have to call back later to get a resolution?

- 1 Yes
- 0 No
- 99 Don't know

CS7 To what extent do you agree with the following statement:

The representatives at the customer service center make it easy for me to resolve my issues. **[IF CS4>1]**

- 1 Strongly disagree
- 2 Disagree
- 3 Neither agree nor disagree
- 4 Agree
- 5 Strongly Agree
- 99 Don't know/Not applicable

CS8. Thinking about your customer service experiences with **[pipe in state]** American Water, how would you rate the following on a scale from 1 to 10, where 1 is Unacceptable, 5 is Average, and 10 is Outstanding? **[PROG: GRID, SINGLE RESPONSE]**

[PROG: COLUMNS, INTERVIEWER – READ ANCHOR POINTS EXCEPT “N/A”]

- 1 Unacceptable
- 2
- 3
- 4
- 5 Average
- 6
- 7
- 8
- 9
- 10 Outstanding
- 99 N/A

[PROG: ROWS, ORDER=RANDOMIZE]

- A. Usefulness of information provided by the representative **[IF CS1>0]**
- B. Usefulness of information provided online (amwater.com or your MyWater online account) **[IF CS2>0]**
- C. Understanding of your business needs **[IF CS1>0]**
- D. Ease of navigating website (amwater.com or your MyWater online account) **[If CS2>0]**
- E. Ability to effectively manage my company's account using the website (amwater.com or your MyWater online account) **[If CS2>0]**
- F. Ease of using phone system **[If CS4= 1 or 2]**
- G. Professionalism of representative(s) **[IF CS1>0]**
- H. Timeliness of resolving your problems, questions, or requests via phone **[IF CS1>0]**
- I. Timeliness of resolving your problems, questions or request online via amwater.com or your MyWater online account **[IF CS2>0]**

Y. Overall customer service CENTER experience [IF CS1>0]

99 Don't Know

Z. Overall customer service experience [A: OSAT: Customer Service] *[PROG: FIXED, DO NOT SHOW/ALLOW 99 RESPONSE OPTION] [Asked of all respondents]*

99 Don't Know

WATER QUALITY & RELIABILITY

WQR3. Are you satisfied with the reliability of water delivery from American Water?

1 Yes

0 No

99 Don't know

WQR4. Does *[pipe in state]* American Water do a good job of maintaining their current water infrastructure

Asked for all respondents

1 Yes

0 No

99 Don't know

WQR5. In the past 12 months, what meter services did you experience at your place of business? *Asked for all respondents*
[PROG: CODE RESPONSES USING BELOW OPTIONS; PROMPT WITH EXAMPLES IF NEEDED] Asked for all respondents

1 Replacement

2 Repair

3 Inaccurate reading

4 Estimated reading

5 Other (Specify)

6 No issues, work done

99 Don't Know

WQR6. In the past 12 months, what problems, such as a service interruption or quality issue, did you experience with water delivery at your place of business? *Asked for all respondents*

[PROG: CODE RESPONSES USING BELOW OPTIONS; PROMPT WITH EXAMPLES IF NEEDED] ALL THAT APPLY

- 1 Interruption due to weather
- 2 Interruption due to water pipeline work in the area
- 3 Interruption due to accidental water pipeline/main damage (e.g., pipeline was damaged while digging, etc.)
- 4 Interruption due to onsite pipe damage
- 5 Interruption due to onsite equipment failure
- 6 Pressure too low
- 7 Bad taste
- 8 Poor clarity/Discolored
- 9 Bad smell
- 10 High lead/mineral content
- 11 Scaling/Water hardness
- 12 Boil Advisory
- 97 Other **[PROG: SPECIFY]**
- 0 Did not experience any water service problems
- 99 Don't know

WQR7. Using a 1 to 10 scale where 1 is Unacceptable 5 is Average and 10 is Outstanding, how would you rate **[pipe in state]** American Water's overall delivery of water service?

[PROG: STANDARD ATTRIBUTE GRID, SINGLE RESPONSE, FORCED] Asked for all respondents

99 Don't know

COMMUNICATION

COM1. In the past 12 months, how many business communications, if any, do you recall seeing, reading, or hearing from **[pipe in state]** American Water? *Asked for all respondents*
[NUMERIC BOX] Communication(s)

[PROG: ASK COM1>0]

COM2. Thinking about the communication(s) you recall, what was/were the message(s) about?

[PROG: CODE RESPONSES USING BELOW OPTIONS; PROMPT WITH EXAMPLES IF NEEDED] ALL ANSWERS THAT APPLY

- 1 Water conservation tips
- 2 Water prices, rate changes (increase/decrease)
- 3 Water restrictions, usage restrictions
- 4 Company image (e.g., our promise, what we stand for, etc.)
- 5 Corporate citizenship (e.g., involvement in communities/sponsorships, etc.)
- 6 Customer service (e.g., telephone numbers, payment options, etc.)
- 7 Company information/news
- 8 Emergency preparedness
- 9 Water system upgrades or improvements

- 10 Paperless billing (eBill)
- 11 Water quality report
- 12 Frozen pipes, preparing for winter
- 13 Coronavirus (COVID-19) outbreak
- 97 Other
- 99 Don't know

COM3. Was the frequency of communication you received from *[pipe in state]* American Water ...?
[PROG: SINGLE RESPONSE, FORCED]

- 1 Not enough
- 2 Just right
- 3 Too much
- 99 Don't know

COM4. In the past 12 months did you receive advanced notice from American Water regarding any of the following? [A: Recent outage: received advanced notice] *[PROG: All that apply]*

- 1 Planned Service Interruption
- 2 Emergency Service Interruption
- 3 Boil Water Advisory
- 0 None
- 99 Don't know

COM5. In which way(s) did you receive the advanced notice? Please select all that apply *[If COM4 = 1, 2, 3] [PROG: All that apply]*

- 1 Email
- 2 Text
- 3 Automated Phone Call
- 4 Directly by account manager
- 5 Other
- 99 Don't Know

COM6 How useful was the information provided in helping you manage the service interruption/boil water advisory? *[If COM4 = 1, 2, 3]*

- 1 Not at all useful
- 2 Somewhat useful
- 3 Very useful
- 99 Don't Know

COM7. During a service interruption/boil water advisory, how would you describe the frequency of updates? [A: Providing outage status updates] *[PROG: SINGLE RESPONSE]*

- 1 Not often enough
- 2 Just right
- 3 Too often
- 99 Don't know

COM8. If applicable, how would you describe the process to report a service interruption to American Water? [A: Ease of reporting outages] **[PROG: SINGLE RESPONSE]**

- 1 Very difficult
- 2 Somewhat difficult
- 3 Somewhat easy
- 4 Very easy
- 98 I have never had to report an interruption
- 99 Don't know

COM9. Using a 1 to 10 scale where 1 is Unacceptable 5 is Average and 10 is Outstanding, how would you rate **[pipe in state]** American Water's overall communication? **Asked for all respondents**
[PROG: STANDARD ATTRIBUTE GRID, SINGLE RESPONSE, FORCED]
 99 Don't know

CORPORATE RESPONSIBILITY

CR1. Here is a brief statement regarding **[pipe in state]** American Water's corporate values:

At American Water, we believe the only way to do business is responsibly: ensuring the safety of our employees and customers, delivering value to our customers, building strong communities, protecting the environment, and supporting the expertise and dedication of our people.

Based on your experience with **[pipe in state]** American Water, to what level do you agree that the company lives up to these values?

- 1 Strongly disagree
- 2 Disagree
- 3 Neither agree nor disagree
- 4 Agree
- 5 Strongly agree

CR2. How familiar are you with water conservation programs from **[pipe in state]** American Water to help you with ways to use less water?

[PROG: SINGLE RESPONSE, FORCED] Asked for all respondents

- 1 Not at all familiar
- 2 Not very familiar
- 3 Somewhat familiar
- 4 Very familiar
- 99 Don't Know

CR3 How familiar are you with **[pipe in state]** American Water's investments in repairing, replacing, and upgrading water and wastewater systems?

[PROG: SINGLE RESPONSE, FORCED] Asked for all respondents

- 1 Not at all familiar
- 2 Not very familiar
- 3 Somewhat familiar
- 4 Very familiar

CR4 – CR8 Which of the following activities, if any, are you aware of **[pipe in state]** American Water doing?

[PROG: COLUMN] Asked for all respondents

- 1 Yes
- 0 No
- 99 Don't Know

CR4 Promoting general water conservation efforts

CR5 Promoting the safety of **[pipe in state]** American Water's customers and employees

CR6 Efforts made to protect and improve the environment?

CR7 Supporting local economic development initiatives

CR8 Participating in local charities, civic organizations, sponsorships, etc

CR9 Sharing educational content with our business partners

CR9. Considering anything you've heard about **[pipe in state]** American Water in the local community via word of mouth, local media, social media, etc, how would you classify general perceptions of the company? **[PROG: SINGLE RESPONSE, FORCED] Asked for all respondents**

- 1 Very negative
- 2 Negative
- 3 Neutral
- 4 Positive
- 5 Very Positive

CR11. Does your company report your Environmental/Social/Governance (ESG) performance?

[PROG: SINGLE RESPONSE, FORCED] Asked for all respondent

- 1. Yes
- 2. No
- 99. Don't Know

CR12. How familiar are you with American Water's Environmental/Social/Governance (ESG) performance? **[PROG: SINGLE RESPONSE, FORCED] Asked for all respondents**

- 1 Not at all familiar
- 2 Not very familiar
- 3 Somewhat familiar
- 4 Very familiar

CR13. As part of your ESG efforts, does your company or facility have a specific goal(s) regarding water or electric utility efficiency? **[PROG: SINGLE RESPONSE, FORCED] Asked for all respondents**

- 1 Yes, water only
- 2 Yes, electric only
- 3 Yes, both water and electric
- 4 No, we don't have any efficiency goals
- 99 Don't know/not sure

To be read to respondent: Corporate responsibility is the way a company takes responsibility for its actions and their impact on customers, employees and communities.

CR10. Using a 1 to 10 scale where 1 is Unacceptable 5 is Average and 10 is Outstanding, how would you rate [pipe in state] American Water's overall corporate responsibility? Asked for all respondents
[PROG: STANDARD ATTRIBUTE GRID, SINGLE RESPONSE, FORCED]
 99 Don't know

OVERALL SATISFACTION

OS1. Taking into consideration all aspects of your company's water service experience, please rate [pipe in state] American Water overall.

[PROG: STANDARD OSAT GRID, SINGLE RESPONSE FORCED]

98 No Comment

[PROG: STANDARD OSAT GRID, SINGLE RESPONSE FORCED] Asked for all respondents

OS2. What does [pipe in state] American Water do well to earn your satisfaction?

[PROG: TEXT, FORCED, 1024 CHARACTER LIMIT] Asked for all respondents

[TEXT BOX]

98 No comment **[PROG: EXCLUSIVE]**

99 Don't Know

OS3. For factors other than price, what can [pipe in state] American Water do to improve your company's overall satisfaction?

[PROG: TEXT, FORCED, 1024 CHARACTER LIMIT] Asked for all respondents

[TEXT BOX]

98 No comment **[PROG: EXCLUSIVE]**

99 Don't Know

V1 To what extent do you agree with the following statement:

The service we receive from [pipe in state] American Water is worth the price we pay for water.

- 1 Strongly disagree
- 2 Disagree
- 3 Neither agree nor disagree
- 4 Agree
- 5 Strongly agree

FIRMAGRAPHS

D1 Which of the below best describes your occupational level? **Asked for all respondents**

- 1 Executive / Top management / Owner
- 2 Senior executive
- 3 Upper-middle management
- 4 Middle management
- 5 Supervisor
- 6 Professional staff
- 7 Contracted staff
- 8 Non-technical staff

D2 Do you personally participate any civic or business group(s)? *Asked for all respondents*

[All that apply]

- a. Chamber of commerce
- b. Business Networking International
- c. Rotary Club International
- d. Lions Club
- e. Kiwanis
- f. Industry trade-specific organization
- g. Other

D3 How many locations does your organization have which receive service from American Water?

Asked for all respondents

[NUMERIC BOX]

98 Refused

999999 Don't know

D4 Approximately how many full-time employees work for your company?

Asked for all respondents

[NUMERIC BOX]

98 Refused

999999 Don't know

D6 How would you rate American Water overall service compared to your other utility service providers (electric and natural gas)?

[PROG: SINGLE RESPONSE, FORCED] *Asked for all respondents*

- 1 Better than other utility service providers
- 2 About the same as other utility service providers
- 3 Worse than other utility service providers
- 99 Don't know

CLOSE

[PROG: SURVEY CONCLUDES WITH INFO TEXT: "That concludes our survey. J.D. Power and {pipe in state} American Water thank you for participating."]

Residential Communication Survey

INTRO

Please take a few minutes to respond to our survey about your awareness and perception of \${e://Field/CompanyState} American Water.

This survey will take approximately 5 minutes to complete. Thank you in advance for your participation.

SCREENER/QUALIFYING QUESTIONS**SS2 | Bill Responsibility**

Do you have responsibility or share the responsibility with regard to payment of your household bills?

Yes	No	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SS3 | Age Requirement

Are you at least 18 years old?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

COMMUNICATION**REQUIRED****A1_COM_Overall | Overall Communication**

Within the last 12 months, how would you rate [STATE] American Water on overall communication?

Question Label: Overall Communication

Poor	Fair	Good	Very good	Excellent	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A2_COM_Informed | Informed

How informed do you feel about your [STATE] American Water service?

Not informed enough	Well-informed	Over-informed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RANDOMIZE

B1_COM_NumberComms | Number of Communications Recalled

Within the past three months, how many communications do you recall seeing, receiving, reading, or hearing (e.g., bill insert, account notifications, service alerts, social media messages, advertisement, email, mailer, television, newspaper, blog, radio, magazine etc.) from [STATE] American Water?

Question Label: Number of communications recalled

0	1	2+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B2_COM_NumberMedia | Number of Media Recalled

Within the past three months, how many news stories, if any, do you recall seeing, reading, or hearing about [STATE] American Water?

Question Label: Number of news stories recalled

0	1	2+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B3_COM_SentMedia | News Sentiment

Overall, would you say the news story/stories was/were...?

Question Label: Sentiment of news stories

Very Negative	Negative	Neutral	Positive	Very positive
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B4_COM_CommsAttr | Communication Attributes

In particular, how would you rate [STATE] American Water on...

Question Label: Communication attributes

RANDOMIZE QUESTIONS		Poor	Fair	Good	Very Good	Excellent
		1	2	3	4	5
B4a	Creating messages that get your attention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4b	Keeping you informed about what [STATE] American Water is doing to keep overall water costs low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B4c	Usefulness of information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4d	Variety of communications provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4e	Efforts to communicate changes that might affect your account or service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

American Water Communication

Please keep in mind that this section only deals with communications created by American Water and not communications you may recall from other sources (e.g., media news stories, etc.).

C1_COM_CommsAware | Communication Awareness

Thinking about the communication(s) you recall from [STATE] American Water, what was/were the message(s) about? *Select all that apply*

Question Label: Awareness of communication

<input type="checkbox"/>	1	Seasonal tips (e.g., summer conservation, preparation for winter, preventing frozen pipes, etc.)
<input type="checkbox"/>	2	Water/wastewater rate changes (increase/decrease)
<input type="checkbox"/>	3	Water events impacting service (e.g., boil water advisory, service interruptions, usage restrictions, hydrant flushing, etc.)
<input type="checkbox"/>	4	Company image (e.g., our promise, what we stand for, etc.)
<input type="checkbox"/>	5	Corporate citizenship (e.g., community events, charitable giving, American Water Charitable Foundation, etc.)
<input type="checkbox"/>	6	Customer service and support (e.g., billing and payment options, new customer welcome packet, contact information, payment arrangements, billing assistance options, etc.)
<input type="checkbox"/>	7	Company information (e.g. news, awards, etc.)
<input type="checkbox"/>	8	Emergency preparedness and safety
<input type="checkbox"/>	9	Environmental issues (e.g., efforts to improve the environment, source water and watershed protection efforts, etc.)
<input type="checkbox"/>	10	Water/wastewater system upgrades, investments or improvements
<input type="checkbox"/>	11	Digital account management (e.g., paperless billing, myWater, Auto Pay)
<input type="checkbox"/>	12	Water quality report
<input type="checkbox"/>	13	Lead service line replacement program
<input type="checkbox"/>	14	PFAS (forever chemicals)
<input type="checkbox"/>	15	Other, Specify
<input type="checkbox"/>	99	Don't know – EXCLUSIVE

C2_COM_CommsChannel | Communication Channels

Where did you see or hear this/these communication(s)? *Select all that apply*

Question Label: Awareness of communication

<input type="checkbox"/>	1	Television
<input type="checkbox"/>	2	Radio
<input type="checkbox"/>	3	Newspaper/Magazine
<input type="checkbox"/>	4	Bill insert
<input type="checkbox"/>	5	Brochure
<input type="checkbox"/>	6	Direct mail (letter, postcard, collateral sent in the mail)
<input type="checkbox"/>	7	Bill statement message
<input type="checkbox"/>	8	American Water's website
<input type="checkbox"/>	9	Email
<input type="checkbox"/>	10	American Water's social media sites (e.g., Facebook, Instagram, X, etc.)
<input type="checkbox"/>	11	Text message
<input type="checkbox"/>	12	In person (e.g., community event, work crew, etc.)
<input type="checkbox"/>	13	Billboard
<input type="checkbox"/>	14	Utility called
<input type="checkbox"/>	15	Doorhanger
<input type="checkbox"/>	16	Other, Specify
<input type="checkbox"/>	99	Don't know - EXCLUSIVE

American Water in the Media

The following questions deal with communications about American Water from the media. Please keep in mind that this section does not deal with communications you may recall from American Water.

D1_COM_MediaTopics | Communication Media Topics

What was/were the topic(s) of the [STATE] American Water related news story/stories? *Select all that apply*

Question Label: Topic of news stories recalled

<input type="checkbox"/>	1	Water/wastewater system upgrades, investments or improvements
<input type="checkbox"/>	2	Water reliability, outages, or restrictions in your community (e.g. main break, boil water advisory)
<input type="checkbox"/>	3	Environmental issues (e.g., pollution)
<input type="checkbox"/>	4	Financial results
<input type="checkbox"/>	5	Water conservation and protection
<input type="checkbox"/>	6	Community and charitable engagement (e.g., grant awards, American Water Charitable Foundation activities, etc.)
<input type="checkbox"/>	7	Company news (e.g. water/wastewater system acquisition, new facilities, executive news, etc.)

<input type="checkbox"/>	8	Company scandal
<input type="checkbox"/>	9	Water prices or rate change
<input type="checkbox"/>	10	Lead service line replacement program
<input type="checkbox"/>	11	PFAS (forever chemicals)
<input type="checkbox"/>	12	Other, Specify
<input type="checkbox"/>	99	Don't know – EXCLUSIVE

DEMOGRAPHICS

DD1 | Age Categories

These final questions are for classification purposes only.

In which of the following categories does your age fall?

18 to 34	35 to 44	45 to 54	55 to 64	65+	Prefer not to answer
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DD2 | Gender

What is your gender?

Male	Femail	Prefer to self-describe	Prefer not to answer
<input type="checkbox"/>	<input type="checkbox"/>	Open Text	<input type="checkbox"/>

DD3 | Ownership Type

Do you own or rent the place where you live?

Own	Rent	Unsure	Prefer not to answer
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DD4 | Neighborhood Type

Which of the options below best describes the general area where you live?

Urban	Suburban	Rural	Prefer not to answer
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Residential Quality & Conservation Experience (EQC)

PROGRAMMING

- **INCLUSION CRITERIA:**
 - OptOut = 0
 - CompanyCodeID does not = 1038 (NY)
 - EligibilityAllSurveys field. Eligible = True
 - Email <> BLANK
 - OptOut = False
 - DateLastCollectionsActivity = BLANK OR >30 days ago
 - DateLastDisconnectNonpay = BLANK OR >30 days ago
 - DateLastDisconnectCompany = BLANK or >30 days ago
 - DisplayID <> BLANK
 - DisplayDivision <> BLANK
 - DisplayState <> BLANK
 - DisplayRegion <> BLANK
 - DisplayDistrict <> BLANK
 - DisplayPlanningPlant <> BLANK
 - AccountClass = Residential
 - Deceased = False
 - Bankruptcy = False
 - OpenBPEM = False
 - NPS Eligibility
- **DISTRIBUTION:**
 - MFT folder: FromAW -> ServiceOrderTransactions
 - MFT file name: "FromAW_ServiceOrderTransactions_YYYYMMDD..."
 - Import Name: Journey Survey 1 Import
 - Import List Id: CG_1ialoS7EukZORVU
 - AW Distribution list: Journey Survey 1 Distribution
 - AW sample rate max = 600 emails / day
 - Distribution invite time: 10:00am ET
 - Distribution reminder time: 7-days after the invitation at 1:00pm ET
 - "American Water Survey Build Group" message library
 - Liberty Distribution list: Liberty - Service Transactions Distribution
 - Liberty sample rate max = 50 emails / day

EMBEDDED DATA (SURVEY ADMIN)

AA1. Feedback Category = "Experience"

AA2. Feedback Source = "Customer Base"

AA3. Survey Name = "Quality & Conservation Experience (EQC)"

AA3A. Historical Survey Name:

AA5. Reporting Date = Survey End Date

AA6A. Visibility State Ops = "Yes"

AA7. OverQuota

INTRO

Please take a few minutes to respond to our survey about your experience with [STATE] American Water.

This survey will take approximately 5 minutes to complete. Thank you in advance for your participation.

SCREENER

SS2. Do you have responsibility or share the responsibility with regard to payment of your household bills?

Question Label: Bill Responsibility

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No THANK & DISQUALIFY
<input type="checkbox"/>	99	Prefer not to answer THANK & DISQUALIFY

SS3. Are you at least 18 years old?

Question Label: Age Requirement

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No THANK & DISQUALIFY

DEFINE 'DISPLAY GROUP':

WATER	Account Type <> Sewer
SEWER	Account Type = Sewer

DEFINE 'WATER_SEWER PIPE TEXT'

DISPLAY GROUP = WATER	"water"
DISPLAY GROUP = SEWER	"sewer"

RANDOMIZE PRESENTATION OF THE FOLLOWING SECTIONS:

- **QUALITY & RELIABILITY**
- **CONSERVATION**

QUALITY & RELIABILITY

The following section asks about the quality and reliability of the [water/sewer] service provided by [STATE] American Water.

REQUIRED

NQ1_EQC. Please rate [STATE] American Water on the overall quality and reliability of [water/sewer] service within the last twelve months.

Question Label: Overall Quality & Reliability

Poor	Fair	Good	Very good	Excellent	Don't know
------	------	------	-----------	-----------	------------

1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NQ2. In particular, how would you rate the...

Question Label: Quality & Reliability Factors

RANDOMIZE QUESTIONS		Poor	Fair	Good	Very Good	Excellent	Don't know
		1	2	3	4	5	99
NQ2_1	Reliability of [water/sewer] service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NQ2_2	SKIP IF DISPLAY GROUP = SEWER Quality of water (e.g., taste, color, odor, hardness, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NQ2_3	Efforts to maintain the [water/sewer] infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**ASK NQ3-NQ9 IF DISPLAY GROUP = WATER, ELSE SKIP
RANDOMIZE PRESENTATION OF NQ3-NQ5**

NQ3. How often do you drink tap water?

Question Label: How often drink tap water

<input type="checkbox"/>	1	Never
<input type="checkbox"/>	2	Occasionally
<input type="checkbox"/>	3	Always

NQ4. How safe do you feel it is to drink unfiltered tap water?

Question Label: Unfiltered water safety

<input type="checkbox"/>	1	Not at all safe
<input type="checkbox"/>	2	Unsafe
<input type="checkbox"/>	3	Safe
<input type="checkbox"/>	4	Very Safe

NQ5. How would you describe your water mineral content?

Question Label: Water mineral content

<input type="checkbox"/>	1	Soft (Contains few or no minerals, water that lathers with soap easily)
<input type="checkbox"/>	2	Normal
<input type="checkbox"/>	3	Hard (Has a high mineral content, soap and detergents work less well and can leave scales on your dishes and plumbing)
<input type="checkbox"/>	99	Don't know

RANDOMIZE PRESENTATION OF NQ7 AND NQ9**REQUIRED**

NQ7. In the last three months, which of the following, if any, caused a problem with water delivery at your residence?

Question Label: Water service interruptions

<input type="checkbox"/>	1	Weather
<input type="checkbox"/>	2	Water pipeline work in the area
<input type="checkbox"/>	3	Accidental water pipeline/main damage (e.g. pipeline was damaged while digging, etc.)
<input type="checkbox"/>	4	Household pipe damage
<input type="checkbox"/>	5	Household equipment failure
<input type="checkbox"/>	6	Water quality issue (e.g. low pressure, color of water, etc.)
<input type="checkbox"/>	7	Other, specify
<input type="checkbox"/>	8	Did not experience any water service interruptions
<input type="checkbox"/>	99	Don't know

DEFINE 'NQ6. RECENT WATER SERVICE INTERRUPTION'

1	Yes	NQ7 <> 8 OR 99
2	No	NQ7 = 8
99	Don't know	NQ7 = 99

REQUIRED

NQ9. In the last three months, which of the following, if any, have you experienced with your water provided by [STATE] American Water?

Question Label: Water quality issues

<input type="checkbox"/>	1	Pressure too low
<input type="checkbox"/>	2	Bad taste
<input type="checkbox"/>	3	Poor clarity/Discolored
<input type="checkbox"/>	4	Bad smell
<input type="checkbox"/>	5	High lead/mineral content
<input type="checkbox"/>	6	Scaling/Water hardness

<input type="checkbox"/>	7	Boil advisory
<input type="checkbox"/>	8	Temperature (e.g. drinking water is not cold enough, etc.)
<input type="checkbox"/>	9	Have not experienced any issues
<input type="checkbox"/>	99	Don't know

DEFINE 'NQ8. RECENT WATER QUALITY ISSUE'

1	Yes	NQ9 <> 9 OR 99
2	No	NQ9 = 9
99	Don't know	NQ9 = 99

ASK NQ11 IF DISPLAY GROUP = SEWER REQUIRED

NQ11. In the last three months, have you experienced any sewer-related problems? *Please select all that apply.*

Question Label: Sewer problems

<input type="checkbox"/>	1	Yes, within your home
<input type="checkbox"/>	2	Yes, at the street
<input type="checkbox"/>	3	Did not experience any sewer-related problems
<input type="checkbox"/>	99	Don't know

DEFINE 'NQ10. RECENT SEWER PROBLEM'

1	Yes	NQ11 <> 3 OR 99
2	No	NQ11 = 3
99	Don't know	NQ11 = 99

WATER ISSUE ALERTS**ASK NQ13A-NQ15A IF:**

- **DISPLAY GROUP = WATER AND**
- **(NQ7 = 1,2,3, OR 6) OR (NQ9 = 7)**

NQ13A. Now please think specifically about the most recent water service interruption/water quality issue. Did you receive any alerts or notifications from [STATE] American Water regarding the interruption/issue via the method(s) listed below? *Please select all that apply.*

Question Label: How water alerts received

<input type="checkbox"/>	1	Email
<input type="checkbox"/>	2	Text

<input type="checkbox"/>	3	Automated phone call
<input type="checkbox"/>	4	Other, please specify
<input type="checkbox"/>	5	I did not receive any alerts or notifications regarding the interruption/issue
<input type="checkbox"/>	99	Don't know

DEFINE 'NQ12A. RECEIVED WATER ALERT'

1	Yes	NQ13 <> 5 OR 99
2	No	NQ13 = 5
99	Don't know	NQ13 = 99

ASK NQ14A-NQ15A IF NQ12A = 1**RANDOMIZE PRESENTATION OF NQ14A-NQ15A**

NQ14A. How useful was the information provided in helping you manage the water service interruption/issue?

Question Label: Usefulness of water alert

<input type="checkbox"/>	1	Not at all useful
<input type="checkbox"/>	2	Somewhat useful
<input type="checkbox"/>	3	Very useful
<input type="checkbox"/>	99	Don't know

NQ15A. How would you describe the frequency of updates regarding the water service interruption/issue?

Question Label: Frequency of water alerts

<input type="checkbox"/>	1	Not often enough
<input type="checkbox"/>	2	Just right
<input type="checkbox"/>	3	Too often
<input type="checkbox"/>	99	Don't know

SEWER ISSUE ALERTS**ASK NQ13B-NQ15B IF:**

- **DISPLAY GROUP = SEWER**
- **AND**
- **NQ10=1**

NQ13B. Now please think specifically about the most recent sewer problem. Did you receive any alerts or notifications from [STATE] American Water regarding the problem via the method(s) listed below?
Please select all that apply.

Question Label: How sewer alerts received

<input type="checkbox"/>	1	Email
<input type="checkbox"/>	2	Text
<input type="checkbox"/>	3	Automated phone call
<input type="checkbox"/>	4	Other, please specify
<input type="checkbox"/>	5	I did not receive any alerts or notifications regarding the sewer problem
<input type="checkbox"/>	99	Don't know

DEFINE 'NQ12B. RECEIVED SEWER ALERT'

1	Yes	NQ17 <> 5 OR 99
2	No	NQ17 = 5
99	Don't know	NQ17 = 99

ASK NQ14B-NQ15B IF NQ12B = 1**RANDOMIZE PRESENTATION OF NQ14B-NQ15B**

NQ14B. How useful was the information provided in helping you manage the sewer problem?

Question Label: Usefulness of sewer alert

<input type="checkbox"/>	1	Not at all useful
<input type="checkbox"/>	2	Somewhat useful
<input type="checkbox"/>	3	Very useful
<input type="checkbox"/>	99	Don't know

NQ15B. How would you describe the frequency of updates regarding the sewer problem?

Question Label: Frequency of sewer alerts

<input type="checkbox"/>	1	Not often enough
<input type="checkbox"/>	2	Just right
<input type="checkbox"/>	3	Too often
<input type="checkbox"/>	99	Don't know

DEFINE:

- **NQ12 RECEIVED WATER/SEWER ALERT**
 - **DISPLAY GROUP = WATER - NQ12A**
 - **DISPLAY GROUP = SEWER - NQ12B**
- **NQ13 HOW WATER/SEWER ALERTS RECEIVED**
 - **DISPLAY GROUP = WATER - NQ13A**
 - **DISPLAY GROUP = SEWER - NQ13B**
- **NQ14 USEFULNESS OF WATER/SEWER ALERTS**
 - **DISPLAY GROUP = WATER - NQ14A**
 - **DISPLAY GROUP = SEWER - NQ14B**

- **NQ15 FREQUENCY OF WATER/SEWER ALERTS**
 - **DISPLAY GROUP = WATER - NQ15A**
 - **DISPLAY GROUP = SEWER - NQ15B**

QUALITY & RELIABILITY OPEN END

ASK H6 IF DISPLAY GROUP = WATER

H6. What, if anything, could be improved with your water quality (e.g., taste, color, odor, hardness, etc.) and reliability from [STATE] American Water? *Optional*

Question Label: Quality & Reliability Improvement Opportunities

_____ - open end

DEFINE 'H3. OPEN END COMBINED = H6'

CONSERVATION

The following section asks about [STATE] American Water's conservation efforts.

REQUIRED

NO1_EQC. Please rate [STATE] American Water on overall conservation (e.g. water conservation, environmental impact, protecting water supply, etc.) within the last twelve months.

Question Label: Overall Conservation

Poor	Fair	Good	Very good	Excellent	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NO2. In particular, how would you rate the...

Question Label: Conservation Factors

RANDOMIZE QUESTIONS		Poor	Fair	Good	Very Good	Excellent	Don't Know
		1	2	3	4	5	99
NO2_1	Actions to take care of the environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO2_2	SKIP IF DISPLAY GROUP = SEWER Variety of water conservation programs offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO2_3	Planning for the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NO3. Which of the following, if any, are you aware of [STATE] American Water doing?

Question Label: Conservation effort awareness

RANDOMIZE QUESTIONS		Aware	Not Aware
		1	0
NO3_1	Efforts made to improve their impact on the environment	<input type="checkbox"/>	<input type="checkbox"/>
NO3_2	SKIP IF DISPLAY GROUP = SEWER Water conservation programs to help you with ways to use less water	<input type="checkbox"/>	<input type="checkbox"/>
NO3_3	SKIP IF DISPLAY GROUP = SEWER Ensuring adequate supplies of water in the future	<input type="checkbox"/>	<input type="checkbox"/>
NO3_4	Watershed management (i.e., managing land that water flows across on its way to lake, river, or stream)	<input type="checkbox"/>	<input type="checkbox"/>
NO3_5	SKIP IF DISPLAY GROUP = SEWER Water recycling	<input type="checkbox"/>	<input type="checkbox"/>
NO3_6	Protecting [water/sewer] supplies (e.g., threats from terrorism)	<input type="checkbox"/>	<input type="checkbox"/>
NO3_7	Providing public open space around lakes and reservoirs (e.g., parks, recreation area, land use, boating, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
NO3_8	Protecting and restoring native fish and wildlife	<input type="checkbox"/>	<input type="checkbox"/>

DEMOGRAPHICS

These final questions are for classification purposes only.

DD1. In which of the following categories does your age fall?

Question Label: Age Categories

<input type="radio"/>	1	18 to 34
<input type="radio"/>	2	35 to 44
<input type="radio"/>	3	45 to 54
<input type="radio"/>	4	55 to 64
<input type="radio"/>	5	65+
<input type="radio"/>	99	Prefer not to answer

DD2. What is your gender?

Question Label: Gender

<input type="radio"/>	1	Male
-----------------------	----------	------

<input type="radio"/>	2	Female
<input type="radio"/>	3	Prefer to self-describe [SPECIFY]
<input type="radio"/>	99	Prefer not to answer

DD3. Do you own or rent the place where you live?

Question Label: Ownership Type

<input type="radio"/>	1	Own
<input type="radio"/>	2	Rent
<input type="radio"/>	3	Unsure
<input type="radio"/>	99	Prefer not to answer

DD4. Which of the options below best describes the general area where you live?

Question Label: Neighborhood Type

<input type="radio"/>	1	Urban
<input type="radio"/>	2	Suburban
<input type="radio"/>	3	Rural
<input type="radio"/>	99	Prefer not to answer

CLOSE

Thank you very much for your time. Your comments are greatly appreciated.

Service Transaction Survey

PROGRAMMING

- **INCLUSION CRITERIA:**
 - OptOut = 0
 - CompanyCodeID does not = 1038 (NY)
 - EligibilityAllSurveys field. Eligible = True
 - Email <> BLANK
 - OptOut = False
 - DateLastCollectionsActivity = BLANK OR >30 days ago
 - DateLastDisconnectNonpay = BLANK OR >30 days ago
 - DateLastDisconnectCompany = BLANK or >30 days ago
 - DisplayID <> BLANK
 - DisplayDivision <> BLANK
 - DisplayState <> BLANK
 - DisplayRegion <> BLANK
 - DisplayDistrict <> BLANK
 - DisplayPlanningPlant <> BLANK

- AccountClass = Residential
 - Deceased = False
 - Bankruptcy = False
 - OpenBPEM = False
- Service Order Eligibility
 - ServiceOrderCreatedtoClose ≤ 30 days
 - (PRIORITY = 1, 2 OR 3) AND (AMI = False) AND MATCode =
 - FRC
 - IRD
 - MON
 - RDL
 - (Priority = 1, 2 OR 3) AND MATCode =

• CBD	• CPO	• LCB	• RZC
• CCI	• CRO	• OFU	• STO
• CCN	• CSU	• ONR	• SVI
• CKM	• CXL	• ONU	• TFR
• CMR	• EMR	• OSN	• TOF
• CMT	• FRA	• RCE	• TOS
• CMW	• FRV	• RFI	• TSM
• CNI	• ILK	• RID	• TXL
• CPC	• ILP	• RMV	• WHO
• CPI	• IPR	• RPO	• WQS
			• WTD
- DISTRIBUTION:
 - MFT folder: [FromAW -> ServiceOrderTransactions](#)
 - MFT file name: "FromAW_ServiceOrderTransactions_YYYYMMDD..."
 - Import Name: [Journey Survey 1 Import](#)
 - Import List Id: CG_1ialoS7EukZORVU
 - AW Distribution list: [Journey Survey 1 Distribution](#)
 - AW sample rate max = 600 emails / day
 - Distribution invite time: 10:00am ET
 - Distribution reminder time: 7-days after the invitation at 1:00pm ET
 - ["American Water Survey Build Group" message library](#)
 - Liberty Distribution list: [Liberty - Service Transactions Distribution](#)
 - Liberty sample rate max = 50 emails / day

EMBEDDED DATA (SURVEY ADMIN)

AA1. Feedback Category = "Transaction"

AA2. Feedback Source = "Service Visit"

AA3. Survey Name = "Service Transaction (TST)"

AA3A. Historical Survey Name:

Service Quality Historical Data (HSQ2)

FSR Pulse (HPF2)

FSR Pulse (HPF)

Service Quality (HSQ)

Service Journey Survey (HST)

AA5_TST_COMBO. Reporting Date_COMBO = ServiceOrderCloseDate (Survey End Date if blank)

AA5. Reporting Date = AA5_TST_COMBO. Reporting Date_COMBO

EMBEDDED DATA (SERVICE VISIT)

ES1. Service_Order Number

ES2. Service_Order Priority

<input type="radio"/>	1	Priority 1 [Priority=1: Emergency 1-2 Hrs]
<input type="radio"/>	2	Priority 2 [Priority=2: Emergency 24 Hrs.]
<input type="radio"/>	3	Priority 3 [Priority=3: Customer Appt. OR Priority= 3: One Business Day]

ES3. Service_Order Category

<input type="radio"/>	1	Backflow Prevention - [MATCode = CCI, CCN]
<input type="radio"/>	2	Conservation - [MATCode = CNI, CSU]
<input type="radio"/>	3	Disconnect/Turn Off – [MATCode = FRV, OFU, RDL, RMV, TFR, TOF, TOS, WTD]
<input type="radio"/>	4	Emergency – [MATCode = EMR]
<input type="radio"/>	5	Meter Changes – [MATCode = CBD, CMR, CPI, CPO, CPC, CXL]
<input type="radio"/>	6	Meter Maintenance – [MATCode = CMW, CRO, RFI, RID, SVI]
<input type="radio"/>	7	New/Turn On – [MATCode = FRA, FRC, IRD, MON, ONR, ONU, OSN, RPO, STO, TSM, WHO]
<input type="radio"/>	8	Tests/Inspections – [MATCode = CKM, CMT, ILK, IPR, RCE, RZC, TXL]
<input type="radio"/>	9	Water Quality – [MATCode = WQS]
<input type="radio"/>	10	Other – [MATCode = ILP, LCB]

ES4. Service_Order Type ID

ES5. Service_Order Type

ES6. Service_MAT Code

ES7. Service_MAT Code Description

ES8. Service_Order Created Date

ES9. Service_Order Created Day

ES10. Service_Order Close Date

ES11. Service_Order Created By – Channel

<input type="radio"/>	1	Employee [ServiceOrderChannel=CSR OR Batch]
<input type="radio"/>	2	Phone with IVR [ServiceOrderChannel=IVR]
<input type="radio"/>	3	Web Self Service [ServiceOrderChannel=WSS]
<input type="radio"/>	4	MapCall [ServiceOrderChannel=Mule]

ES12. Service_Order Created By - Employee

ES14. Service_Order Created By – Department

ES15. Service_Order Created By - Department Group

<input type="radio"/>	1	Advocacy [IssuerDepartmentGroup CONTAINS Advocacy]
<input type="radio"/>	2	Billing [IssuerDepartmentGroup CONTAINS Billing]

<input type="radio"/>	3	BPG [IssuerDepartmentGroup CONTAINS BPG]
<input type="radio"/>	4	Business Services [IssuerDepartmentGroup CONTAINS Business]
<input type="radio"/>	5	Collections [IssuerDepartmentGroup CONTAINS Collection]
<input type="radio"/>	6	Compliance [IssuerDepartmentGroup CONTAINS Compliance]
<input type="radio"/>	7	Conservation [IssuerDepartmentGroup CONTAINS Conservation]
<input type="radio"/>	8	Customer Service [IssuerDepartmentGroup CONTAINS Customer Service]
<input type="radio"/>	9	FRCC [IssuerDepartmentGroup CONTAINS FRCC]
<input type="radio"/>	10	Operations [IssuerDepartmentGroup CONTAINS Distribution OR Field Services OR FON OR FOS OR FSR OR Meter Read OR Operation OR Operation]
<input type="radio"/>	11	Unknown [IssuerDepartmentGroup DOES NOT CONTAIN ANY OF ABOVE]

ES16. Service_Appointment -Rescheduled

ES41. Service_Appointment -FSR On Time

ES17. Service_Appointment -Created to Start Time

<input type="radio"/>	1	Same Day [ServiceOrderCreatedtoStart =0]
<input type="radio"/>	2	1 Day [ServiceOrderCreatedtoStart =1]
<input type="radio"/>	3	Within 1 Week [ServiceOrderCreatedtoStart >=2 AND <8]
<input type="radio"/>	4	Longer than 1 Week [ServiceOrderCreatedtoStart >=8]

ES18. Service_Appointment - Created to Close Time

<input type="radio"/>	1	Same Day [ServiceOrderCreatedtoClose=0]
<input type="radio"/>	2	Within 1 week [ServiceOrderCreatedtoClose >0 AND <8]
<input type="radio"/>	3	Within 2 weeks [ServiceOrderCreatedtoClose >=8 AND <15]
<input type="radio"/>	4	Within 3 weeks [ServiceOrderCreatedtoClose >=15 AND <22]
<input type="radio"/>	5	Within 4 weeks [ServiceOrderCreatedtoClose >=22 AND <30]
<input type="radio"/>	6	Within 2 months [ServiceOrderCreatedtoClose >=30 AND <60]
<input type="radio"/>	7	3 months or more [ServiceOrderCreatedtoClose >=60]

ES19. Service_Appointment - Initial to Rescheduled Time

<input type="radio"/>	1	Same Day [ServiceOrderInitialtoStart=0]
<input type="radio"/>	2	1 Day [ServiceOrderInitialtoStart=1]
<input type="radio"/>	3	Within 1 Week [ServiceOrderCreatedtoStart >=2 AND <8]
<input type="radio"/>	4	Longer than 1 Week [ServiceOrderInitialtoStart >=8]

ES20. Service_Appointment - Customer Requirements

<input type="checkbox"/>	1	Customer Must Be At Home [AtHome=Yes]
<input type="checkbox"/>	2	Customer Requested Call Ahead [CallAheadRequested=Yes]
<input type="checkbox"/>	3	Customer Accepted Liability Script [LiabilityScript = Liability Accepted]

ES21. Service_ACN Emails Sent

ES22. Service_ACN Email 1 Date

ES23. Service_ACN Email 2 Date

ES24. Service_ACN Email 3 Date

ES25. Service_ACN Email 4 Date

ES26. Service_FSR Type

ES27. Service_FSR ID

ES28. Service_FSR Name

ES29. Service_FSR Supervisor ID

ES30. Service_FSR Supervisor Name

ES31. Service_W1V - Water Service Found

ES32. Service_W1V - Water Service Left

ES33. Service_W1V - Field Activities Performed

<input type="checkbox"/>	1	Installed New AMI – [FSRMeterAMINewInstall = 1]
<input type="checkbox"/>	2	Corrected Backwards Meter – [FSRMeterBackwardsMeterCorrected = 1]
<input type="checkbox"/>	3	Checked Leak at Curb/Street – [FSRMeterCheckedLeakAtCurb = 1]
<input type="checkbox"/>	4	Cleaned Out Curb Box/Pit – [FSRMeterCleanedOutCurbBox = 1]
<input type="checkbox"/>	5	Data Logger – [FSRMeterDataLogger = 1]
<input type="checkbox"/>	6	Located/Marked Curbstop – [FSRMeterMarkedCS = 1]
<input type="checkbox"/>	7	Locked Setting – [FSRMeterLockedSetting = 1]
<input type="checkbox"/>	8	Verified Meter Number – [FSRMeterNumberVerified = 1]
<input type="checkbox"/>	9	Moved Meter to the Curb – [FSRMeterMovedMeterToCurb = 1]
<input type="checkbox"/>	10	Pumped Out Pit – [FSRMeterPumpedOutPit = 1]
<input type="checkbox"/>	11	Read Meter – [FSRMeterReadMeter = 1]
<input type="checkbox"/>	12	Repaired Reading Device – [FSRMeterRepairedReadingDevice = 1]
<input type="checkbox"/>	13	Replaced Reading Device – [FSRMeterReplacedReadingDevice = 1]
<input type="checkbox"/>	14	Tested Meter in Place – [FSRMeterTestedMeterInPlace = 1]
<input type="checkbox"/>	15	Turned Off Service – [FSRMeterTurnedOff = 1]
<input type="checkbox"/>	16	Turned On Service – [FSRMeterTurnedOn = 1]
<input type="checkbox"/>	17	Verified No Movement on Meter – [FSRMeterVerifiedNoMovementOnMeter = 1]
<input type="checkbox"/>	18	Verified Movement on Meter – [FSRMeterVerifiedMovementOnMeter = 1]

ES34. Service_W1V - Field Activities Unable to be Performed

<input type="checkbox"/>	1	Backwards Meter Not Corrected – [FSRMeterBackwardsMeterNotCorrected = 1]
<input type="checkbox"/>	2	Unable to Obtain Meter Read - [FSRMeterUnableToObtainMeterRead = 1]
<input type="checkbox"/>	3	Unable to Turn Water On/Off - [FSRMeterUnableToTurnWaterOnOff = 1]
<input type="checkbox"/>	4	Unable to Execute – [FSRMeterUnableToExecute = 1]

ES35. Service_W1V - Company Activities Performed

<input type="checkbox"/>	1	Changed Company Pressure Regulator – [FSRCompanyChangedPressureRegulator = 1]
<input type="checkbox"/>	2	Repaired Curb Box – [FSRCompanyCurbBoxRepair = 1]
<input type="checkbox"/>	3	Inspected for Leak – [FSRCompanyLeakInspectionIssue = 1]
<input type="checkbox"/>	4	Tested Pressure – [FSRCompanyPressureTest = 1]
<input type="checkbox"/>	5	Replaced/Repaired Lid – [FSRCompanyReplaceLid = 1]
<input type="checkbox"/>	6	Secured Lid – [FSRCompanyChangedPressureRegulator = 1]

<input type="checkbox"/>	7	Sewer Issue – [FSRCompanySewerIssue = 1]
<input type="checkbox"/>	8	Sounded Service No Noise – [FSRCompanySoundedServiceNoNoise = 1]
<input type="checkbox"/>	9	Sounded Service Noise – [FSRCompanySoundedServiceNoise = 1]
<input type="checkbox"/>	10	Performed Water Quality Investigation – [FSRCompanyWaterQualityInvestigation = 1]

ES36. Service_W1V - Customer Activities Performed

<input type="checkbox"/>	1	Abandoned Meter – [FSRCustomerAbandonedMeter = 1]
<input type="checkbox"/>	2	Called Ahead No Answer – [FSRCustomerCalledAheadNoAnswer = 1]
<input type="checkbox"/>	3	Collected Water Sample – [FSRCustomerCollectedWaterSample = 1]
<input type="checkbox"/>	4	Inspected for Leak – [FSRCustomerLeakInspectionIssue = 1]
<input type="checkbox"/>	5	Inspected Customer Side Service Line - [FSRInspectCustomerServiceLine = 1]
<input type="checkbox"/>	6	Left Company Information – [FSRCustomerLeftCompanyInformation = 1]
<input type="checkbox"/>	7	Tested Pressure – [FSRCustomerPressureTestIssue = 1]
<input type="checkbox"/>	8	Property Vacant – [FSRCustomerPropertyVacant= 1]
<input type="checkbox"/>	9	Posted for Nonpay – [FSRCustomerPostedForNonPay = 1]
<input type="checkbox"/>	10	Re-read/Inspected With Customer – [FSRCustomerInspectedWithCustomer = 1]
<input type="checkbox"/>	11	Sewer Issue – [FSRCustomerSewerIssueNotAW = 1]
<input type="checkbox"/>	12	Witnessed Tap Destroy – [FSRCustomerWitnessTapDestroy = 1]

ES37. Service_W1V - Completion Notes

<input type="checkbox"/>	1	2 Person Job Required – [FSRCompletionTwoPersonJob =Yes]
<input type="checkbox"/>	2	Misc Invoice Needed – [FSRCompletionMiscInvoiceNeeded =Yes]
<input type="checkbox"/>	3	Back Office Review Required – [FSRCompletionOfficeReview= 1]
<input type="checkbox"/>	4	Report Work Order Quality Issue [FSRCompletionWorkOrderInfoQualityIssue=Yes]

ES38. Service_W1V - Customer Side Service Leak Found

ES39. Service_W1V - Follow Up Needed

ES40. Service_FSR Notes

INTRO

Please take a few minutes to respond to our survey about your recent service appointment with [STATE] American Water. [STATE] American Water is committed to providing the best possible services and experiences for you.

This survey will take approximately 5 minutes to complete. Thank you in advance for your participation.

SCREENER

SS1. Are you the person who contacted [STATE] American Water regarding this service appointment?

Question Label: Correct Contact

<input type="checkbox"/>	1	Yes, I contacted [STATE] American Water (via phone, web email, social media, etc.)
<input type="checkbox"/>	2	No, someone else in my household contacted/was contacted by [STATE] American Water THANK & DISQUALIFY

<input type="checkbox"/>	3	[STATE] American Water contacted me
<input type="checkbox"/>	4	No one in the household contacted [STATE] American Water THANK & DISQUALIFY
<input type="checkbox"/>	99	Don't Know / Not Sure THANK & DISQUALIFY

SS2. Do you have responsibility or share the responsibility with regard to payment of your household bills?

Question Label: Bill Responsibility

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No THANK & DISQUALIFY
<input type="checkbox"/>	99	Prefer not to answer THANK & DISQUALIFY

SS3. Are you at least 18 years old?

Question Label: Age Requirement

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No THANK & DISQUALIFY

REASON FOR CONTACT

First, we'd like to ask you a few questions about your service visit.

REQUIRED

A1A. What was your initial reason for contacting [STATE] American Water that resulted in this service visit?

Question Label: Reason for Contact 1

<input type="checkbox"/>	1	Water Service Issue (e.g., leak, pressure, water quality)
<input type="checkbox"/>	2	Water Emergency (Report or follow up on a water emergency)
<input type="checkbox"/>	3	Metering (Meter reading error or other meter questions/issues)
<input type="checkbox"/>	4	Billing & Payment (e.g., pay bill, billing or payment questions, payment plans)
<input type="checkbox"/>	5	Account Management (e.g., account updates, notifications, turn on/off service)
<input type="checkbox"/>	6	Moving (e.g., start, stop, transfer service)
<input type="checkbox"/>	7	Other , please specify: [SPECIFY]
<input type="checkbox"/>	99	Don't Know

REQUIRED

ASK A1B IF A1A = 1,2,4,5,6

A1B. Please select the specific reason below.

Question Label: Reason for Contact 2

		Water Service Issue – DISPLAY IF A1A=1
<input type="checkbox"/>	1	Report or follow-up on a water leak
<input type="checkbox"/>	2	Report or follow-up on water quality issue
<input type="checkbox"/>	3	Report water pipe damage
<input type="checkbox"/>	4	Water pressure issues
		Water Emergency DISPLAY IF A1A=2
<input type="checkbox"/>	5	Report a water emergency
<input type="checkbox"/>	6	Follow up on a water emergency
		Billing & Payment DISPLAY IF A1A=4
<input type="checkbox"/>	7	Pay my bill
<input type="checkbox"/>	8	General billing question (e.g., due date, balance due, etc.)
<input type="checkbox"/>	9	General payment questions (e.g., ways to pay, verify payment received, etc.)
<input type="checkbox"/>	10	High bill complaint
<input type="checkbox"/>	11	Make extended payment arrangements
<input type="checkbox"/>	12	Get usage history
<input type="checkbox"/>	13	Check account balance
		Account Management DISPLAY IF A1A=5
<input type="checkbox"/>	14	Turn on/off service, change contact information, etc.
<input type="checkbox"/>	15	Set up alerts/notifications
		Moving DISPLAY IF A1A=6
<input type="checkbox"/>	16	New customer moving in
<input type="checkbox"/>	17	Transfer service to new property
<input type="checkbox"/>	18	Moving out
		All DISPLAY FOR ALL
<input type="checkbox"/>	19	Other, please specify: [SPECIFY]
<input type="checkbox"/>	99	Don't know

DEFINE 'A1. REASON FOR CONTACT'

1	Report or follow-up on a water leak	A1B = 1
2	Report or follow-up on water quality issue	A1B = 2
3	Report water pipe damage	A1B = 3
4	Water pressure issues	A1B = 4
5	Water Service Issue - Other	A1A = 1 AND A1B = 19
6	Water Service Issue – Don't Know	A1A = 1 AND A1B = 99
7	Report a water emergency	A1B = 5
8	Follow up on a water emergency	A1B = 6
9	Water Emergency - Other	A1A = 2 AND A1B = 19
10	Water Emergency – Don't Know	A1A = 2 AND A1B = 99

11	Metering (Meter reading error or other meter questions/issues)	A1A = 3
12	Pay my bill	A1B = 7
13	General billing question (e.g., due date, balance due, etc.)	A1B = 8
14	General payment questions (e.g., ways to pay, verify payment received, etc.)	A1B = 9
15	High bill complaint	A1B = 10
16	Make extended payment arrangements	A1B = 11
17	Get usage history	A1B = 12
18	Check account balance	A1B = 13
19	Billing & Payment - Other	A1A = 4 AND A1B = 19
20	Billing & Payment – Don't Know	A1A = 4 AND A1B = 99
21	Turn on/off service, change contact information, etc.	A1B = 14
22	Set up alerts/notifications	A1B = 15
23	Account Management - Other	A1A = 5 AND A1B = 19
24	Account Management – Don't Know	A1A = 5 AND A1B = 99
25	New customer moving in	A1B = 16
26	Transfer service to new property	A1B = 17
27	Moving out	A1B = 18
28	Moving – Other	A1A = 6 AND A1B = 19
29	Moving – Don't Know	A1A = 6 AND A1B = 99
30	Other	A1A = 7
31	Don't Know	A1A = 99

DEFINE 'REASON FOR CONTACT – PIPE TEXT'

1	to report or follow up on a water leak	Reason for Contact = 1
2	to report or follow-up on water quality issue	Reason for Contact = 2
3	to report water pipe damage	Reason for Contact = 3
4	regarding water pressure issues	Reason for Contact = 4
5	regarding water service issues	Reason for Contact = 5/6
6	to report a water emergency	Reason for Contact = 7
7	to follow up on a water emergency	Reason for Contact = 8
8	regarding water emergencies	Reason for Contact = 9/10
9	regarding metering issues or questions	Reason for Contact = 11
10	to pay your bill	Reason for Contact = 12
11	regarding billing questions	Reason for Contact = 13
12	regarding payment questions	Reason for Contact = 14
13	to make a high bill complaint	Reason for Contact = 15
14	to make extended payment arrangements	Reason for Contact = 16
15	to get usage history	Reason for Contact = 17
16	to check your account balance	Reason for Contact = 18
17	regarding billing and payment	Reason for Contact = 19/20
18	to make account changes	Reason for Contact = 21
19	to set up alerts and/or notifications	Reason for Contact = 22
20	regarding account management	Reason for Contact = 23/24

21	to move in/set up new service	Reason for Contact = 25
22	to transfer service to a new property	Reason for Contact = 26
23	to move out/cancel service	Reason for Contact = 27
24	regarding moving or transferring service	Reason for Contact = 28/29
25	regarding customer service issues or questions	Reason for Contact = 30/31

OVERALL SERVICE EXPERIENCE**REQUIRED**

B2_TST. Please rate the overall service appointment experience with [STATE] American Water.

Question Label: Overall Service Experience

Poor	Fair	Good	Very good	Excellent	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **HISTORICAL DATA IMPORT FIELD = B1_HST_#. Overall Service Experience_HISTORY_#**
- **COMBINED FIELD FOR REPORTING = B1_TST_COMBO_#. Overall Service Experience_COMBO_#**

CONTACT CHANNELS**REQUIRED**

C1. How many times did you contact [STATE] American Water specifically regarding this service visit, or the issue that led to this visit (including phone calls, website visits, email, online chat, social media, etc.)?

Question Label: Number of Contacts

<input type="checkbox"/>	1	1
<input type="checkbox"/>	2	2
<input type="checkbox"/>	3	3
<input type="checkbox"/>	4	4
<input type="checkbox"/>	5	5
<input type="checkbox"/>	6	More than 5 - SKIP TO CLOSE LOOP FOLLOW UP SECTION

- **HISTORICAL DATA IMPORT FIELD = C1_HST. Number of Contacts_HISTORY**
- **COMBINED FIELD FOR REPORTING = C1_TST_COMBO. Number of Contacts_COMBO**

REQUIRED**ASK C2A IF C1 = 1**

C2A. How did you contact [STATE] American Water about this service visit, or the issue the led to this visit?

Question Label: Single Contact Method

<input type="checkbox"/>	1	Phone
<input type="checkbox"/>	2	Online self-service (amwater.com or your MyWater online account)
<input type="checkbox"/>	3	Email or web form
<input type="checkbox"/>	4	Online chat
<input type="checkbox"/>	5	Social media
<input type="checkbox"/>	6	Text message
<input type="checkbox"/>	7	Another method, please specify: [SPECIFY]

REQUIRED**ASK C2B IF C1 = 2-5**

C2B. How did you first contact [STATE] American Water about this service visit, or the issue the led to this visit?

Question Label: Initial Contact Method

<input type="checkbox"/>	1	Phone
<input type="checkbox"/>	2	Online self-service (amwater.com or your MyWater online account)
<input type="checkbox"/>	3	Email or web form
<input type="checkbox"/>	4	Online chat
<input type="checkbox"/>	5	Social media
<input type="checkbox"/>	6	Text message
<input type="checkbox"/>	7	Another method, please specify: (SPECIFY)

ASK C3A IF C1 = 2-5

C3A. How did you contact [STATE] American Water most recently about this service visit, or the issue the led to this visit?

Question Label: Most Recent Contact Method 1

<input type="checkbox"/>	1	Phone
<input type="checkbox"/>	2	Online self-service (amwater.com or your MyWater online account)
<input type="checkbox"/>	3	Email or web form
<input type="checkbox"/>	4	Online chat
<input type="checkbox"/>	5	Social media
<input type="checkbox"/>	6	Text message
<input type="checkbox"/>	7	Another method, please specify: [SPECIFY]

DEFINE 'C2. FIRST CONTACT METHOD'

1	Phone	(C1 = 1 AND C2A = 1) OR C2B = 1
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2	Online self-service	(C1 = 1 AND C2A = 2) OR C2B = 2
3	Email or web form	(C1 = 1 AND C2A = 3) OR C2B = 3
4	Online chat	(C1 = 1 AND C2A = 4) OR C2B = 4
5	Social media	(C1 = 1 AND C2A = 5) OR C2B = 5
6	Text message	(C1 = 1 AND C2A = 6) OR C2B = 6
7	Other	(C1 = 1 AND C2A = 7) OR C2B = 7

DEFINE 'FIRST CONTACT METHOD – GROUP'

1	Phone	First Contact Method = 1
2	Online self-service	First Contact Method = 2
3	Chat	First Contact Method = 4
4	Text	First Contact Method = 6
5	Other	First Contact Method = 3/5/7

DEFINE 'FIRST CONTACT METHOD – PIPE TEXT'

1	phone	First Contact Method = 1
2	online self-service	First Contact Method = 2
3	email	First Contact Method = 3
4	chat	First Contact Method = 4
5	social media	First Contact Method = 5
6	text	First Contact Method = 6
7	something other than self-service	First Contact Method = 7

DEFINE 'C3. MOST RECENT CONTACT METHOD'

1	Phone	(C1 = 1 AND C2A = 1) OR C3A = 1
2	Online self-service	(C1 = 1 AND C2A = 2) OR C3A = 2
3	Email or web form	(C1 = 1 AND C2A = 3) OR C3A = 3
4	Online chat	(C1 = 1 AND C2A = 4) OR C3A = 4
5	Social media	(C1 = 1 AND C2A = 5) OR C3A = 5
6	Text message	(C1 = 1 AND C2A = 6) OR C3A = 6
7	Other	(C1 = 1 AND C2A = 7) OR C3A = 7

DEFINE 'MOST RECENT CONTACT METHOD – GROUP'

1	Phone	Most Recent Contact Method = 1
2	Online self-service	Most Recent Contact Method = 2
3	Chat	Most Recent Contact Method = 4
4	Text	Most Recent Contact Method = 6
5	Other	Most Recent Contact Method = 3/5/7

WHY NOT MYWATER**REQUIRED****ASK D1 IF FIRST CONTACT METHOD <>2**

D1. You mentioned that you first contact method was [FIRST CONTACT METHOD – PIPE TEXT]. Are you aware that you can schedule many service appointments via your MyWater online account?

Question Label: Self-Service Awareness

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No

ASK D2A IF D1 = 1

D2A. What is the primary reason that you chose to contact [STATE] American Water via [FIRST CONTACT METHOD – PIPE TEXT] instead of via your MyWater online account?

Question Label: Why Not MyWater 1

RANDOMIZE OPTIONS		
<input type="radio"/>	1	I don't have a MyWater account
<input type="radio"/>	2	I can't remember how to log into my MyWater account
<input type="radio"/>	3	I have had trouble with MyWater in the past
<input type="radio"/>	4	I prefer to contact [STATE] American Water via [FIRST CONTACT METHOD – PIPE TEXT]

DEFINE 'D2. WHY NOT MYWATER'

1	Not Aware of Self-Service	D1 = 2
2	Prefer Another Channel	D2A = 4
3	No MyWater Account	D2A = 1
4	Problems with MyWater	D2A = 2/3

PREFERRED CHANNEL

ASK E1A IF D2A <> 4 OR D2A NOT DISPLAYED

E1A. What is your preferred method for contacting [STATE] American Water [REASON FOR CONTACT – PIPE TEXT]?

Question Label: Preferred Channel 1

<input type="checkbox"/>	1	Phone
<input type="checkbox"/>	2	Online self-service (amwater.com or your MyWater online account)
<input type="checkbox"/>	3	Email or web form
<input type="checkbox"/>	4	Online chat
<input type="checkbox"/>	5	Social media
<input type="checkbox"/>	6	Text message
<input type="checkbox"/>	7	Another method [SPECIFY]

DEFINE 'E1. PREFERRED CHANNEL'

1	Phone	(First Contact Method = 1 AND D2A = 4) OR (E1A = 1)
2	Online self-service	(First Contact Method = 2 AND D2A = 4) OR (E1A = 2)
3	Email or web form	(First Contact Method = 3 AND D2A = 4) OR (E1A = 3)
4	Online chat	(First Contact Method = 4 AND D2A = 4) OR (E1A = 4)
5	Social media	(First Contact Method = 5 AND D2A = 4) OR (E1A = 5)
6	Text message	(First Contact Method = 6 AND D2A = 4) OR (E1A = 6)
7	Other	(First Contact Method = 7 AND D2A = 4) OR (E1A = 7)

DEFINE 'PREFERRED CHANNEL – GROUP'

1	Phone	Preferred Channel = 1
2	Online self-service	Preferred Channel = 2
3	Chat	Preferred Channel = 4
4	Text	Preferred Channel = 6
5	Other	Preferred Channel = 3/5/7

SERVICE VISIT EXPERIENCE

Next, we'd like to ask you a few questions about the specifics of the service visit.

F1. What was the primary task performed by [STATE] American Water during the recent service visit?

Question Label: Primary Service Task

<input type="checkbox"/>	1	Reading a water meter
<input type="checkbox"/>	2	Replacing / Installing a water meter
<input type="checkbox"/>	3	Checking / Repairing water leak
<input type="checkbox"/>	4	Turning on/off service
<input type="checkbox"/>	5	Water quality problem
<input type="checkbox"/>	6	Other tasks performed in or around my home
<input type="checkbox"/>	99	Don't know

REQUIRED

F2. Did you personally see or interact with the field service technician during the service visit?

Question Label: Interaction with FSR

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No, I was at home but did not see the field service technician
<input type="checkbox"/>	3	No, I was not at home during the service visit

ASK F4_TST IF F2 = 1

F4_TST. How would you rate the field service technician who completed the service?

Question Label: Service Tech Overall

Poor	Fair	Good	Very good	Excellent	Don't know
1	2	3	3	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- HISTORICAL DATA IMPORT FIELD = F4_HST_#. FSR Overall_HISTORY_#
- COMBINED FIELD FOR REPORTING = F4_TST_COMBO_#. FSR Overall_COMBO_#

ASK F5_TST IF F2 = 1

F5_TST. In particular, please rate the field service technician on each of the following.

Question Label: FSR Attributes

RANDOMIZE QUESTIONS		Poor	Fair	Good	Very Good	Excellent	Don't know
		1	2	3	4	5	99
F5_TST_1	Was knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_TST_2	Was courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_TST_3	Quality of the work performed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_TST_4	Timeliness of completing the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- HISTORICAL DATA IMPORT FIELD = F5_HST_#. FSR Attributes_HISTORY_#
- COMBINED FIELD FOR REPORTING = F5_TST_COMBO_#. FSR Attributes_COMBO_#

F6. Prior to the service visit, did you receive any notifications or appointment reminders via the following methods? *Please select all that apply.*

Question Label: Notifications/Reminders

RANDOMIZE FIRST 4 OPTIONS		
<input type="radio"/>	1	Automated phone recording
<input type="radio"/>	2	Phone call from field service technician
<input type="radio"/>	3	Email
<input type="radio"/>	4	Text message
<input type="radio"/>	5	I did not receive any advanced notifications or alerts - EXCLUSIVE
<input type="radio"/>	99	I don't know if I received any advanced notifications or alerts - EXCLUSIVE

ASK F7A_TST IF F2 = 1

F7A_TST. During this service visit, did the field service technician...?

Question Label: FSR Behaviors 1

RANDOMIZE QUESTIONS		Yes	No	Don't know
		1	0	99
F7A_TST _1	Arrive on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F7A_TST _2	Leave the worksite in its original condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F7A_TST _3	Complete the work correctly the first time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F7A_TST _4	Dress appropriately for the job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F7A_TST _5	Identify themselves as a representative of [STATE] American Water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F7B_TST. At the conclusion of this service visit, which of the following occurred? *Please select all that apply.**Question Label: FSR Behaviors 2*

RANDOMIZE OPTIONS 1-4 DISPLAY 1 ONLY IF F2=1		
<input type="radio"/>	1	Field service technician clearly explained the next steps regarding your issue
<input type="radio"/>	2	Field service technician left information about the work performed
<input type="radio"/>	3	You were instructed to contact [STATE] American Water for follow-up
<input type="radio"/>	4	You were informed that [STATE] American Water will contact you for follow-up
<input type="radio"/>	5	None of the above - EXCLUSIVE

ISSUE RESOLUTION**REQUIRED**

G1_TST. Is the issue that resulted in the service visit now resolved?

Question Label: Service Issue Resolution

<input type="radio"/>	1	Yes
<input type="radio"/>	2	No
<input type="radio"/>	99	Don't know / Uncertain

- **HISTORICAL DATA IMPORT FIELD = G1_HST. Service Issue Resolution_HISTORY**
- **COMBINED FIELD FOR REPORTING = G1_TST_COMBO. Service Issue Resolution_COMBO**

REQUIRED

ASK G2 IF G1_TST = 1

G2. As you consider the entire process to address the issue that resulted in the service visit, how easy or difficult was it to resolve your issue?

Question Label: Customer Effort Score

Extremely Difficult	Difficult	Neutral	Easy	Extremely Easy
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASK G3B IF G2= 1/2

G3B. Please tell us more about what made the process difficult. *Optional*

Question Label: Difficulty Open-End

_____ - open end

EMOTION & OPEN END

H1. To what extent did the interaction change the way you feel about [STATE] American Water as a company? Would you say you feel...?

Question Label: Customer Emotion

Much more negative	More negative	About the same	More positive	Much more positive	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASK H2 IF G2= 3-5

H2. Do you have any additional comments or feedback about your service visit experience? *Optional*

Question Label: Customer Feedback

_____ - open end

DEFINE 'H3. OPEN END COMBINED'

- **CONCATENATE G3B+H2**
- **HISTORICAL DATA IMPORT FIELD = H3_HST. Open End Combined_HISTORY**
- **COMBINED FIELD FOR REPORTING = H3_TST_COMBO. Open End Combined_COMBO**

CLOSED LOOP FOLLOW UP**REQUIRED**

ASK I1 IF B1_TST = 1/2 OR C1 = 6 OR G1_TST = 2

I1A. Would you like for someone from [STATE] American Water to contact you to follow-up with you about this experience?

Please note that it will take [1-2] business days for us to respond your request.

If you need immediate assistance, please call us at 1-800-272-1325.

Question Label: Closed Loop Follow Up

<input type="radio"/>	1	Yes, by phone
<input type="radio"/>	2	Yes, by email
<input type="radio"/>	3	No

DEFINE 'I1. CASE REQUEST'

1	Yes	I1 = 1/2
2	No	I1 = 3

REQUIRED

ASK I2A IF I1 = 1 AND 'EE4. Contact_Phone' <> BLANK AND <> "000000000" AND <> "999999999"

I2A. To confirm, is [CONTACT_PHONE] the best phone number at which to reach you? *If not, please provide an alternative phone number.* **VALIDATE ON 10 CHARACTERS (includes dash and ())**

Question Label: Preferred Phone Number 1

<input type="radio"/>	1	Yes
<input type="radio"/>	2	No, please specify: [SPECIFY ALTERNATIVE PHONE] US PHONE NUMBER VALIDATION

REQUIRED

ASK I2B IF I1 = 1 AND 'EE4. Contact_Phone' = BLANK OR = "000000000" OR "999999999"

I2B. What is the best phone number at which to reach you? **VALIDATE ON 10 CHARACTERS (includes dash and ())**

Question Label: Preferred Phone Number 2

<input type="radio"/>	2	Please specify: [SPECIFY ALTERNATIVE PHONE] US PHONE NUMBER VALIDATION
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DEFINE 'I2. PREFERRED EMAIL ADDRESS'

IF I2B = 2, I2B, IF I2A=2, I2A, ELSE 'EE4. Contact_Phone'

REQUIRED

ASK I3A IF I1 = 2

I3A. To confirm, is [CONTACT_EMAIL] the best e-mail address at which to reach you? *If not, please provide an alternative e-mail address.*

Question Label: Preferred Email Address 1

<input type="radio"/>	1	Yes
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<input type="radio"/>	2	No, please specify: [SPECIFY ALTERNATIVE EMAIL] E-MAIL VALIDATION
-----------------------	----------	---

DEFINE 'I3. PREFERRED EMAIL ADDRESS'

IF I3A = 2, I3A, ELSE 'EE1. Contact_Email'

REQUIRED**ASK I4 IF I1 =1/2**

I4. To help us better understand what's happening, please tell us a little more detail about your issue.

Question Label: Customer Case Issue
 _____ - open end

DEFINE 'I5. TICKET ASSIGNMENT'

1	Una Harrison	TicketAssignment = 1
2	Maria Lloyd-Blanton	TicketAssignment = 0

DEMOGRAPHICS

These final questions are for classification purposes only.

DD1. In which of the following categories does your age fall?

Question Label: Age Categories

<input type="radio"/>	1	18 to 34
<input type="radio"/>	2	35 to 44
<input type="radio"/>	3	45 to 54
<input type="radio"/>	4	55 to 64
<input type="radio"/>	5	65+
<input type="radio"/>	99	Prefer not to answer

DD2. What is your gender?

Question Label: Gender

<input type="radio"/>	1	Male
<input type="radio"/>	2	Female
<input type="radio"/>	3	Prefer to self-describe [SPECIFY]
<input type="radio"/>	99	Prefer not to answer

DD3. Do you own or rent the place where you live?

Question Label: Ownership Type

<input type="radio"/>	1	Own
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<input type="radio"/>	2	Rent
<input type="radio"/>	3	Unsure
<input type="radio"/>	99	Prefer not to answer

DD4. Which of the options below best describes the general area where you live?

Question Label: Neighborhood Type

<input type="radio"/>	1	Urban
<input type="radio"/>	2	Suburban
<input type="radio"/>	3	Rural
<input type="radio"/>	99	Prefer not to answer

CLOSE

IF I1A = 1 OR 2

Thank you for reaching out to American Water. Your comments are greatly appreciated.

Someone from our team will contact you within [one to two] business days.

IF D2A = 1

Thank you very much for your time. Your comments are greatly appreciated.

You can sign up for your MyWater account today and access your water and/or wastewater account.

SIGN UP BUTTON

Here are a few things you can do through MyWater:

- View and pay your bill
- Enroll in our Paperless Billing and Auto Pay programs
- Check your account balance
- Update your contact information
- Sign up to receive emergency and non-urgent alerts by email, phone and text
- Track your water use

IF I1A<>1/2 AND D2A<>1

Thank you very much for your time. Your comments are greatly appreciated.

Phone Transaction Survey (TPT)

PROGRAMMING

- INCLUSION CRITERIA:
 - OptOut = 0

- CompanyCodeID does not = 1038 (NY)
- EligibilityAllSurveys field. Eligible = True
 - Email <> BLANK
 - OptOut = False
 - DateLastCollectionsActivity = BLANK OR >30 days ago
 - DateLastDisconnectNonpay = BLANK OR >30 days ago
 - DateLastDisconnectCompany = BLANK or >30 days ago
 - DisplayID <> BLANK
 - DisplayDivision <> BLANK
 - DisplayState <> BLANK
 - DisplayRegion <> BLANK
 - DisplayDistrict <> BLANK
 - DisplayPlanningPlant <> BLANK
 - AccountClass = Residential
 - Deceased = False
 - Bankruptcy = False
 - OpenBPEM = False
- **DISTRIBUTION:**
 - MFT folder: [FromAW -> CallData](#)
 - MFT file name: "CallData_YYYYMMDD..."
 - Import list: [Call Transactions Import](#)
 - Import time: 10:30am ET
 - AW Distribution list: [Call Transactions Distribution](#)
 - AW sample rate max = 200 emails / day
 - Distribution invite time: 11:30am ET
 - Distribution reminder time: 7-days after the invitation at 2:30pm ET
 - ["American Water Survey Build Group" message library](#)
 - Liberty Distribution list: [Liberty - Service Transactions Distribution](#)
 - Liberty sample rate max = 30 emails / day

EMBEDDED DATA (SURVEY ADMIN)

AA1. Feedback Category = "Transaction"
 AA2. Feedback Source = "Phone Transaction"
 AA3. Survey Name = "Phone Transaction (TPT)"
 AA3A. Historical Survey Name:
 Phone Journey Survey (HPT)
 AA5. Reporting Date = CallDate (EP2)

EMBEDDED DATA (PHONE)

EP1. Phone_Call ID
 EP2. Phone_Call Date
 EP3. Phone_Call Day
 EP4. Phone_Call Month
 EP5. Phone_Call Intent
 EP6. Phone_Call Subintent

INTRO

Please take a few minutes to respond to our survey about your recent phone experience with [STATE] American Water. [STATE] American Water is committed to providing the best possible services and experiences for you.

This survey will take approximately 5 minutes to complete. Thank you in advance for your participation.

SCREENER

SS1. Are you the person who recently called [STATE] American Water?

Question Label: Correct Contact

<input type="checkbox"/>	1	Yes, I called [STATE] American Water
<input type="checkbox"/>	2	No, someone else in my household called/was contacted by [STATE] American Water THANK & DISQUALIFY
<input type="checkbox"/>	3	[STATE] American Water called me
<input type="checkbox"/>	4	No one in the household called [STATE] American Water THANK & DISQUALIFY
<input type="checkbox"/>	99	Don't Know / Not Sure THANK & DISQUALIFY

SS2. Do you have responsibility or share the responsibility with regard to payment of your household bills?

Question Label: Bill Responsibility

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No THANK & DISQUALIFY
<input type="checkbox"/>	99	Prefer not to answer THANK & DISQUALIFY

SS3. Are you at least 18 years old?

Question Label: Age Requirement

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No THANK & DISQUALIFY

REASON FOR CONTACT

First, we'd like to ask you a few questions about your phone call.

REQUIRED

A1A. What was the primary reason for your recent phone call to [STATE] American Water?

Question Label: Reason for Contact 1

<input type="checkbox"/>	1	Water Service Issue (e.g., leak, pressure, water quality)
<input type="checkbox"/>	2	Water Emergency (Report or follow up on a water emergency)

<input type="checkbox"/>	3	Metering (Meter reading error or other meter questions/issues)
<input type="checkbox"/>	4	Billing & Payment (e.g., pay bill, billing or payment questions, payment plans)
<input type="checkbox"/>	5	Account Management (e.g., account updates, notifications, turn on/off service)
<input type="checkbox"/>	6	Moving (e.g., start, stop, transfer service)
<input type="checkbox"/>	7	Other [SPECIFY]
<input type="checkbox"/>	99	Don't know

REQUIRED**ASK A1B IF A1A = 1,2,4,5,6**

A1B. Please select the specific reason below.

Question Label: Reason for Contact 2

		Water Service Issue – DISPLAY IF A1A=1
<input type="checkbox"/>	1	Report or follow-up on a water leak
<input type="checkbox"/>	2	Report or follow-up on water quality issue
<input type="checkbox"/>	3	Report water pipe damage
<input type="checkbox"/>	4	Water pressure issues
		Water Emergency DISPLAY IF A1A=2
<input type="checkbox"/>	5	Report a water emergency
<input type="checkbox"/>	6	Follow up on a water emergency
		Billing & Payment DISPLAY IF A1A=4
<input type="checkbox"/>	7	Pay my bill
<input type="checkbox"/>	8	General billing question (e.g., due date, balance due, etc.)
<input type="checkbox"/>	9	General payment questions (e.g., ways to pay, verify payment received, etc.)
<input type="checkbox"/>	10	High bill complaint
<input type="checkbox"/>	11	Make extended payment arrangements
<input type="checkbox"/>	12	Get usage history
<input type="checkbox"/>	13	Check account balance
		Account Management DISPLAY IF A1A=5
<input type="checkbox"/>	14	Turn on/off service, change contact information, etc.
<input type="checkbox"/>	15	Set up alerts/notifications
		Moving DISPLAY IF A1A=6
<input type="checkbox"/>	16	New customer moving in
<input type="checkbox"/>	17	Transfer service to new property
<input type="checkbox"/>	18	Moving out
		All DISPLAY FOR ALL
<input type="checkbox"/>	19	Other, [SPECIFY]
<input type="checkbox"/>	99	Don't know

DEFINE 'A1. REASON FOR CONTACT'

1	Report or follow-up on a water leak	A1B = 1
2	Report or follow-up on water quality issue	A1B = 2
3	Report water pipe damage	A1B = 3
4	Water pressure issues	A1B = 4
5	Water Service Issue - Other	A1A = 1 AND A1B = 19
6	Water Service Issue – Don't Know	A1A = 1 AND A1B = 99
7	Report a water emergency	A1B = 5
8	Follow up on a water emergency	A1B = 6
9	Water Emergency - Other	A1A = 2 AND A1B = 19
10	Water Emergency – Don't Know	A1A = 2 AND A1B = 99
11	Metering (Meter reading error or other meter questions/issues)	A1A = 3
12	Pay my bill	A1B = 7
13	General billing question (e.g., due date, balance due, etc.)	A1B = 8
14	General payment questions (e.g., ways to pay, verify payment received, etc.)	A1B = 9
15	High bill complaint	A1B = 10
16	Make extended payment arrangements	A1B = 11
17	Get usage history	A1B = 12
18	Check account balance	A1B = 13
19	Billing & Payment - Other	A1A = 4 AND A1B = 19
20	Billing & Payment – Don't Know	A1A = 4 AND A1B = 99
21	Turn on/off service, change contact information, etc.	A1B = 14
22	Set up alerts/notifications	A1B = 15
23	Account Management - Other	A1A = 5 AND A1B = 19
24	Account Management – Don't Know	A1A = 5 AND A1B = 99
25	New customer moving in	A1B = 16
26	Transfer service to new property	A1B = 17
27	Moving out	A1B = 18
28	Moving – Other	A1A = 6 AND A1B = 19
29	Moving – Don't Know	A1A = 6 AND A1B = 99
30	Other	A1A = 7
31	Don't Know	A1A = 99

DEFINE 'REASON FOR CONTACT – PIPE TEXT'

1	to report or follow up on a water leak	Reason for Contact = 1
2	to report or follow-up on water quality issue	Reason for Contact = 2
3	to report water pipe damage	Reason for Contact = 3
4	regarding water pressure issues	Reason for Contact = 4
5	regarding water service issues	Reason for Contact = 5/6
6	to report a water emergency	Reason for Contact = 7
7	to follow up on a water emergency	Reason for Contact = 8
8	regarding water emergencies	Reason for Contact = 9/10

9	regarding metering issues or questions	Reason for Contact = 11
10	to pay your bill	Reason for Contact = 12
11	regarding billing questions	Reason for Contact = 13
12	regarding payment questions	Reason for Contact = 14
13	to make a high bill complaint	Reason for Contact = 15
14	to make extended payment arrangements	Reason for Contact = 16
15	to get usage history	Reason for Contact = 17
16	to check your account balance	Reason for Contact = 18
17	regarding billing and payment	Reason for Contact = 19/20
18	to make account changes	Reason for Contact = 21
19	to set up alerts and/or notifications	Reason for Contact = 22
20	regarding account management	Reason for Contact = 23/24
21	to move in/set up new service	Reason for Contact = 25
22	to transfer service to a new property	Reason for Contact = 26
23	to move out/cancel service	Reason for Contact = 27
24	regarding moving or transferring service	Reason for Contact = 28/29
25	regarding customer service issues or questions	Reason for Contact = 30/31

OVERALL PHONE EXPERIENCE

REQUIRED

B1_TPT. Please rate the overall phone customer service experience during your most recent call with [STATE] American Water.

Question Label: Overall Phone Experience

Poor	Fair	Good	Very good	Excellent	Don't know
1	2	3	3	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CONTACT CHANNELS

REQUIRED

C1. Including your most recent phone call, how many times did you contact [STATE] American Water specifically regarding this question, issue or request (including phone calls, website visits, email, online chat, social media, etc.)?

Question Label: Number of Contacts

<input type="checkbox"/>	1	1
<input type="checkbox"/>	2	2
<input type="checkbox"/>	3	3
<input type="checkbox"/>	4	4
<input type="checkbox"/>	5	5

<input type="checkbox"/>	6	More than 5 - SKIP TO CLOSE LOOP FOLLOW UP SECTION
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REQUIRED**ASK C2B IF C1 = 2-5**

C2B. How did you first contact [STATE] American Water about this question, issue or request?

Question Label: Initial Contact Method

<input type="checkbox"/>	1	Phone
<input type="checkbox"/>	2	Online self-service (amwater.com or your MyWater online account)
<input type="checkbox"/>	3	Email or web form
<input type="checkbox"/>	4	Online chat
<input type="checkbox"/>	5	Social media
<input type="checkbox"/>	6	Text message
<input type="checkbox"/>	7	Another method [SPECIFY]

DEFINE 'C2. FIRST CONTACT METHOD'

1	Phone	C1 = 1 OR C2B = 1
2	Online self-service	C2B = 2
3	Email or web form	C2B = 3
4	Online chat	C2B = 4
5	Social media	C2B = 5
6	Text message	C2B = 6
7	Other	C2B = 7

DEFINE 'C2_GROUP. FIRST CONTACT METHOD_GROUP'

1	Phone	First Contact Method = 1
2	Online self-service	First Contact Method = 2
3	Chat	First Contact Method = 4
4	Text	First Contact Method = 6
5	Other	First Contact Method = 3/5/7

DEFINE 'FIRST CONTACT METHOD – PIPE TEXT'

1	phone	First Contact Method = 1
2	online self-service	First Contact Method = 2
3	email	First Contact Method = 3
4	chat	First Contact Method = 4
5	social media	First Contact Method = 5
6	text	First Contact Method = 6
7	something other than self-service	First Contact Method = 7

DEFINE 'C3. MOST RECENT CONTACT METHOD'

1	Phone	ALL RESPONSES
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DEFINE 'C3_GROUP. MOST RECENT CONTACT METHOD_GROUP'

1	Phone	ALL RESPONSES
---	-------	---------------

WHY NOT MYWATER**REQUIRED****ASK D1 IF FIRST CONTACT METHOD <>2**

D1. You mentioned that you first contact method was [FIRST CONTACT METHOD – PIPE TEXT]. Are you aware that you can resolve most questions, issues or requests via your MyWater online account?

Question Label: Self-Service Awareness

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No

ASK D2A IF D1 = 1

D2A. What is the primary reason that you chose to contact [STATE] American Water via [FIRST CONTACT METHOD – PIPE TEXT] instead of via your MyWater online account?

Question Label: Why Not MyWater 1

RANDOMIZE OPTIONS		
<input type="radio"/>	1	I don't have a MyWater account
<input type="radio"/>	2	I can't remember how to log into my MyWater account
<input type="radio"/>	3	I have had trouble with MyWater in the past
<input type="radio"/>	4	I prefer to contact [STATE] American Water via [FIRST CONTACT METHOD – PIPE TEXT]

DEFINE 'D2. WHY NOT MYWATER'

1	Not Aware of Self-Service	D1 = 2
2	Prefer Another Channel	D2 = 4
3	No MyWater Account	D2 = 1
4	Problems with MyWater	D2 = 2/3

PREFERRED CHANNEL**ASK E1A IF D2A <> 4 OR D2A NOT DISPLAYED**

E1A. What is your preferred method for contacting [STATE] American Water [REASON FOR CONTACT – PIPE TEXT]?

Question Label: Preferred Channel 1

<input type="checkbox"/>	1	Phone
<input type="checkbox"/>	2	Online self-service (amwater.com or your MyWater online account)
<input type="checkbox"/>	3	Email or web form
<input type="checkbox"/>	4	Online chat
<input type="checkbox"/>	5	Social media
<input type="checkbox"/>	6	Text message
<input type="checkbox"/>	7	Another method [SPECIFY]

DEFINE 'E1. PREFERRED CHANNEL'

1	Phone	(First Contact Method = 1 AND D2A = 4) OR (E1A = 1)
2	Online self-service	(First Contact Method = 2 AND D2A = 4) OR (E1A = 2)
3	Email or web form	(First Contact Method = 3 AND D2A = 4) OR (E1A = 3)
4	Online chat	(First Contact Method = 4 AND D2A = 4) OR (E1A = 4)
5	Social media	(First Contact Method = 5 AND D2A = 4) OR (E1A = 5)
6	Text message	(First Contact Method = 6 AND D2A = 4) OR (E1A = 6)
7	Other	(First Contact Method = 7 AND D2A = 4) OR (E1A = 7)

DEFINE 'E1_GROUP. PREFERRED CHANNEL_GROUP'

1	Phone	Preferred Channel = 1
2	Online self-service	Preferred Channel = 2
3	Chat	Preferred Channel = 4
4	Text	Preferred Channel = 6
5	Other	Preferred Channel = 3/5/7

PHONE CALL EXPERIENCE

Next, we'd like to ask you a few questions about the specifics of the phone call.

REQUIRED

F3. How was your most recent phone call handled?

Question Label: Call Channel

<input type="checkbox"/>	1	Completely handled using the automated telephone system
<input type="checkbox"/>	2	Used the phone system first, then talked to a representative
<input type="checkbox"/>	3	Spoke directly to a representative

F4_TPT. Based on your most recent phone experience, how would you rate the...

Question Label: CSR/IVR Overall

RANDOMIZE QUESTIONS	Poor	Fair	Good	Very Good	Excellent	Don't know
	1	2	3	4	5	99

F4_T PT_1	Phone representative who handled your call DISPLAY IF F3 = 2/3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F4_T PT_2	Automated telephone system DISPLAY IF F3 = 1/2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F5_TPT. In particular, please rate each of the following.

Question Label: CSR/IVR Attributes

	Poor	Fair	Good	Very Good	Excellent	Don't know
RANDOMIZE QUESTIONS	1	2	3	4	5	99
F5_T PT_1	Ease of using automated phone system DISPLAY IF F3 = 1/2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_T PT_2	Clarity of the information provided by the automated phone system DISPLAY IF F3 = 1/2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_T PT_3	Promptness in speaking to a person DISPLAY IF F3 = 2/3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_T PT_4	Courtesy of the representative DISPLAY IF F3 = 2/3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_T PT_5	Knowledge of the representative DISPLAY IF F3 = 2/3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_T PT_6	Representative's concern for your needs DISPLAY IF F3 = 2/3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_T PT_7	Timeliness of resolving your problem, question, or request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASK F7_TPT IF F3 = 2/3

F7_TPT. During this phone call, did the phone representative...?

Question Label: CSR Behaviors

	Yes	No	Don't know
RANDOMIZE QUESTIONS	1	0	99
F7_TPT_ 1	Address you by name	<input type="checkbox"/>	<input type="checkbox"/>
F7_TPT_ 2	Was difficult to understand	<input type="checkbox"/>	<input type="checkbox"/>

F7_TPT_3	Have all of your account information available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F7_TPT_4	Need you to provide the same information more than once	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F7_TPT_5	Put you on hold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F7_TPT_6	Transfer or refer you to a different person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F7_TPT_7	Thank you for being a customer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F8. Did you schedule a service appointment as part of your most recent phone call with [STATE] American Water?

Question Label: Service Visit Scheduled

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No
<input type="checkbox"/>	99	Don't Know

ISSUE RESOLUTION

REQUIRED

G1_TPT. Is your question, issue or request now resolved?

Question Label: Phone Issue Resolution

<input type="radio"/>	1	Yes
<input type="radio"/>	2	No
<input type="radio"/>	99	Don't know / Uncertain

REQUIRED

ASK G2 IF G1_TPT = 1

G2. As you consider the entire process to address your question issue or request, how easy or difficult was it to resolve your issue?

Question Label: Customer Effort Score

Extremely Difficult	Difficult	Neutral	Easy	Extremely Easy	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASK G3B IF G2= 1/2

G3B. Please tell us more about what made the process difficult. *Optional*

Question Label: Difficulty Open-End
 _____ - open end

EMOTION & OPEN END

H1. To what extent did the interaction change the way you feel about [STATE] American Water as a company? Would you say you feel...?

Question Label: Customer Emotion

Much more negative	More negative	About the same	More positive	Much more positive	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASK H2 IF G2= 3-5

H2. Do you have any additional comments or feedback about your phone experience? *Optional*

Question Label: Customer Feedback
 _____ - open end

DEFINE 'H3. OPEN END COMBINED'

- **CONCATENATE G3B+H2**

CLOSED LOOP FOLLOW UP

REQUIRED

ASK I1A IF B1_TPT = 1/2 OR C1 = 6 OR G1_TPT = 2

I1A. Would you like for someone from [STATE] American Water to contact you to follow-up with you about this experience?

*Please note that it will take [1-2] business days for us to respond your request.
 If you need immediate assistance, please call us at 1-800-272-1325.*

Question Label: Closed Loop Follow Up

<input type="radio"/>	1	Yes, by phone
<input type="radio"/>	2	Yes, by email
<input type="radio"/>	3	No

DEFINE 'I1. CASE REQUEST'

1	Yes	I1 = 1/2
2	No	I1 = 3

REQUIRED**ASK I2A IF I1 = 1 AND 'EE4. Contact_Phone' <> BLANK AND <> "000000000" AND <> "999999999"**

I2A. To confirm, is [CONTACT_PHONE] the best phone number at which to reach you? *If not, please provide an alternative phone number.* **VALIDATE ON 10 CHARACTERS (includes dash and ())**

Question Label: Preferred Phone Number 1

<input type="radio"/>	1	Yes
<input type="radio"/>	2	No, please specify: [SPECIFY ALTERNATIVE PHONE] US PHONE NUMBER VALIDATION

REQUIRED**ASK I2B IF I1 = 1 AND 'EE4. Contact_Phone' = BLANK OR = "000000000" OR "999999999"**

I2B. What is the best phone number at which to reach you? **VALIDATE ON 10 CHARACTERS (includes dash and ())**

Question Label: Preferred Phone Number 2

<input type="radio"/>	2	Please specify: [SPECIFY ALTERNATIVE PHONE] US PHONE NUMBER VALIDATION
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DEFINE 'I2. PREFERRED EMAIL ADDRESS'**IF I2B = 2, I2B, IF I2A=2, I2A, ELSE 'EE4. Contact_Phone'****REQUIRED****ASK I3A IF I1 = 2**

I3A. To confirm, is [CONTACT_EMAIL] the best e-mail address at which to reach you? *If not, please provide an alternative e-mail address.*

Question Label: Preferred Email Address 1

<input type="radio"/>	1	Yes
<input type="radio"/>	2	No, please specify: [SPECIFY ALTERNATIVE EMAIL] E-MAIL VALIDATION

DEFINE 'I3. PREFERRED EMAIL ADDRESS'**IF I3A = 2, I3A, ELSE 'EE1. Contact_Email'****REQUIRED****ASK I4 IF I1 =1/2**

I4. To help us better understand what's happening, please tell us a little more detail about your issue.

Question Label: Customer Case Issue

_____ - open end

DEFINE 'I5. TICKET ASSIGNMENT'

1	Una Harrison	TicketAssignment = 1
2	Maria Lloyd-Blanton	TicketAssignment = 0

DEMOGRAPHICS

These final questions are for classification purposes only.

DD1. In which of the following categories does your age fall?

Question Label: Age Categories

<input type="radio"/>	1	18 to 34
<input type="radio"/>	2	35 to 44
<input type="radio"/>	3	45 to 54
<input type="radio"/>	4	55 to 64
<input type="radio"/>	5	65+
<input type="radio"/>	99	Prefer not to answer

DD2. What is your gender?

Question Label: Gender

<input type="radio"/>	1	Male
<input type="radio"/>	2	Female
<input type="radio"/>	3	Prefer to self-describe [SPECIFY]
<input type="radio"/>	99	Prefer not to answer

DD3. Do you own or rent the place where you live?

Question Label: Ownership Type

<input type="radio"/>	1	Own
<input type="radio"/>	2	Rent
<input type="radio"/>	3	Unsure
<input type="radio"/>	99	Prefer not to answer

DD4. Which of the options below best describes the general area where you live?

Question Label: Geographic Location

<input type="radio"/>	1	Urban
<input type="radio"/>	2	Suburban
<input type="radio"/>	3	Rural
<input type="radio"/>	99	Prefer not to answer

CLOSE

IF I1A = 1 OR 2

Thank you for reaching out to American Water. Your comments are greatly appreciated.

Someone from our team will contact you within [one to two] business days.

IF D2A = 1

Thank you very much for your time. Your comments are greatly appreciated.

You can sign up for your MyWater account today and access your water and/or wastewater account.

SIGN UP BUTTON

Here are a few things you can do through MyWater:

- View and pay your bill
- Enroll in our Paperless Billing and Auto Pay programs
- Check your account balance
- Update your contact information
- Sign up to receive emergency and non-urgent alerts by email, phone and text
- Track your water use

IF D2A<>1 AND I1A<>1/2

Thank you very much for your time. Your comments are greatly appreciated.

Web Intercept (TWI)**PROGRAMMING**

- **INCLUSION CRITERIA:**
 - URL Contains: mywaterv2.amwater.com
 - CSRFlag = False
 - Repeated Display Prevention = 1 month
 - Time On Site
 - Group A = >60 sec
 - Group B = >15 secs <60 secs
- **DISTRIBUTION:**
 - Site Intercept
 - On Load
 - Sample Rate = 30%

EMBEDDED DATA (SURVEY ADMIN)

AA1. Feedback Category = "Transaction"

AA2. Feedback Source = "Web Transaction"

AA3. Survey Name = "Web Intercept (TWI)"

AA4. Web Feedback Channel = "Web Intercept"

EMBEDDED DATA (WEB)

EW1. Web_Browser

EW2. Web_Browser_GROUP

<input type="checkbox"/>	1	Chrome
<input type="checkbox"/>	2	Firefox
<input type="checkbox"/>	3	Safari

EW3. Web_Browser Version

EW4. Web_Operating System

EW5. Web_Screen Resolution

EW6. Web_Time Spent on Site

EW7. Web_Recorded Site History

EW8. Web_Unique Page Visits

EW9. Web_Total Page Visits

EW10. Web_Current Page URL

EW11. Web_Page Referrer

EW12. Web_Site Referrer

EW13. Web_Search Term

EW14. Web_Time Spent Version

EW15. Web_MyWater Version

EW16. Web_Device Type

EW17. Web_MyWater User ID

EW18. Web_Business Partner Number

EW19. Web_Contract Account Number

EW20. Web_Premise Number

EW21. Web_Service State

EW22. Web_Company Code

EW23. Web_Page URL

EW24. Web_CSR Flag

EW25. Web_NY Flag

REASON FOR CONTACT**REQUIRED**

A1A. What was the reason for your visit to the MyWater website today?

Question Label: Reason for Contact 1

<input type="checkbox"/>	1	Water Service Issue (e.g., leak, pressure, water quality)
<input type="checkbox"/>	2	Water Emergency (Report or follow up on a water emergency)
<input type="checkbox"/>	3	Metering (Meter reading error or other meter questions/issues)
<input type="checkbox"/>	4	Billing & Payment (e.g., pay bill, billing or payment questions, payment plans)
<input type="checkbox"/>	5	Account Management (e.g., account updates, notifications, turn on/off service)

<input type="checkbox"/>	6	Moving (e.g., start, stop, transfer service)
<input type="checkbox"/>	7	Other
<input type="checkbox"/>	99	Don't know

REQUIRED**ASK A1B IF A1A = 1,2,4,5,6**

A1B. Please select the specific reason below.

Question Label: Reason for Contact 2

		Water Service Issue – DISPLAY IF A1A=1
<input type="checkbox"/>	1	Report or follow-up on a water leak
<input type="checkbox"/>	2	Report or follow-up on water quality issue
<input type="checkbox"/>	3	Report water pipe damage
<input type="checkbox"/>	4	Water pressure issues
		Water Emergency DISPLAY IF A1A=2
<input type="checkbox"/>	5	Report a water emergency
<input type="checkbox"/>	6	Follow up on a water emergency
		Billing & Payment DISPLAY IF A1A=4
<input type="checkbox"/>	7	Pay my bill
<input type="checkbox"/>	8	General billing question (e.g., due date, balance due, etc.)
<input type="checkbox"/>	9	General payment questions (e.g., ways to pay, verify payment received, etc.)
<input type="checkbox"/>	10	High bill complaint
<input type="checkbox"/>	11	Make extended payment arrangements
<input type="checkbox"/>	12	Get usage history
<input type="checkbox"/>	13	Check account balance
		Account Management DISPLAY IF A1A=5
<input type="checkbox"/>	14	Turn on/off service, change contact information, etc.
<input type="checkbox"/>	15	Set up alerts/notifications
		Moving DISPLAY IF A1A=6
<input type="checkbox"/>	16	New customer moving in
<input type="checkbox"/>	17	Transfer service to new property
<input type="checkbox"/>	18	Moving out
		All DISPLAY FOR ALL
<input type="checkbox"/>	19	Other
<input type="checkbox"/>	99	Don't know

DEFINE 'A1. REASON FOR CONTACT'

1	Report or follow-up on a water leak	A1B = 1
----------	-------------------------------------	----------------

2	Report or follow-up on water quality issue	A1B = 2
3	Report water pipe damage	A1B = 3
4	Water pressure issues	A1B = 4
5	Water Service Issue - Other	A1A = 1 AND A1B = 19
6	Water Service Issue – Don't Know	A1A = 1 AND A1B = 99
7	Report a water emergency	A1B = 5
8	Follow up on a water emergency	A1B = 6
9	Water Emergency - Other	A1A = 2 AND A1B = 19
10	Water Emergency – Don't Know	A1A = 2 AND A1B = 99
11	Metering (Meter reading error or other meter questions/issues)	A1A = 3
12	Pay my bill	A1B = 7
13	General billing question (e.g., due date, balance due, etc.)	A1B = 8
14	General payment questions (e.g., ways to pay, verify payment received, etc.)	A1B = 9
15	High bill complaint	A1B = 10
16	Make extended payment arrangements	A1B = 11
17	Get usage history	A1B = 12
18	Check account balance	A1B = 13
19	Billing & Payment - Other	A1A = 4 AND A1B = 19
20	Billing & Payment – Don't Know	A1A = 4 AND A1B = 99
21	Turn on/off service, change contact information, etc.	A1B = 14
22	Set up alerts/notifications	A1B = 15
23	Account Management - Other	A1A = 5 AND A1B = 19
24	Account Management – Don't Know	A1A = 5 AND A1B = 99
25	New customer moving in	A1B = 16
26	Transfer service to new property	A1B = 17
27	Moving out	A1B = 18
28	Moving – Other	A1A = 6 AND A1B = 19
29	Moving – Don't Know	A1A = 6 AND A1B = 99
30	Other	A1A = 7
31	Don't Know	A1A = 99

OVERALL WEB EXPERIENCE**REQUIRED**

B1_TWI. How would you rate today's experience on the MyWater website?

Question Label: Overall MyWater Experience

Poor	Fair	Good	Very Good	Excellent	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WEB EXPERIENCE

F5_TWI. In particular, please rate the MyWater website on each of the following.

Question Label: MyWater Attributes

RANDOMIZE QUESTIONS	Poor	Fair	Good	Very Good	Excellent	Don't know
	1	2	3	4	5	99
F5_T WI_a Appearance of the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_T WI_b Clarity of information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_T WI_c Ease of navigating the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_T WI_d Timeliness of completing your task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TASK COMPLETION

G1_TWI. Were you able to complete your task today?

Question Label: MyWater Task Completion

<input type="radio"/>	1	Yes
<input type="radio"/>	2	No
<input type="radio"/>	3	Still working on it

ASK G2 IF G1 = 1

G2. How easy or difficult was it to complete your task?

Question Label: Customer Effort Score

Extremely Difficult	Difficult	Neutral	Easy	Extremely Easy	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASK G3A IF G1 = 2

G3A. What prevented you from completing your task today? *Optional*

Question Label: Completion Issues Open End

_____ - open end

ASK G3B IF G2 = 1/2

G3B. Please tell us a little bit more about the difficulty you experienced. *Optional*

Question Label: Difficulty Open End
_____ - open end

OPEN END

ASK H2 IF G1=1 OR G2= 3-5

H2. Do you have any additional comments or feedback about your experience on MyWater today?
Optional

Question Label: Customer Feedback
_____ - open end

DEFINE 'H3. OPEN END COMBINED'

- **CONCATENATE G3A+G3B+H2**

CLOSED LOOP FOLLOW UP

REQUIRED

ASK I1A IF G1 = 2

I1A. Would you like for someone to assist you in regards to your MyWater account issues?

Please note that it will take up to 3-4 business days for us to respond to your request. If you need immediate assistance or need to speak with Customer Service, please call us at 1-800-272-1325.

Question Label: Closed Loop Follow Up

<input type="radio"/>	1	Yes, by phone
<input type="radio"/>	2	Yes, by email
<input type="radio"/>	3	No

DEFINE 'I1. CASE REQUEST'

1	Yes	I1 = 1/2
2	No	I1 = 3

REQUIRED

ASK I2 IF I1 = 1

I2. What is the best phone number at which to reach you? **VALIDATE ON 10 CHARACTERS (includes dash and ())**

Question Label: Preferred Phone Number

<input type="radio"/>	1	Please specify: [SPECIFY PHONE] US PHONE NUMBER VALIDATION
-----------------------	----------	--

REQUIRED

ASK I3 IF I1 = 2

I3. What is the best e-mail address at which to reach you?

Question Label: Preferred Email Address

<input type="radio"/>	1	Please specify: [SPECIFY EMAIL] E-MAIL VALIDATION
-----------------------	----------	---

REQUIRED

ASK I3 IF I1 =1/2

I4. To help us better understand what's happening, please tell us a little more detail about your issue.

Question Label: Customer Case Issue

_____ - open end

DEFINE 'I5. TICKET ASSIGNMENT'

1	Una Harrison	TicketAssignment = 1
2	Maria Lloyd-Blanton	TicketAssignment = 0

CLOSE

IF I1 = 1/2

Thank you for your feedback today. Your comments are greatly appreciated.

Someone from our team will contact you within [one to two] business days.

IF I1=3

Thank you very much for your time. Your comments are greatly appreciated.

Web Always On (TWA)

PROGRAMMING

- INCLUSION CRITERIA:
 - URL Contains: mywaterv2.amwater.com
 - CSRFlag = False
- DISTRIBUTION:
 - Feedback Button

EMBEDDED DATA (SURVEY ADMIN)

AA1. Feedback Category = "Transaction"

AA2. Feedback Source = "Web Transaction"

AA3. Survey Name = "Web Always On (TWA)"

EMBEDDED DATA (WEB)

EW1. Web_Browser

EW2. Web_Browser_GROUP

<input type="checkbox"/>	1	Chrome
<input type="checkbox"/>	2	Firefox
<input type="checkbox"/>	3	Safari

EW3. Web_Browser Version

EW4. Web_Operating System

EW5. Web_Screen Resolution

EW6. Web_Time Spent on Site

EW7. Web_Recorded Site History

EW8. Web_Unique Page Visits

EW9. Web_Total Page Visits

EW10. Web_Current Page URL

EW11. Web_Page Referrer

EW12. Web_Site Referrer

EW13. Web_Search Term

EW14. Web_Time Spent Version

EW15. Web_MyWater Version

EW16. Web_Device Type

EW17. Web_MyWater User ID

EW18. Web_Business Partner Number

EW19. Web_Contract Account Number

EW20. Web_Premise Number

EW21. Web_Service State

EW22. Web_Company Code

EW23. Web_Page URL

EW24. Web_CSR Flag

EW25. Web_NY Flag

FEEDBACK/REPORT ISSUE

REQUIRED

AA4A. What's the nature of your feedback?

Question Label: MyWater Feedback Category

<input type="checkbox"/>	1	Give Website feedback
<input type="checkbox"/>	2	Report an issue

DEFINE 'AA4. WEB FEEDBACK CHANNEL'

1	Give Feedback	AA4A = 1
2	Report an Issue	AA4A = 2

REASON FOR CONTACT**REQUIRED****ASK A1A IF A0 = 1**

A1A. What was the reason for your visit to the MyWater website today?

Question Label: Reason for Contact 1

<input type="checkbox"/>	1	Water Service Issue (e.g., leak, pressure, water quality)
<input type="checkbox"/>	2	Water Emergency (Report or follow up on a water emergency)
<input type="checkbox"/>	3	Metering (Meter reading error or other meter questions/issues)
<input type="checkbox"/>	4	Billing & Payment (e.g., pay bill, billing or payment questions, payment plans)
<input type="checkbox"/>	5	Account Management (e.g., account updates, notifications, turn on/off service)
<input type="checkbox"/>	6	Moving (e.g., start, stop, transfer service)
<input type="checkbox"/>	7	Other
<input type="checkbox"/>	99	Don't know

REQUIRED**ASK A1B IF A1A = 1,2,4,5,6**

A1B. Please select the specific reason below.

Question Label: Reason for Contact 2

		Water Service Issue – DISPLAY IF A1A=1
<input type="checkbox"/>	1	Report or follow-up on a water leak
<input type="checkbox"/>	2	Report or follow-up on water quality issue
<input type="checkbox"/>	3	Report water pipe damage
<input type="checkbox"/>	4	Water pressure issues
		Water Emergency DISPLAY IF A1A=2
<input type="checkbox"/>	5	Report a water emergency
<input type="checkbox"/>	6	Follow up on a water emergency
		Billing & Payment DISPLAY IF A1A=4
<input type="checkbox"/>	7	Pay my bill
<input type="checkbox"/>	8	General billing question (e.g., due date, balance due, etc.)
<input type="checkbox"/>	9	General payment questions (e.g., ways to pay, verify payment received, etc.)
<input type="checkbox"/>	10	High bill complaint

<input type="checkbox"/>	11	Make extended payment arrangements
<input type="checkbox"/>	12	Get usage history
<input type="checkbox"/>	13	Check account balance
		Account Management DISPLAY IF A1A=5
<input type="checkbox"/>	14	Turn on/off service, change contact information, etc.
<input type="checkbox"/>	15	Set up alerts/notifications
		Moving DISPLAY IF A1A=6
<input type="checkbox"/>	16	New customer moving in
<input type="checkbox"/>	17	Transfer service to new property
<input type="checkbox"/>	18	Moving out
		All DISPLAY FOR ALL
<input type="checkbox"/>	19	Other
<input type="checkbox"/>	99	Don't know

DEFINE 'A1. REASON FOR CONTACT'

1	Report or follow-up on a water leak	A1B = 1
2	Report or follow-up on water quality issue	A1B = 2
3	Report water pipe damage	A1B = 3
4	Water pressure issues	A1B = 4
5	Water Service Issue - Other	A1A = 1 AND A1B = 19
6	Water Service Issue – Don't Know	A1A = 1 AND A1B = 99
7	Report a water emergency	A1B = 5
8	Follow up on a water emergency	A1B = 6
9	Water Emergency - Other	A1A = 2 AND A1B = 19
10	Water Emergency – Don't Know	A1A = 2 AND A1B = 99
11	Metering (Meter reading error or other meter questions/issues)	A1A = 3
12	Pay my bill	A1B = 7
13	General billing question (e.g., due date, balance due, etc.)	A1B = 8
14	General payment questions (e.g., ways to pay, verify payment received, etc.)	A1B = 9
15	High bill complaint	A1B = 10
16	Make extended payment arrangements	A1B = 11
17	Get usage history	A1B = 12
18	Check account balance	A1B = 13
19	Billing & Payment - Other	A1A = 4 AND A1B = 19
20	Billing & Payment – Don't Know	A1A = 4 AND A1B = 99
21	Turn on/off service, change contact information, etc.	A1B = 14
22	Set up alerts/notifications	A1B = 15
23	Account Management - Other	A1A = 5 AND A1B = 19
24	Account Management – Don't Know	A1A = 5 AND A1B = 99
25	New customer moving in	A1B = 16

26	Transfer service to new property	A1B = 17
27	Moving out	A1B = 18
28	Moving – Other	A1A = 6 AND A1B = 19
29	Moving – Don't Know	A1A = 6 AND A1B = 99
30	Other	A1A = 7
31	Don't Know	A1A = 99

OVERALL WEB EXPERIENCE**REQUIRED****ASK B1 IF A0 = 1**

B1_TWI. How would you rate today's experience on the MyWater website?

Question Label: Overall MyWater Experience

Poor	Fair	Good	Very Good	Excellent	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WEB EXPERIENCE**ASK F5 IF A0 = 1**

F5_TWI. In particular, please rate the MyWater website on each of the following.

Question Label: MyWater Attributes

RANDOMIZE QUESTIONS	Poor	Fair	Good	Very Good	Excellent	Don't know
	1	2	3	4	5	99
F5_T WI_a Appearance of the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_T WI_b Clarity of information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_T WI_c Ease of navigating the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F5_T WI_d Timeliness of completing your task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TASK COMPLETION**ASK G1 IF A0 = 1**

G1_TWI. Were you able to complete your task today?

Question Label: MyWater Task Completion

<input type="radio"/>	1	Yes
-----------------------	----------	-----

<input type="radio"/>	2	No
<input type="radio"/>	3	Still working on it

ASK G2 IF G1 = 1

G2. How easy or difficult was it to complete your task?

Question Label: Customer Effort Score

Extremely Difficult	Difficult	Neutral	Easy	Extremely Easy	Don't know
1	2	3	4	5	99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASK G3A IF G1 = 2

G3A. What prevented you from completing your task today? *Optional*

Question Label: Completion Issues Open End

_____ - open end

ASK G4 IF A0=2 OR G1 = 2

G4. Which of the following website issues did you experience today? *Please select all that apply*

Question Label: MyWater Technical Issues

<input type="checkbox"/>	1	Login or password difficulties
<input type="checkbox"/>	2	Site was down or unresponsive
<input type="checkbox"/>	3	Navigation difficulties
<input type="checkbox"/>	4	Slow page loads
<input type="checkbox"/>	5	Broken links
<input type="checkbox"/>	6	Chat issues (did not find my answer, etc.)
<input type="checkbox"/>	7	Difficulty completing a payment
<input type="checkbox"/>	8	None - EXCLUSIVE
<input type="checkbox"/>	9	Other, [SPECIFY]

ASK G3B IF A0 = 2 OR G2 = 1/2

G3B. Please tell us a little bit more about the difficulty you experienced. *Optional*

Question Label: Difficulty Open End

_____ - open end

ASK G5 IF A0 = 2 OR G1 = 2

G5. Optional: Use the Capture Screen button below if you would like to share with us a screenshot of the page you are seeing.

(You may hide identifying information and highlight relevant issues by using the Black and Yellow buttons in the bottom left corner of the screen capture window.)

Question Label: MyWater Screen Capture

OPEN END

ASK H2 IF A0=1 AND (G1=1 OR G2= 3-5)

H2. Do you have any additional comments or feedback about your experience on MyWater today?

Optional

Question Label: Customer Feedback

_____ - open end

DEFINE 'H3. OPEN END COMBINED'

- **CONCATENATE G3A+G3B+H2**

FAQ

PAYMENT HELP

SHOW J1A IF (REASON FOR CONTACT = 12 AND G1 = 2) OR G4 = 7

J1A. We can help you with options to complete a payment.

[INSTRUCTIONS FOR PAYMENT HELP]

Question Label: FAQ Payment Help

REQUIRED

J1B. Did this solve your issue?

Question Label: FAQ Payment Solved

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	2	No

CLEAR CACHE

SHOW J2A IF (REASON FOR CONTACT <> 12 AND G1 = 2) OR (A0=2 AND G4 <> 7/8) OR J1B = 2

J2A. We can help with your issue.

[INSTRUCTIONS FOR CLEAR CACHE]

Question Label: FAQ Clear Cache Help

REQUIRED

J2B. Did this solve your issue?

Question Label: FAQ Clear Cache Solved

<input type="checkbox"/>	1	Yes
--------------------------	----------	-----

<input type="checkbox"/>	2	No
--------------------------	----------	----

ASK J3 IF J2A = 1 OR J2B = 1

J3. Glad your issue is now resolved. Click the "X" at the top of this survey to exit.

If you're still having issues, click the option below.

Question Label: Resolved After FAQ

<input type="checkbox"/>	1	My issue is not resolved
--------------------------	----------	--------------------------

CLOSED LOOP FOLLOW UP**REQUIRED****ASK I1 IF (A0 = 1 AND G1 = 2 AND J3 = 1 OR NOT ASKED) OR (A0 = 2 AND J3 = 1 OR NOT ASKED)**

I1A. Would you like for someone to assist you in regards to your MyWater account issues?

Please note that it will take up to 3-4 business days for us to respond to your request. If you need immediate assistance or need to speak with Customer Service, please call us at 1-800-272-1325.

Question Label: Closed Loop Follow Up

<input type="radio"/>	1	Yes, by phone
<input type="radio"/>	2	Yes, by email
<input type="radio"/>	3	No

DEFINE 'I1. CASE REQUEST'

1	Yes	I1 = 1/2
2	No	I1 = 3

REQUIRED**ASK I2 IF I1 = 1**

I2. What is the best phone number at which to reach you? **VALIDATE ON 10 CHARACTERS (includes dash and ())**

Question Label: Preferred Phone Number

<input type="radio"/>	1	Please specify: [SPECIFY PHONE] US PHONE NUMBER VALIDATION
-----------------------	----------	---

REQUIRED**ASK I3 IF I1 = 2**

I3. What is the best e-mail address at which to reach you?

Question Label: Preferred Email Address

<input type="radio"/>	1	Please specify: [SPECIFY EMAIL] E-MAIL VALIDATION
-----------------------	----------	---

REQUIRED

ASK I3 IF I1 =1/2

I4. To help us better understand what's happening, please tell us a little more detail about your issue.

Question Label: Customer Case Issue

_____ - open end

DEFINE 'I5. TICKET ASSIGNMENT

1	Una Harrison	TicketAssignment = 1
2	Maria Lloyd-Blanton	TicketAssignment = 0

CLOSE

IF I1 = 1/2

Thank you for your feedback today. Your comments are greatly appreciated.

Someone from our team will contact you within [one to two] business days.

IF I1=3

Thank you very much for your time. Your comments are greatly appreciated.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Robert Prendergast

16. Refer to the Application generally. Provide a succinct list that identifies all proposed pro forma adjustments, the amount of each pro forma adjustment, along with a brief description of each adjustment.

Response:

Please refer to KAW_APP_EX37D_051625 as filed with Kentucky-American's application for the list of the proposed pro forma adjustments and brief descriptions.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Robert Prendergast and Michi Chao

17. Explain in detail whether any expenses have been removed from the proposed rates for ratemaking purposes. Provide a detailed list of the removed expenses and explain why Kentucky American removed each expense from the rate case.

Response:

The following expenses were removed from the proposed rates for ratemaking purposes because the Company is not seeking recovery for these expenses.

Account Number	Account Name	Amount Removed	Direct/Allocated
52514000	Charitable Contribution Deductible	(\$52,215)	Direct
52514100	Charitable Contribution Nondeductible	(3,060)	Direct
50185000	Severance	0	Direct
50185000	Severance	49,667	Allocated
52567000	Relocation Expenses	1,217	Allocated
52503000	Advertising	0	Allocated
50630000	Pension Expense - SERP	8,846	Allocated
52556000	Lobbying Expenses	0	Allocated
75840000	Lobbying Expenses	10,054	Allocated
75815000	Donations Non-deductible	0	Allocated
52514000	Charitable Contribution Deductible	(84,400)	Allocated
52514700	Community Partnerships	386	Allocated
52515000	Community Relations - Events	0	Allocated
52522000	Community Relations	6	Allocated
52549000	Injuries and Damages	0	Allocated
52564000	Penalties Nondeductible	(9)	Allocated
53157000	Contract Services - Outplacement	178	Allocated

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: Dominic DeGrazia

18. Refer to the Application generally. Explain in detail whether Kentucky American provides annual reports of any kind to the cities/counties that it operates in. Explain why or why not.

Response:

Kentucky-American files an annual report for its water and wastewater services to the Kentucky Public Service Commission (PSC) as required annually by March 31st. Those annual reports are available publicly on the Kentucky PSC website.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Michi Chao

19. Refer to the Application generally. Provide a list that identifies all miscellaneous costs for the test year, including but not limited to dinners (including all holiday dinners), gifts, donations, membership dues, annual meeting costs, etc. For each cost indicate whether it was removed from or included in the requested revenue requirement.

Response:

Kentucky-American did not forecast the miscellaneous costs at a detail transaction level for the test year. Please see KAW_R_AGDR1_NUM019_070725_Attachment 1 for a listing of transaction details for the actual period of 01/01/2024 through 05/31/2025, which was the basis for the forecasted test year. Charitable Contributions were removed before applying the growth factor to calculate the forecasted test year.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Robert Prendergast

20. Refer to the Application generally. Explain in detail whether there are any direct charges, allocated costs, surcharges, pass-through charges, etc., from American Water, a subsidiary of American Water, the Service Company, or any other entity, to Kentucky American. If so, provide a detailed list of the same with explanations for each allocated charge.

Response:

Please see KAW_R_PSCDR1_NUM023_Attachment for a copy of the agreement between the Company and American Water Works Service Company, Inc. Please see "DT_Gonzales_KY2025GRC" for the Direct Testimony of Jennifer Gonzales and the services provided by American Water Capital Corp. ("AWCC"). Please see KAW_APP_EX35_051625 for information on Service Company, AWCC and American Water Insurance (AWI).

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: William A. Lewis

21. Refer to the Application generally. Explain in detail whether Kentucky American provides any assistance program(s) for customers experiencing difficulty paying their water bills.

Response:

Yes, Kentucky American operates the H2O – Help to Others Program, which is presently administered by the Community Action Council for Lexington-Fayette, Bourbon, Harrison, and Nicholas Counties, Inc. for income-eligible residential customers needing assistance. This CAC organization partners on behalf of the company with other Community Action organizations in the company's service area to provide application intake services. The program is funded by donations from Company shareholders and customers.

Residential customers qualify for assistance if funds permit and if they meet the following guidelines:

- Customer's total gross household income must be at or below 225% of the application year's Federal Poverty Income Guidelines.
- The customer must have paid at least \$25 toward their water bill in the 180 days prior to applying for assistance.
- Customer must have a balance of at least \$50 outstanding on account.

The maximum grant is \$250 and qualifying customers may receive one grant per calendar year. Agencies may make exceptions in extreme situations. The Company may also adjust these guidelines on a temporary basis as funds permit.

The Company also offers budget billing and installment plans for customers experiencing difficulty paying their water bills.

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: Michi Chao

22. Refer to the Application generally. Identify fully any and all organizations to which Kentucky American pays dues and/or membership fees of any type or sort (hereinafter referred to as "Dues Requiring Organizations"), which engage in any one or more of the following activities (hereinafter "covered activities"):

- i. legislative advocacy, regulatory advocacy, and/or public relations;
 - ii. advertising;
 - iii. marketing;
 - iv. legislative policy research; and/or,
 - v. regulatory policy research.
- a. If so confirmed with regard to any one or more of these organizations, identify that organization and provide the amount of Kentucky American dues which that organization applies to covered activities, both in dollar terms and percentages of total dues.
- b. Explain whether all or any portion of said dues are excluded from the pending rate case.

Response:

- a. Please refer to KAW_R_AGDR1_NUM022_070725_Attachment for the membership dues and fees the Company has paid to "Dues Requiring Organizations" engaged in the "covered activities". The Company does not have information on how organizations spend the dues it collects from the Company unless the invoice explicitly identifies how the dues will be allocated. The Company does not have any other documents in its possession that depict how each Dues Requiring Organization spends the dues it collects.

- b. No portion of the dues included in KAW_R_AGDR1_NUM022_070725_Attachment are excluded from the current rate case.

Organization	2023	2024	YTD MAY 2025	Page #s in PDF
American Water Works Association/AWWA Amortization	14,289	16,898	7,432	Pcard
Commerce Lexington	5,862	5,862	6,278	12-20
Downtown Lexington Partnership	1,250	1,250	1,288	2-4
Georgetown-Scott City Chamber of Commerce	781	1,781	781	9
Herald-LDR Circulation	-	501	-	Pcard
Kentucky Association for Economic Development (KAED)	425	425	600	Pcard
Kentucky Association of Mapping Professionals	55	50	-	Pcard
Kentucky Chamber of Commerce	11,050	9,240	12,050	22-24
Kentucky League of Cities	2,500	1,500	-	10-11
Kentucky League of Cities Cornerstone Partnership	-	-	1,500	Pcard
Kentucky Rural Water Association (KRWA)	565	600	-	Pcard
KY Chamber Young Professional of the Year Award	-	149	-	Pcard
KY Environment Protect	2,472	13,946	1,494	Pcard
L2G	200	100	-	Pcard
Leadership LEX Alumni	35	35	-	Pcard
Owen County Chamber of Commerce	622	-	622	Pcard
Paris-Bourbon County Chamber of Commerce	650	650	-	Pcard
Project Management Institute	-	172	188	Pcard
Public Relations Society of America (PRSA)	352	352	317	Pcard
Rockcastle Co Chamber of Comm	100	100	100	5-8
Winchester Clark County Chamber of Commerce	500	500	-	21
Woodford County Chamber of Commerce	572	520	520	Pcard
Total	42,280	54,631	33,169	



MEMBERSHIP LEVEL:

ADVISOR**INVESTMENT:****\$1,250****RECOGNITION**

- Listing in DLP Annual Report.
- Listing in DLP Annual Meeting program.

MARKETING

- Mentions on DLP social media platforms.
- Listing on DLP member listing web page.
- Opportunity to be featured as DLP member business in e-newsletter
- Access to post events on the DLP events page and in our weekly e-newsletters sent to more than 6,500 subscribers.
- Participation in our customer incentive marketing programs (Shop and Celebrate, DowntownLEX Together).

EXCLUSIVE ACCESS

- Opportunity to serve on DLP Board and committees.
- First access to sponsor DLP events.
- First access to monthly and quarterly reports.
- Exclusive access to DLP grants and programs when available.

PERKS AND DISCOUNTS

- 1 complimentary ticket to the DLP Annual Meeting.
- 1 complimentary ticket to DLP State of Downtown.
- 25 beverage vouchers for Thursday Night Live.
- Complimentary tickets to DLP Networking events.
- Opportunity to buy additional vouchers at discounted rates.

**We have moved. Please update
your records with our new address:**
333 W. Vine St., Ste. 206
Lexington, KY 40507



DOWNTOWN
LEXINGTON
PARTNERSHIP

Make checks payable to: Downtown Lexington Partnership

Visa, MasterCard, American Express and Discover Card also accepted.
 Pay over the phone by calling (859) 335-8640

Please fill out the following information so we can make sure our database is up to date. Remember, as a member of DLP, you can take advantage of weekly e-newsletters and our social media channels. Email your events, announcements and news to info@downtownlex.com.

PLEASE COMPLETE THE FOLLOWING INFORMATION:

NAME: _____

PRIMARY CONTACT: _____

EMAIL: _____ **PHONE:** _____

MAILING ADDRESS: _____

BUSINESS ADDRESS: _____

WEBSITE: _____ **BUSINESS PHONE:** _____

WE WANT TO LEARN MORE:

WHEN IS YOUR COMPANY ANNIVERSARY: _____

BIRTHDAYS WORTH CELEBRATING IN YOUR COMPANY (INCLUDE NAMES AND DATES): _____

SPECIAL EVENTS FOR YOUR COMPANY: _____

SOCIAL MEDIA INFORMATION:

FACEBOOK: _____ **INSTAGRAM:** _____ **TWITTER:** _____

Downtown Lexington Partnership
 333 W. Vine St., Ste. 206
 Lexington, KY 40507

Downtown Lexington Partnership
333 W Vine St Ste 206
Lexington, KY 40507 US
+1 8593358640
laura@downtownlex.com
www.downtownlex.com

INVOICE

BILL TO

Susan Lancho
2300 Richmond Road
Lexington, KY 40502

INVOICE # 2363
DATE 03/04/2024
DUE DATE 04/01/2024
TERMS Due on receipt

DATE		DESCRIPTION	AMOUNT
03/04/2024	Advisor Membership	2024 DLP Membership	1,250.00
BALANCE DUE			\$1,250.00



PO Box 778, Mount Vernon, KY 40456

2023 Membership Invoice

To: Kaye Helton
KY American Water
2300 Richmond Road
Lexington, KY 40502

January 2023

Membership Dues Amount: \$100.00

Due Date: Upon Receipt

If you have any questions regarding your membership billing, please contact Lynn Tatum, Treasurer at 606-308-4646 or kyltatum@yahoo.com.

Thank you for your support of the Rockcastle Chamber of Commerce!

Please make your check payable to the Rockcastle Chamber of Commerce



Rockcastle Chamber of Commerce, 100 Richmond Street, PO Box 778,
Mount Vernon, KY 40456

Hello Chamber Members,

Enclosed you will find your yearly Chamber membership invoice. Last year we were able to move into our new office building located at 100 Richmond Street in Mount Vernon. We invite you to stop and visit (our in-person hours are Monday – Friday from 10am to 2pm).

Last year we also distributed, a one-time, no cost to our membership that participated in the 2019 edition, community magazine. Board members, who meet monthly, are planning speakers and events for this new year. We invite you to make suggestions as to what would be beneficial to you and your business. We have discussed having a casual “Chamber Coffee Hour” at the office, to give you the opportunity to network with organizations, business operators and government officials. Let us know your ideas! We have a new phone number: 606-308-1558.

Steve McKinney

Chamber President

January 27, 2023

Invoice

Rockcastle Chamber of
Commerce
PO Box 778
Mount Vernon, KY 40456



Date	To	Amount
March 25, 2024	KY American Water Attn: Susan Lancho	\$100.00

2024 MEMBERSHIP INVOICE

Make check payable to: Rockcastle Chamber

Thank you for your support!

If you have any questions regarding your membership billing,
please contact Lynn Tatum, Treasurer at 606-308-4646.

Follow us on Facebook

Invoice

Rockcastle Chamber of
Commerce
PO Box 778
Mount Vernon, KY 40456



To

~~Kaye Helton~~

KY American Water
2300 Richmond Road
Lexington, KY 40502

Date
January 24, 2025

Amount
\$ 100

2025 MEMBERSHIP INVOICE

Make check payable to: Rockcastle County Chamber

Thank you for your support!

If you have any questions regarding your membership billing,
please contact Lynn Tatum, Treasurer at ~~606-308-5118~~ or 308-4646.

Date

03/06/2023

Page 11 of 26

Number

34588

Georgetown - Scott County Chamber of

160 E Main St

Georgetown KY 40324-1758

INVOICE

Date Due: 04/01/2023

Account Number: 1665

Kaye Helton
Kentucky American Water
2300 Richmond Road
Lexington KY 40502

Total Amount Due: \$781.00

1	Membership Investment for 04/01/2023 to 04/01/2024	\$781.00	\$781.00
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Thank you for supporting your
Georgetown/Scott County Chamber of Commerce

"Creating Opportunities for Community Success!"

Kaye Helton
Kentucky American Water
2300 Richmond Road
Lexington KY 40502

Date of invoice: 03/06/2023**Invoice Number:** 34588**Account Number:** 1665**Total Amount Due:** \$781.00**Amount Enclosed:** _____**Date Due:** 04/01/2023

**Kentucky League of Cities, Inc.****KLC Insurance Services**

100 E. Vine Street, Suite 800

Lexington, KY 40507-1444

859-977-3700

800-876-4552

Federal ID No. 61-1295834

INVOICE

Bill

To: American Water
 Kaye Helton
 PO Box 5600
 Cherry Hill, NJ 08034

Invoice Number: PSIV56344

Invoice Date: 1/12/2023

Page: 1

Customer ID C1190

Due Date 1/12/2023
 Terms Due on Receipt

Description	Quantity	Unit Price	Total Price
2023 Cornerstone Partner - Slate	1	2,500.00	2,500.00

PLEASE REMIT TO:
 Kentucky League of Cities, Inc.

P.O. Box 34128
 Lexington, KY 40588-4128

Thank you for your business!

Subtotal: 2,500.00
 Invoice Discount: 0.00
 Total: 2,500.00

**Kentucky League of Cities, Inc.****KLC Insurance Services**

100 E. Vine Street, Suite 800

Lexington, KY 40507-1444

859-977-3700

800-876-4552

Federal ID No. 61-1295834

INVOICE

Bill

To: American Water
Kaye Helton
PO Box 5600
Cherry Hill, NJ 08034

Invoice Number: PSIV59577

Invoice Date: 1/16/2024

Page: 1

Customer ID C1190

Due Date 1/16/2024
Terms Due on Receipt

Description	Quantity	Unit Price	Total Price
2024 Cornerstone Partner - Limestone	1	1,500.00	1,500.00

PLEASE REMIT TO:
Kentucky League of Cities, Inc.

P.O. Box 34128
Lexington, KY 40588-4128

Thank you for your business!

Subtotal:	1,500.00
Invoice Discount:	0.00
Total:	1,500.00

**Invoice**

Invoice No. 119993

Invoicing Date: 12/01/2022

Commerce Lexington Inc.
P.O. Box 1968
Lexington, KY 40588-1968

Kathryn Nash
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Member ID: 8

Invoice Due: 01/01/2023

Description	Qty	Rate	Amount
Membership Dues 01/01/2023 to 12/31/2023	1.00	5,862.00	5,862.00
Total:			5,862.00
Amt Paid:			0.00
Balance Due:			5,862.00



Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Member ID: 8
Invoice: 119993
Due Date: 01/01/2023
Total Due: 5,862.00

Payment Enclosed: \$ _____

Make checks payable to:

Commerce Lexington Inc.
P.O. Box 1968
Lexington, KY 40588

Please verify address and provide corrections below:

Organization Name: _____
Primary Billing Person: _____
Mailing Address: _____
City, State, Zipcode: _____

Convenient online payment option at:<http://https://www.CommerceLexington.com>**Charge:**

☐ VISA ☐ American Express
☐ Mastercard ☐ Discover

Card No. _____ Exp. Date _____

Signature _____ Sec. Code _____



December 1, 2022

Kathryn Nash
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Greetings Kathryn:

Thank you for your investment in and support of Commerce Lexington during the past year. The business community is strong, unified, and growing, and it's due in large part to your contributions to our region's economic success. The ongoing pandemic emphasized the importance of partnerships, and that collaboration enabled Lexington to continue its progress even in the face of adversity. Here are a few highlights that your investment made possible over the last year:

- The Economic Development Division assisted with projects in 2021 that announced more than 1,100 jobs and \$116 million dollars in regional capital investment and was named among the Top E.D. groups nationally for the third time in the last four years.
- Resuming mid-year, our staff and volunteers participated in 46 ribbon cuttings and grand openings as the economy showed more signs of improvement.
- The Minority Business Development division managed the city's Small Business Economic Recovery Program, which led to \$6.9 million dollars distributed to area small businesses over two years.
- About 160 people participated in our leadership development programming, including Leadership Lexington, Leadership Central Kentucky, and Emerging Leaders of the Bluegrass.
- We are working with business leaders and elected officials within our nine-county economic development region to develop a regional action plan to improve our competitiveness.
- In early 2022, nearly 300 people attended the EMERGE conference for professional and community development sessions.
- Commerce Lexington was honored with this year's Unity Award, which recognizes individuals and organizations that have carried out the legacy of Dr. Martin Luther King, Jr.

Our job is to provide you with the support you need to grow your business and help you navigate the ups and downs of the economy. We love to serve you! Please contact us if you have questions, concerns, or ideas. You can access our full staff directory at www.commercelexington.com.

Thank you for all that you do for our community.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bob", with a stylized flourish underneath.

Robert L. Quick, IOM, CCE
President & CEO
Commerce Lexington Inc.

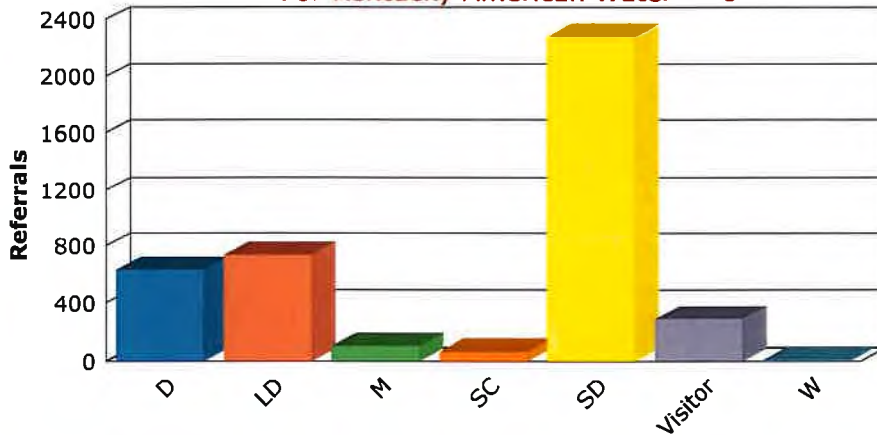
Referral Report 12/1/2021 to 12/1/2022

Name Kentucky American Water
ID# 8
Address 2300 Richmond Road
 Lexington, KY 40502-1390

Phone (859) 269-2386
Fax (859) 268-6327
Web <http://www.kentuckyamwater.com>

Referrals By Type

For Kentucky American Water - 8



AC = Banner Ad Clicked
AD = Banner Ad Displayed
BR = Business Connect Detail Viewed
BV = Business Connect Listing Viewed
CD = Coupon Details Displayed
CV = Coupon List Viewed
D = Business Listing Displayed
DV = Daily Vacancy Referral
E = Email Sent From Website
F = FrontDesk Referral
LD = Individual Listing Displayed
M = Map Displayed
ML = Members Only Login
SC = Sponsor Image Clicked
SD = Sponsor Image Displayed
SM = Sponsor Message Displayed
W = Website Clicked On
SNFB = Facebook Social Network Redirect
SNTW = Twitter Social Network Redirect
SNLI = LinkedIn Social Network Redirect
SNPN = Pinterest Social Network Redirect
SNIG = Instagram Social Network Redirect
SNYT = YouTube Social Network Redirect
SNFL = Flickr Social Network Redirect
SNGP = Google Plus Social Network Redirect
SNFS = FourSquare Social Network Redirect
SNAL = Angie's List Social Network Redirect
SNHO = Houzz Social Network Redirect
SNOT = OpenTable Social Network Redirect
SNTA = TripAdvisor Social Network Redirect
SNYP = Yelp Social Network Redirect

Referral Type	Referrals	Last Referral
Displayed - This is the number of times the business listing was displayed	629	Dec. 1, 2022 4:44AM
Listing Details Displayed - This is the number of times your individual business listing details were displayed	735	Dec. 1, 2022 8:55AM
Mapped - This is the number of times a map of your location was displayed	99	Nov. 29, 2022 2:38AM
Sponsor Image Clicked - No description available	62	Oct. 25, 2022 1:46PM
Sponsor Image Displayed - No description available	2,282	Dec. 1, 2022 12:36PM
Visitor - No description available	285	Nov. 30, 2022 9:52PM
Website - This is the number of times the website was clicked on	7	Nov. 29, 2022 4:51PM
As of 12/1/2022	Total	4,099



Commerce Lexington Inc.
P.O. Box 1968
Lexington, KY 40588-1968

KAW_R_AGDR1_NUM022_070725

Page 17 of 26

Invoice

Invoice No. 126376

Invoicing Date: 12/04/2023

Kathryn Nash
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Member ID: 8
Invoice Due: 01/01/2024

Description	Qty	Rate	Amount
Membership Dues 01/01/2024 to 12/31/2024	1.00	5,862.00	5,862.00
Total:			5,862.00
Amt Paid:			0.00
Balance Due:			5,862.00



Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Member ID: 8
Invoice: 126376
Due Date: 01/01/2024
Total Due: 5,862.00

Payment Enclosed: \$ _____

Make checks payable to:
Commerce Lexington Inc.
P.O. Box 1968
Lexington, KY 40588

Please verify address and provide corrections below:

Organization Name: _____
Primary Billing Person: _____
Mailing Address: _____
City, State, Zipcode: _____

Convenient online payment option at:
<http://https://www.CommerceLexington.com>

Charge:

☐ VISA ☐ American Express
☐ Mastercard ☐ Discover

Card No. _____ Exp. Date _____

Signature _____ Sec. Code _____



December 1, 2023

Kathryn Nash
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Greetings Kathryn:

It's often said that it takes a village to be successful in business or in life, and the same can be said of a chamber of commerce. Your involvement, investment, and support are what makes our organization and our community strong. We appreciate your confidence and trust in us, because it means a lot to what we do daily to support you, advocate on your behalf, and provide opportunities for you to grow right here in Central Kentucky. Here are a few highlights that your investment made possible over the last year:

- The Economic Development Division assisted with projects in 2022 that announced nearly 1,000 jobs and \$352 million dollars in regional capital investment.
- Along with several local partners, The Business and Education Network launched "*Accelerate Lexington*," a fully paid Certified Nursing Assistant training program for selected candidates. This initial eight-week pilot program was a response to the healthcare worker shortage and resulted in 15 participants now employed by area hospitals.
- Our staff and ambassadors participated in 61 ribbon cuttings and grand openings as the local economy continued to improve with numerous business openings and expansions.
- Our team planned and held a variety of events focused on networking, professional development, advocacy, community engagement, education, small business and much more!
- Our Community and Minority Business Development program has been at the forefront of supporting minority owned businesses and entrepreneurs – through financing, procurement, networking, and other small business assistance opportunities.
- About 200 people are currently participating in our leadership development programming, including Leadership Lexington, Leadership Central Kentucky, and Emerging Leaders of the Bluegrass.
- Business leaders and elected officials within our nine-county economic development region have collaborated to develop a Regional Economic Competitiveness Plan to improve our ability to compete for jobs and talent.
- In early 2023, more than 350 people attended the EMERGE conference for professional and community development sessions.

It is our job to serve you, and we love working with you to make Central Kentucky one of the best places in the world. Please don't hesitate to contact us if you have questions, concerns, or ideas. You can access our full staff directory at commercelexington.com. Thank you for all that you do for our community.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bob", written over a faint circular stamp.

Robert L. Quick, IOM, CCE
President & CEO

A handwritten note in blue ink that says "Happy Holidays!" with a small signature "BO" underneath.

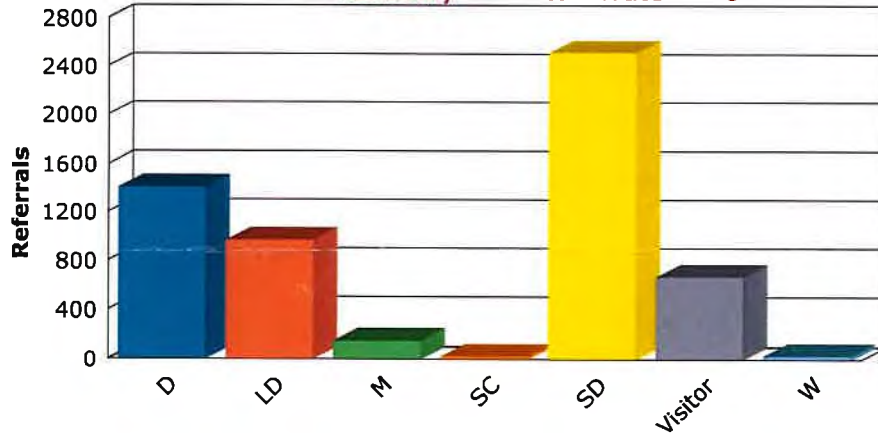
Referral Report 12/1/2022 to 12/4/2023

Name Kentucky American Water
ID# 8
Address 2300 Richmond Road
Lexington, KY 40502-1390

Phone (859) 269-2386
Fax (859) 268-6327
Web <http://www.kentuckyamwater.com>

Referrals By Type

For Kentucky American Water - 8



AC = Banner Ad Clicked
AD = Banner Ad Displayed
BR = Business Connect Detail Viewed
BV = Business Connect Listing Viewed
CD = Coupon Details Displayed
CV = Coupon List Viewed
D = Business Listing Displayed
DV = Daily Vacancy Referral
E = Email Sent From Website
F = FrontDesk Referral
LD = Individual Listing Displayed
M = Map Displayed
ML = Members Only Login
SC = Sponsor Image Clicked
SD = Sponsor Image Displayed
SM = Sponsor Message Displayed
W = Website Clicked On
SNFB = Facebook Social Network Redirect
SNTW = Twitter Social Network Redirect
SNLI = LinkedIn Social Network Redirect
SNPN = Pinterest Social Network Redirect
SNIG = Instagram Social Network Redirect
SNYT = YouTube Social Network Redirect
SNFL = Flickr Social Network Redirect
SNGP = Google Plus Social Network Redirect
SNFS = FourSquare Social Network Redirect
SNAL = Angie's List Social Network Redirect
SNHO = Houzz Social Network Redirect
SNOT = OpenTable Social Network Redirect
SNTA = TripAdvisor Social Network Redirect
SNYP = Yelp Social Network Redirect

Referral Type

Referrals

Last Referral

Displayed - This is the number of times the business listing was displayed

1,407 Dec. 4, 2023 7:35AM

Listing Details Displayed - This is the number of times your individual business listing details were displayed

965 Dec. 4, 2023 10:33AM

Mapped - This is the number of times a map of your location was displayed

149 Dec. 1, 2023 8:09PM

Sponsor Image Clicked - No description available

22 Dec. 1, 2023 4:35PM

Sponsor Image Displayed - No description available

2,518 Dec. 4, 2023 12:48PM

Visitor - No description available

668 Dec. 4, 2023 10:33AM

Website - This is the number of times the website was clicked on

29 Nov. 13, 2023 1:10PM

As of 12/4/2023

Total

5,758



January 2025

KAY_R_AGDR1_NUM022_070725

Page 20 of 26 Invoice

131675

Commerce Lexington
P.O. Box 1968
Lexington, KY 40588

Invoicing Date: 12/03/2024
Member ID: 8
Invoice Due: 01/01/2025

Kathryn Nash
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Description	Qty	Rate	Amount
Membership Dues 01/01/2025 to 12/31/2025	1	6,278.00	6,278.00

Membership in Commerce Lexington can be cancelled at any time during the annual membership period. If the membership is cancelled, Commerce Lexington does not refund any portion of the remaining membership dues paid. Dues to Commerce Lexington are not deductible as a charitable deduction but may be deductible as an ordinary and necessary business expense. A portion of your dues, however, is not deductible as a business expense because of the organization's lobbying activity. The non-deductible portion is 5%. Commerce Lexington's federal tax ID number is 61-0258800. Please see your tax accountant for more information.

Total:	6,278.00
Amt Paid:	0.00
Balance Due:	6,278.00

✂

Member ID	Invoice	Due Date	Total Due	Total Payment Enclosed
8	131675	01/01/2025	\$6,278.00	\$

Please verify address and provide corrections

Kathryn Nash
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Correct Address

Make checks payable to:

Commerce Lexington
P.O. Box 1968
Lexington, KY 40588

☐ MasterCard ☐ Visa ☐ Discover ☐ American Express

Card No. Exp. Date Signature Sec. Code

Convenient online payment option at: <https://www.CommerceLexington.com>



December 2, 2024

Kathryn Nash
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Greetings Kathryn:

As I travel around the country and the world, it's clear that the Greater Lexington Region is among the most special places on Earth. It certainly doesn't happen by accident. Your involvement and investment make our organization, our community, and our region stronger. It's an honor for us to be your circle of influence, protection, and support as we provide the opportunity and environment for you to grow right here.

Here are a few highlights that your investment made possible over the last year:

- Economic development professionals and partners across our nine-county region assisted with projects that announced 1,700 jobs and \$1.1 billion dollars in regional capital investment.
- Regional collaboration reached new heights as business leaders and elected officials continued to work on a Regional Competitiveness Plan aimed at making Greater Lexington more competitive for jobs and talent.
- Our staff and ambassadors organized or participated in seventy ribbon cuttings, grand openings, and groundbreakings, as the local economy strengthened with numerous business openings and expansions.
- Our team planned and held a variety of events focused on networking, professional development, advocacy, community engagement, education, small business and much more!
- Our Community and Minority Business Development program has been at the forefront of supporting minority owned businesses and entrepreneurs – through financing, procurement, networking, and other small business assistance opportunities.
- The community celebrated the tenth anniversary of the Minority Business Accelerator, which has helped minority-owned businesses achieve procurement contracts totaling more than \$50 million.
- More than 230 people participated in our leadership development programming, including Leadership Lexington, Leadership Central Kentucky, and Emerging Leaders of the Bluegrass.
- We strive to meet the needs of businesses and organizations by providing quality events and programming, and resources like our recently launched Peer Groups, the Business Owners' Advisory Boards, and Money Smart for Small Business classes.

It takes a lot of people, businesses and organizations working together to make the Greater LEX Region strong and vibrant, and our team is proud to work alongside you and play a part in that success. We are here to serve you. Please don't hesitate to reach out to us if you have questions, concerns, or ideas. Thank you for all that you do.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rob", written over the printed name.

Robert L. Quick, IOM, CCE
President & CEO

A handwritten note in blue ink that says "Thank you for your support and leadership!" written diagonally across the bottom right of the page.

Referral Report

Referral Dates 01/01/2024 Thru 12/03/2024

Kentucky American Water (8)

2300 Richmond Road

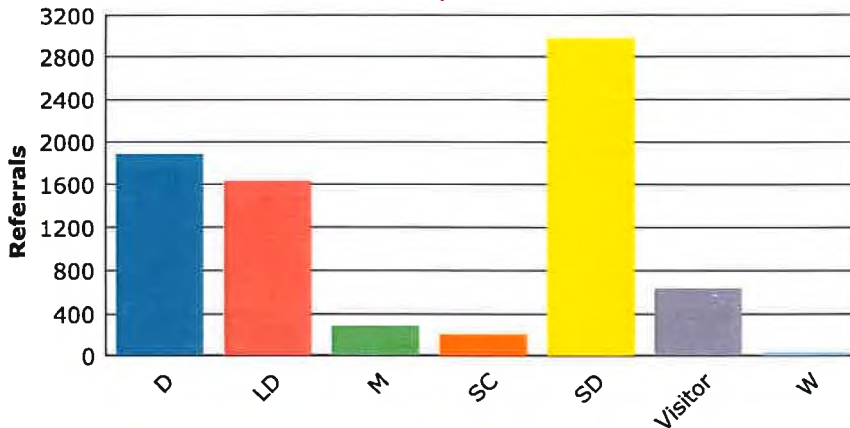
Lexington, KY 40502-1390

Phone (859) 269-2386

Fax (859) 268-6327

Web <http://www.kentuckyamwater.com>

Referrals By Type For Kentucky American Water - 8



AC = Banner Ad Clicked
AD = Banner Ad Displayed
BR = Business Connect Detail Viewed
BV = Business Connect Listing Viewed
CD = Coupon Details Displayed
CV = Coupon List Viewed
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LD = Individual Listing Displayed
M = Map Displayed
ML = Members Only Login
SC = Sponsor Image Clicked
SD = Sponsor Image Displayed
SM = Sponsor Message Displayed
W = Website Clicked On
SNFB = Facebook Social Network Redirect
SNTW = Twitter Social Network Redirect
SNLI = LinkedIn Social Network Redirect
SNPN = Pinterest Social Network Redirect
SNIG = Instagram Social Network Redirect
SNYT = YouTube Social Network Redirect
SNFL = Flickr Social Network Redirect
SNGP = Google Plus Social Network Redirect
SNFS = FourSquare Social Network Redirect
SNAL = Angie's List Social Network Redirect
SNHO = Houzz Social Network Redirect
SNOT = OpenTable Social Network Redirect
SNTA = TripAdvisor Social Network Redirect
SNYP = Yelp Social Network Redirect

Referral Type

Displayed - This is the number of times the business listing was displayed
 Listing Details Displayed - This is the number of times your individual business listing details were displayed
 Mapped - This is the number of times a map of your location was displayed
 Sponsor Image Clicked - No description available
 Sponsor Image Displayed - No description available
 Visitor - No description available
 Website - This is the number of times the website was clicked on

Referrals Last Referral

1,887	12/03/2024 05:45 am
1,636	12/03/2024 11:48 am
290	12/03/2024 02:46 pm
204	11/23/2024 04:17 pm
2,974	12/03/2024 02:13 pm
632	12/03/2024 03:13 am
28	11/11/2024 09:16 pm

7,651

Winchester Clark County Chamber
 61 South Main Street
 Winchester, KY 40391
 (859) 744-6420 | fax:
 cindybanks@winchesterkychamber.com

Invoice

Invoice Date: 9/1/2023

Invoice Number: 67471

Kentucky American Water Company
 Ms. Kaye Helton
 2300 Richmond Road
 Lexington, KY 40502

October 2023 - September 2024

Terms	Due Date
Net 30	10/1/2023

Description	Quantity	Rate	Amount
Membership Investment	1	\$500.00	\$500.00
Subtotal:			\$500.00
Tax:			\$0.00
Total:			\$500.00
Payment/Credit Applied:			\$0.00
Balance:			\$500.00

Thank you for your support of the **Winchester Clark County Chamber**

Please return this portion with your payment.

For your convenience, you may pay for your chamber membership investment by
 American Express, Discover, MasterCard or Visa

Member Name: Kentucky American Water Company

Invoice #: 67471

Payment Amount: \$ _____

Payment Method: ☐ Check # _____ ☐ Credit Card

Make all checks payable to **Winchester Clark County Chamber** or enter credit card information below.

??Enter Credit Card Billing Address (inc. zip code)

Address _____

City/State/Zip _____

Credit Card #: _____ Exp. Date: _____

CVV Code (3 or 4 digits on back of card) _____

Name on Card: _____ Signature: _____



Membership Renewal - Invoice No. 17672023

Date: 2/27/2023
Original Join Date: 12/01/1962
Membership Dates: 02/01/2023 - 01/31/2024

KCC Federal Tax ID: 61-0405718

Ms. Kaye Helton
Administrative Assistant, External Affairs
Kentucky American Water
2300 Richmond Rd
Lexington, KY 40502-1308

(859) 269-2386
kaye.helton@amwater.com

Please verify information at left and note any updates.

Remit to:
Kentucky Chamber of Commerce
464 Chenault Road
Frankfort, KY 40601

Investing in membership with the Kentucky Chamber of Commerce makes good business sense. Whether you're a small, family-owned business or a Fortune 500 company, we have the tools to help you succeed, because our business is growing your business.

Company	Member Number	Due Date	Membership Dues
Kentucky American Water	1767	2/28/2023	\$11,000.00
Chamber Action Fund Your voluntary contribution to the Chamber Action Fund is used in the most critical situations to garner needed public support on important business issues. Action Fund dollars are used exclusively to advance member-supported issues and are not used for political activity.			\$50.00
<i>Membership dues are not deductible as a charitable contribution. In compliance with the Omnibus Budget Reconciliation Act of 1993, 80 percent of your dues may be deductible as an ordinary business expense and are not allocable to lobbying activity.</i>			
			Total Due \$11,050.00

Please return this portion with payment.

Company	Member Number	Due Date	Membership Dues	
Kentucky American Water	1767	2/28/2023	\$11,000.00	
Please select your area(s) of interest: <input type="checkbox"/> Human Resources <input type="checkbox"/> Political Education <input type="checkbox"/> Fiscal Policy <input type="checkbox"/> Health & Wellness <input type="checkbox"/> Energy & Environmental <input type="checkbox"/> OSHA <input type="checkbox"/> Manufacturing <input type="checkbox"/> Small Business <input type="checkbox"/> Workers' Compensation <input type="checkbox"/> Education & Workforce Dev.			Action Fund	\$50.00
			Total Due	\$11,050.00

Pay by Check	Pay by Credit Card (select one) VISA MasterCard American Express
Amount: \$ _____	Card # _____ Exp. Date _____
Check # _____	Signature (required) _____



Ms. Kaye Helton
Administrative Assistant, External Affairs
Kentucky American Water
2300 Richmond Rd
Lexington, KY 40502-1308

(859) 269-2386
kaye.helton@amwater.com

Date: 1/5/2024

Original Join Date: 12/01/1962

Membership Dates: 02/01/2024 - 01/31/2025

KCC Federal Tax ID: 61-0405718

Please verify information at left and note any updates.

Remit to:
Kentucky Chamber of Commerce
464 Chenault Road
Frankfort, KY 40601

Investing in membership with the Kentucky Chamber of Commerce makes good business sense. Whether you're a small, family-owned business or a Fortune 500 company, we have the tools to help you succeed, because our business is growing your business.

Company	Member Number	Due Date	Membership Dues	
Kentucky American Water	1767	2/29/2024	\$11,550.00	
Chamber Action Fund			\$50.00	
Your voluntary contribution to the Chamber Action Fund is used in the most critical situations to garner needed public support on important business issues. Action Fund dollars are used exclusively to advance member-supported issues and are not used for political activity.				
Membership dues are not deductible as a charitable contribution. In compliance with the Omnibus Budget Reconciliation Act of 1993, 80 percent of your dues may be deductible as an ordinary business expense and are not allocable to lobbying activity.				
			Total Due	\$11,600.00

Please return this portion with payment.

Company	Member Number	Due Date	Membership Dues	
Kentucky American Water	1767	2/29/2024	\$11,550.00	
<div>Please select your area(s) of interest:</div> <div><div><input type="checkbox"/> Human Resources</div><div><input type="checkbox"/> Political Education</div><div><input type="checkbox"/> Health & Wellness</div><div><input type="checkbox"/> Energy & Environmental</div><div><input type="checkbox"/> Manufacturing</div><div><input type="checkbox"/> Small Business</div></div> <div><div><input type="checkbox"/> Fiscal Policy</div><div><input type="checkbox"/> OSHA</div><div><input type="checkbox"/> Workers' Compensation</div><div><input type="checkbox"/> Education & Workforce Dev.</div></div>			Action Fund	\$50.00
			Total Due	\$11,600.00

Pay by Check	Pay by Credit Card (select	VISA	MasterCard	AMEX	Discover
Amount: _____	Card # _____	Exp. Date _____	CVV: _____		
Check # _____	Signature (required) _____	Billing Zip Code: _____			



Ms. Sharon Miller
Executive Assistant
Kentucky American Water
2300 Richmond Rd
Lexington, KY 40502-1308

(859) 268-6328
Sharon.Miller@amwater.com

Date: 1/22/2025
Original Join Date: 12/01/1962
Membership Dates: 02/01/2025 - 01/31/2026
KCC Federal Tax ID: 61-0405718

Please verify information at left and note any updates.
Remit to:
Kentucky Chamber of Commerce
464 Chenault Road
Frankfort, KY 40601

Investing in membership with the Kentucky Chamber of Commerce makes good business sense. Whether you're a small, family-owned business or a Fortune 500 company, we have the tools to help you succeed, because our business is growing your business.

Company	Member Number	Due Date	Membership Dues
Kentucky American Water	1767	2/1/2025	12,000.00
Chamber Action Fund Your voluntary contribution to the Chamber Action Fund is used in the most critical situations to garner needed public support on important business issues. Action Fund dollars are used exclusively to advance member-supported issues and are not used for political activity.			\$50.00
Membership dues are not deductible as a charitable contribution. In compliance with the Omnibus Budget Reconciliation Act of 1993, 80 percent of your dues may be deductible as an ordinary business expense and are not allocable to lobbying activity.			
		Total Due	\$12,050.00

Please return this portion with payment.

Company	Member Number	Due Date	Membership Dues	
Kentucky American Water	1767	2/1/2025	12,000.00	
Please select your area(s) of interest: <div><input type="checkbox"/> Human Resources</div> <div><input type="checkbox"/> Health & Wellness</div> <div><input type="checkbox"/> Manufacturing</div> <div><input type="checkbox"/> Political Education</div> <div><input type="checkbox"/> Energy & Environmental</div> <div><input type="checkbox"/> Small Business</div> <div><input type="checkbox"/> Fiscal Policy</div> <div><input type="checkbox"/> OSHA</div> <div><input type="checkbox"/> Workers' Compensation</div> <div><input type="checkbox"/> Education & Workforce Dev.</div>			Action Fund	\$50.00
			Total Due	\$12,050.00

Pay by Check	Pay by Credit Card (select one)	VISA	MasterCard	AMEX	Discover
Amount: \$	Card #	Exp. Date	CVV:		
Check #	Signature (required)	Billing Zip Code:			

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: Michi Chao

23. Refer to the Application generally. Explain whether Kentucky American pays any dues or membership fees to law firms or trade groups which maintain an affiliate engaged in any of the covered activities identified in the preceding question.
- a. If so, identify fully the law firm or trade group by name, the name of the affiliate engaged in any such activities, and the amounts Kentucky American paid to the law firm, trade group, or affiliate thereof for those activities.
 - b. Explain whether Kentucky American is seeking recovery from ratepayers for any such sums identified in subpart (a) of this question.

Response:

- a. Please see the file KAW_R_AGDR1_NUM022_070725_Attachment for a full list of organizations engaged in the “covered activities” as that phrase is defined in AG 1-22 and the amounts KAWC has paid those organizations. KAWC does not have sufficient information to know whether these organizations maintain affiliates or whether these affiliates are engaged in the “covered activities.” KAWC does not pay dues to any law firms.
- b. KAWC is seeking recovery for dues expenses in general. As noted above, KAWC does not have sufficient information regarding affiliates of these organizations to know whether a portion may or may not go to affiliates of the organizations.

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: Robert Prendergast

24. Refer to the Application generally. If any affiliate of Kentucky American pays dues to one or more Dues Requiring Organizations, and a jurisdictional portion of those dues are charged back to Kentucky American, explain whether the dues are being recovered in rates, the amounts thereof, and precisely where they can be found in the Application.

Response:

The Service Company pays dues to certain organizations and a portion of those dues are charged to KAWC. Those dues are included in the Support Services Expense. Please refer to KAWC 2025 Rate Case – Support Services Exhibit.xlsx filed in response to PSC 1-1. Please refer to the table below for the amount of those dues included in this application. Whether those dues are being recovered in current rates is a matter of public record in Case No. 2023-00191.

Base year billed to KAWC	\$ 125,088
Adjustment to remove NAWC dues *	\$ (91,402)
Net dues included in base year	\$ 33,686
Inflationary adjustment to forecast year (5.16%)	\$ 1,738
Total dues and memberships included in the forecast year billed to KAWC from Service Company	\$ 35,424
* The NAWC dues were removed in the adjustment and replaced with Service Company personnel.	

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Michi Chao

25. Refer to the Application generally. For all expenses associated in any manner with any Dues Requiring Organization and for which the Company seeks reimbursement from ratepayers:
- a. Provide a complete copy of all invoices received from each such Dues Requiring Organization since the conclusion of the Company's last water rate case;
 - b. Provide any and all documents in the Company's possession that depict how each such Dues Requiring Organization spends the dues it collects from the Company, including the percentage that applies to all covered activities.
 - c. Provide a detailed description of the services and benefits each Dues Requiring Organization provided to the Company since the conclusion of its most recent water rate case. Of these services and benefits, identify which ones accrue directly to ratepayers, and explain fully how.
 - d. Explain whether any Company personnel actively participate on committees and/or perform any other work for any Dues Requiring Organizations or any other industry organization to which the Company belongs. If so:
 - i. State specifically which employees participate, how they are compensated for their time (amount and source of compensation), and the purpose and accomplishments of any such association related work; and,
 - ii. List any and all reimbursements received from industry associations, for work performed for such organizations by the Company's employees.

Response:

- a. Please see the attachment KAW_R_AGDR1_NUM022_070725_Attachment for a complete copy of all invoices received from each dues requiring organization since the conclusion of the last rate case.
- b. The only documents available to Kentucky-American that may show how organizations spend the dues collected from the Company are the invoices provided in part A of this request.
- c. Please see the list below for a detailed description of the services and benefits provided by these dues requiring organizations since the last rate case. Additional information regarding dues requiring organizations can be found in KAW_R_AGDR1_NUM089_070725_Attachment.
 1. **American Water Works Association (AWWA)** – This organization works to advance the water utility industry through professional development, public awareness of key industry issues and topics, collaboration and knowledge sharing of best practices among its members, as well as industry research. The advancement of water industry professionals and the industry in general benefits customers by ultimately supporting the provision of safe, quality, reliable, affordable water service.
 2. **Chambers of Commerce (including Commerce Lexington which does not have “chamber” in its name but is, indeed, a chamber of commerce)** – These organizations support the quality of life of communities by connecting, informing, developing and advocating for businesses. Many, such as the Kentucky Chamber of Commerce and Commerce Lexington, for example, facilitate partnerships between businesses and the education sector which benefit workforce and economic development for the communities we serve. In addition, leadership development programs available to members, such as Leadership Lexington and Leadership Kentucky, provide unique opportunities for members’ employees to develop their management and leadership skills further in order to be more effective in their current and future roles and more knowledgeable about the communities they serve.
 3. **Downtown Lexington Partnership** - The DLP is an umbrella organization dedicated to the advancement of the downtown Lexington area. Akin to a chamber, this organization supports quality of life of communities by connecting, informing, developing and advocating for businesses in Lexington’s downtown geographic area. The company’s involvement in this organization supports quality of life not only for our customers located in the downtown area but also for customers who work or visit this area and provides a central way to connect with customers in the downtown area who may have unique needs.

4. **Kentucky Association for Economic Development (KAED)** – KAED has provided an opportunity for the company to connect with other companies and support economic development in our service area and the Commonwealth to promote quality of life for customers and general consumers.
 5. **Kentucky Association of Mapping Professionals (KAMP)** – KAMP is a professional development organization dedicated to the advancement of those in the mapping industry. For Kentucky-American Water this has served as a professional development resource for those in our Engineering Department who work in the GIS/Mapping profession. For customers this translates into quality digital maps that are used by our employees for more accurate, efficient activities as well as for our newer customer outreach efforts to provide better geographic indications of where field activities, such as system flushing, are being conducted.
 6. **Kentucky League of Cities (KLC)** – KLC is focused on helping municipal leaders and employees advance the quality of life for their current and future citizens, and therefore, many of our customers. The company's membership in KLC assists us in better understanding the complexities of city management, connecting with city leaders and employees, and supporting an organization that has an impact on the level of professionalism in city organizations that Kentucky American Water interacts with on a frequent basis due to the nature of our operations.
 7. **Kentucky Rural Water Association (KRWA)** – Similar to AWWA, this organization works to advance the water utility industry with a specific focus on those water utilities serving rural communities in Kentucky. KRWA's efforts benefit customers by ultimately supporting the provision of safe, quality, reliable, affordable service.
 8. **Public Relations Society of America** – This organization supports training to advance the quality of work provided by public relations professionals. Customers benefit from greater trust, confidence, and communication with Kentucky-American employees.
- d. Kentucky American Water employees are involved in dues-requiring organizations in the capacities listed below. They are not compensated by organizations for their involvement as these are voluntary efforts.

- i. Current status of employees as of July 1, 2025

American Water Works Association (AWWA)

Communications and Outreach Committee: Susan Lancho

Safety Committee: Curt Dillon

Water Utilities Council: Andy Lewis

General membership involvement/access to continuing education credits:

Charles Dick, Andy Lewis, Mike Maggard, Nathan Napier, Dorothy Rader,

Justin Sensabaugh, Mike Maggard, and Alicia Jacobs

Benefits: This industry organization hosts conferences and trainings, keeps members apprised of industry news and information, connects members to other water utility professionals, advocates for the industry to support quality water for communities.

Building Industry Association of Kentucky

General membership involvement: John Magner, Tyler Singer

Benefits: Provides continuing education and information on industry issues, provides opportunities to connect with those in the construction industry, promotes ethical and professional construction standards that support quality of life in communities.

Bourbon County Chamber of Commerce

General membership involvement: Susan Lancho, Charles Boland

Benefits: Membership provides opportunities to build relationships with other businesses and community stakeholders, access educational resources (including leadership development programs), advocate for the business community, support economic prosperity.

Clark County Chamber of Commerce

General membership involvement: Charlie Boland, Susan Lancho

Benefits: Membership provides opportunities to build relationships with other businesses and community stakeholders, access educational resources (including leadership development programs), advocate for the business community, support economic prosperity.

Commerce Lexington

Board of Directors: Rob Burton

Public Policy Council: Susan Lancho

Regional Leadership Council: Rob Burton

Leadership Lexington Alumni Association: Ellen Williams

Benefits: Membership provides opportunities to build relationships with other businesses and community stakeholders, access educational resources (including leadership development programs), advocate for the business community, support economic prosperity.

Kentucky Association of Mapping Professionals

Conference Planning Committee Chair and Past President: Charles Altendorf

Benefits: Promotes information sharing and continuing education for mapping professionals.

Kentucky Chamber of Commerce

Board of Directors: Rob Burton

Energy and Environment Policy Council: Susan Lancho

Benefits: Membership provides opportunities to build relationships with other businesses and stakeholders across the state, access educational resources (including leadership development programs), advocate for the business community, support economic prosperity across the Commonwealth.

Kentucky Rural Water Association

General membership involvement: Charles Boland

Benefits: This industry organization hosts conferences and trainings, keeps members apprised of industry news and information, connects members to other water utility professionals, advocates for the industry to support quality water for communities.

Georgetown-Scott County Chamber of Commerce

General membership involvement: Charlie Boland, Susan Lancho

Benefits: Membership provides opportunities to build relationships with other businesses and community stakeholders, access educational resources (including leadership development programs), advocate for the business community, support economic prosperity.

Jessamine County Chamber of Commerce

General membership involvement: Charlie Boland

Benefits: Membership provides opportunities to build relationships with other businesses and community stakeholders, access educational resources (including leadership development programs), advocate for the business community, support economic prosperity.

Owen County Chamber of Commerce

General membership involvement: Jeremy Dempsey, Bart Banks

Benefits: Membership provides opportunities to build relationships with other businesses and community stakeholders, access educational resources (including leadership development programs), advocate for the business community, and support economic prosperity.

Public Relations Society of America

General membership involvement: Susan Lancho, Ellen Williams

Benefits: Promotes ethical, professional standards in public relations fields by providing professional development opportunities and best practice sharing.

Rockcastle County Chamber of Commerce

Benefits: Membership provides opportunities to build relationships with other businesses and community stakeholders, access educational resources (including leadership development programs), advocate for the business community, support economic prosperity.

Woodford County Chamber of Commerce

General membership involvement: Ellen Williams, Susan Lancho

Benefits: Membership provides opportunities to build relationships with other businesses and community stakeholders, access educational resources (including leadership development programs), advocate for the business community, and support economic prosperity.

ii. No reimbursements are received from industry associations for work performed for such organizations by the Company's employees.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Max McClellan

26. Refer to the Application, Filing Exhibit 7, Customer Notice.
- a. Confirm that Kentucky American is proposing to increase the monthly customer charge of a residential customer with a 5/8" meter from \$17.55 to \$19.45. If not confirmed, provide the requested residential monthly customer charge.
 - b. Confirm that Kentucky American is proposing to increase the monthly customer charge of a commercial customer to \$19.45. If not confirmed, provide the requested commercial monthly customer charge.
 - c. Explain in detail why Kentucky American is proposing for the residential and commercial customers to pay the same monthly customer service charge.
 - d. Confirm that Kentucky American is proposing to increase the residential customer volumetric charge from \$6.7291 per 1,000 gallons to \$9.4567 per 1,000 gallons. If not confirmed, provide the requested residential customer volumetric charge.
 - e. Confirm that Kentucky American is proposing to increase the commercial customer volumetric charge from \$6.0875 per 1,000 gallons to \$8.1129 per 1,000 gallons. If not confirmed, provide the requested commercial customer volumetric charge.
 - f. Explain in detail why Kentucky American is proposing for the residential customers to pay a higher volumetric rate than the commercial customers.
 - g. Explain in detail whether residential customers only have a 5/8" meter, or if residential customers also use larger meters as well.

- h. Explain in detail whether all commercial customers utilize a 5/8" meter, or if commercial customers also use larger meters as well.
- i. Explain which customer classes use the following meter sizes:
 - i. 5/8" meter,
 - ii. 3/4" meter,
 - iii. 1" meter,
 - iv. 1 1/2" meter,
 - v. 2" meter,
 - vi. 3" meter,
 - vii. 4" meter,
 - viii. 6" meter, and,
 - ix. 8" meter.
- j. Provide the number of private fire hydrants that Kentucky American provides service to broken down by county/city.
- k. Provide the number of public fire hydrants that Kentucky American provides service to broken down by county/city.

Response:

- a. I confirm that Kentucky American Water is proposing to increase the monthly customer charge of a residential customer with a 5/8" meter from \$17.55 to \$19.45.
- b. I confirm that Kentucky American Water is proposing to increase the monthly customer charge of a commercial customer with a 5/8" meter from \$17.55 to \$19.45.
- c. The Company is proposing to continue to have a single tariff for meter charges applicable to all classes to recover the costs to install and maintain meters for all classes.

- d. I confirm that Kentucky American Water is proposing to increase the residential customer volumetric charge from \$6.7291 per 1,000 gallons to \$9.4567 per 1,000 gallons.
- e. I confirm that Kentucky American Water is proposing to increase the commercial customer volumetric charge from \$6.0875 per 1,000 gallons to \$8.1129 per 1,000 gallons.
- f. Residential customers currently pay a higher volumetric rate than commercial customers. The Company is proposing to increase the revenues for both classes by approximately the same percentage. As a result, residential volumetric rates are proposed to continue to exceed those of commercial customers consistent with the existing rate structure.
- g. Residential customers can be served by meters that are larger than 5/8". The Company currently has premises classified as residential being served with the following meter sizes: 5/8", 1", 1-1/2", 2", 6", and 8". Premises served through a single meter with multiple owners where usage is primarily for residential purposes, such as condominium complex or multi-family homes, are likely to have meters larger than 5/8". Please refer to lines 3 through 11 on page 8 of Exhibit 37, Schedule M-3 for base period and test year residential meter billings for each meter size.
- h. Commercial customers are served by a variety of meter sizes. The Company currently has commercial customers being served with the following meter sizes: 5/8", 1", 1-1/2", 2", 3", 4", 6", and 8". Please refer to lines 3 through 11 on page 9 of Exhibit 37, Schedule M-3 for base period and test year commercial meter billings for each meter size.
- i. Please refer to lines 1 through 11 on pages 8 through 14 of Exhibit 37, Schedule M-3 for base year and test year meter billings by meter size for each customer class.
- j. Please refer to KAW_R_AGDR1_NUM026_070725_Attachment.xlsx for the number of billed private fire hydrants by zip code and city as of February 28, 2025.

Please also note that there is a formula error related to private fire hydrants in the file labeled "KAWC 2025 Rate Case - Exhibits (25, 26, 37) Revenue WP Support" within the "Revenues" section of the .zip file included with the response labeled "KAW_R_PSCDR1_NUM001." Cells Z298 through AU298, the cells representing the projected number of private fire hydrants for March 2025 through December 2026, are inadvertently referencing the wrong cells of the "Fire Operand" section of the same file. The cells should be referencing the number of private fire hydrants starting in cell W27 of the "Fire Operand" tab. This formula error causes the number of private fire hydrants to be overstated. The correct number of private fire hydrants in the base year and the forecast year are 17,115 and 17,306 respectively.

- k. Please refer to KAW_R_AGDR1_NUM026_070725_Attachment.xlsx for the number of billed public fire hydrants by zip code and city as of February 28, 2025. For more information on the physical locations of public fire hydrants, please refer to the Company's response to KAW_R_LFUCGDR1_NUM018.

Kentucky American Water Company**Case No. 2025-00122****Private Fire and Public Fire Customers by Premise Zip Code, City**

Premise Zip Code	Premise City	Private Fire	Public Fire
40324	Georgetown	251	398
40357	North Middletown		34
40361	Paris		30
40370	Sadieville		15
40383	Versailles	3	4
40391	Winchester		14
40502	Lexington	85	
40503	Lexington	147	29
40504	Lexington	73	
40505	Lexington	70	9
40506	Lexington	9	44
40507	Lexington	45	6,942
40508	Lexington	88	5
40509	Lexington	248	
40510	Lexington	40	13
40511	Lexington	177	97
40512	Lexington	4	
40513	Lexington	35	
40514	Lexington	8	
40515	Lexington	74	
40516	Lexington	4	
40517	Lexington	107	
40522	Lexington	5	
40526	Lexington	2	
40579	Lexington	7	
40621	Lexington	1	
Total:		1,484	7,634

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: Debra Ather

27. Refer to the Direct Testimony of Debra F. Ather ("Ather Testimony") at 9, Chart 1.

- a. The chart appears to demonstrate that the median household income for Kentucky American's customers is \$100,000. Provide the exact median household income that was used for Chart 1.
- b. Provide a detailed explanation of how the median household income of almost \$100,000 was calculated.
- c. Provide a detailed explanation of where Kentucky American obtained the median household income for Kentucky American's customers.
- d. Explain whether the average monthly bill blue line intersecting with the median household income orange line means that the proposed water rates are affordable only for those making close to \$100,000 per year. If not, explain the meaning of the lines on Chart 1.
- e. Based upon the most recent United States Census information, the median household income for Kentucky American's water service area are as follows:

Bourbon County – \$56,322,

Clark County – \$67,824,

Fayette County – \$67,631,

Harrison County – \$63,205,

Jessamine County – \$74,886,

Nicholas County – \$53,616,

Scott County – \$83,660,

Woodford County – \$80,006,

Gallatin County – \$62,247,

Owen County – \$59,706,

Grant County – \$67,940,

Franklin County – \$66,470,

Rockcastle County – \$48,367,

Jackson County – \$41,410.⁷

Confirm that Kentucky American is aware of the above median household income amounts for its water customers.

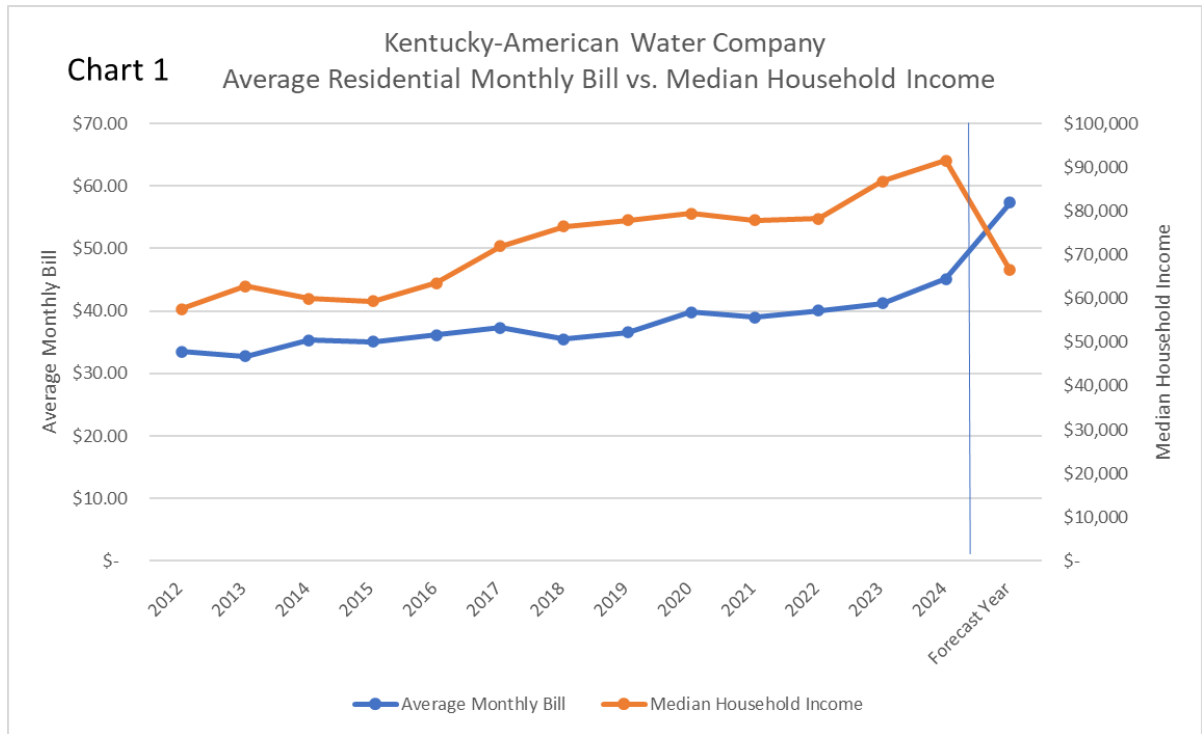
- f. Confirm that the median household income for the counties that Kentucky American serves is \$66,470. If not confirmed, explain in detail why not.
- g. Confirm that the average median household income for the counties that Kentucky American serves is \$63,806.43. If not confirmed, explain in detail why not.
- h. If the median household income for the counties that Kentucky American serves is \$66,470, explain in detail why the Company used a median household income of almost \$100,000 in Chart 1. Explain the response in detail.
- i. Provide Chart 1 including the correct median household income of \$66,470.

Response:

- a. Please refer to KAWC Exhibit DFA-1, page 1, which shows the median household income for Kentucky-American's customers used in Chart 1 is \$100,522.

⁷<https://www.census.gov/quickfacts/fact/table/nicholascountykentucky,jessaminecountykentucky,harrisoncountykentucky,fayettecountykentucky,clarkcountykentucky,bourboncountykentucky/PST045222>;
<https://www.census.gov/quickfacts/fact/table/franklincountykentucky,grantcountykentucky,owencountykentucky,gallatincountykentucky,woodfordcountykentucky,scottcountykentucky/PST045222>;
<https://www.census.gov/quickfacts/fact/table/jacksoncountykentucky,rockcastlecountykentucky/PST045224>.

- b. The KAWC customer median household income was calculated using the Statewide MHI as provided by U.S. Census Bureau Table H-8: Median Household Income by State, which is \$71,797, multiplied by the MHI adjustment factor of 1.4001. The MHI adjustment factor is used to convert MHI statistics at the state level to MHI statistics for the Company's particular customer base which includes an assumption that the Company's customers are households that are owner-occupied households and renter-occupied households in single family homes.
- c. Please see answer to subpart b above for details on how the MHI for KAWC customers was calculated.
- d. The blue line in Chart 1 represents the average monthly bill for KAWC customers. Together with the orange line representing MHI, the lines show that over the past 2 years, the average bill has increased at a slower rate than household income. Therefore, the average bill has been more affordable over recent years. Ms. Ather notes that there are no intersecting lines in Chart 1 as it is provided in her Direct Testimony.
- e. The Company has provided an extensive analysis of the affordability of water service in this case which includes estimating the number of customers whose household incomes fall within different percentages of Federal Poverty Level by zip code. While the information provided in this data request lists Median Household Income generally for different counties in Kentucky, the Company does not agree with the premise that those income values represent households that are direct customers of the Company in those counties.
- f. Please see answer to subpart b above for details on how the MHI for KAWC customers was calculated.
- g. Please see answer to subpart b above for details on how the MHI for KAWC customers was calculated.
- h. The MHI shown on Chart 1 of Ms. Ather's Direct Testimony is estimated MHI for residential households that are direct customers of Kentucky-American Water Company across the Company's service territory which includes owner-occupied households and single-family renter-occupied households.
- i. The Company does not agree that \$66,470 is correct. The version of Chart 1 with the suggested level of MHI of \$66,470 is provided in this response.



KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Deba Ather

28. Refer to the Ather Testimony, page 20. Ms. Ather admits that, “[t]here are, however, groups of customers for whom the affordability of water service can be challenging.”

Explain whether affordability of water service becomes more challenging when a utility such as Kentucky American files to increase rates one year after receiving its initial rate increase, and only six months after receiving an additional rate increase on rehearing.⁸

Provide a detailed response.

Response:

The affordability of water service is influenced by both the cost of the water service and household income, which is what the Company has used in its affordability analysis to study the long-term impacts of changes to its rates on affordability of water service to customers (please see the discussion on the Enterprise-Level analysis beginning on page 6), and the impact the Company’s proposed rates in this case will have on affordability of water services for individual groups of customers (please see the Community-Level analysis beginning on page 11.) While the Company has not studied how the timing or frequency of rate changes specifically impacts affordability, the Enterprise-Level analysis does provide a high-level historical perspective on how the affordability of service has been trending over time and how it is expected to continue to trend under proposed rates. The Company’s Enterprise-Level analysis is attached to Ms. Ather’s Direct Testimony as KAWC Exhibit DFA-1.

For those customers who are most financially challenged, which are the customers referred to in the quote above, any increase in rates would likely present affordability challenges, regardless of timing, assuming the household income and size remained the same. However, as discussed in Ms. Ather’s Direct Testimony, the Company’s water service has been, is, and is expected to continue to be affordable for the vast majority of its residential customers, including under the rates proposed in this case and the affordability of the

⁸ Case No. 2023-00191, *Electronic Application of Kentucky-American Water Company for an Adjustment of Rates, A Certificate of Public Convenience and Necessity for Installation of Advanced Metering Infrastructure, Approval of Regulatory and Accounting Treatments, and Tariff Revisions* (Ky. PSC May 3, 2024), Order at 46; Case No. 2023-00191, *Electronic Application of Kentucky-American Water Company for an Adjustment of Rates, A Certificate of Public Convenience and Necessity for Installation of Advanced Metering Infrastructure, Approval of Regulatory and Accounting Treatments, and Tariff Revisions* (Ky. PSC Nov. 6, 2024), Rehearing Order at 13.

Company's water service indicates that the way the Company has invested in and managed its water systems has indeed been for the long-term benefit of our customers.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Dominic DeGrazia

29. Refer to the Direct Testimony of Robert Burton ("Burton Testimony") at 5. Mr. Burton states that in addition to the approximately \$26.9 million rate increase, the Company is requesting the roll-in of approximately \$9.9 million of Qualified Infrastructure Program ("QIP") revenues, which is a 19.9% increase over current water service revenues.
- a. Explain whether the 19.9% increase calculation includes the approximately \$9.9 million QIP revenues or not. If not, provide the total increase percentage over current water service revenues including the QIP revenues.
 - b. Provide the specific amount of QIP revenues that the Company is requesting to roll-in and provide citations to where this information can be found in the pending case record.
 - c. Confirm that the Commission denied Kentucky-American's requested roll-in of the QIP into base rates in the last rate case, Case No. 2023-00191.⁹

Response:

- a. The 19.9% increase is based on an increase of \$26.8m of water revenues over the forecast period present rate water revenue of \$134.3m, which includes the \$9.9m of QIP revenues.
- b. KAW is requesting to roll-in the QIP revenue amount of \$9,949,870 as referenced in Exhibit DD-3 attached to company witness DeGrazia's direct testimony.
- c. The Commission denied Kentucky-American's requested roll-in of the QIP into base rates in the last rate case, Case No. 2023-00191.

⁹ Case No. 2023-00191, *Electronic Application of Kentucky-American Water Company for an Adjustment of Rates, A Certificate of Public Convenience and Necessity for Installation of Advanced Metering Infrastructure, Approval of Regulatory and Accounting Treatments, and Tariff Revisions* (Ky. PSC May 3, 2024), Order at 13.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: John Magner

30. Refer to the Burton Testimony at 5 – 6. Mr. Burton asserts the pending rate case is primarily driven by investments the Company is making to the infrastructure, which accounts for approximately 67.5% of the total requested rate increase. Mr. Burton further states that between February 1, 2025, through December 31, 2026, Kentucky American has or will make approximately \$211.9 million in gross plant additions, and \$58.6 million would be eligible for recovery through the QIP.
- a. Explain whether the Company plans on continuing this level of investment in the future.
 - b. If so, explain how the Company's customers will be able to afford the water rates.

Response:

- a. Kentucky American Water's ("KAWC") anticipated annual capital investment for 2026-2028 is presented in Exhibit JM-1 to John Magner's Direct Testimony. As shown in this table, the anticipated annual capital investment for the lowest year (2027) and the highest year (2026) vary by only approximately 6%, indicating that KAWC anticipates a generally similar level of capital investment for the next three years.
- b. As described in Section II of John Magner's Direct Testimony, KAWC utilizes a robust process to identify and evaluate capital investments that allow KAWC to achieve the goals of providing safe and reliable drinking water service to its customers, as well as other goals such as complying with regulatory requirements. KAWC balances the level of investment needed to achieve these goals with the goal of maintaining affordable

rates for customers. Affordability analyses are performed to ensure KAWC maintains affordable rates for its customers. Detailed discussion regarding the affordability of KAWC's rates is provided in the Direct Testimony of Deba F. Ather. As shown in Chart 2 of the Direct Testimony of Deba F. Ather, KAWC's average annual bill divided by median household income has remained generally steady since 2012, including when forecasted rates are considered, indicating that KAWC has maintained affordable rates while making proactive investments to maintain safe and reliable service to its customers.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Dominic DeGrazia

31. Refer to the Burton Testimony at 12.

- a. Provide the monetary amount that customers contributed to the Help to Others (“H2O”) program for each of the years 2020 – 2025
- b. Provide the monetary amount that Kentucky American’s shareholders contributed to the H2O program for each of the years 2020 – 2025.
- c. Explain how the \$250 annual maximum for H2O grants was decided.
- d. Provide the H2O account balances for each month for 2024 and 2025.
- e. Explain the maximum amount of months/years that a customer can enter into for a payment arrangement installment agreement.
- f. If a customer has a lapse in payment under a payment arrangement installment agreement, can the customer enter into a new payment arrangement installment agreement in the future? Explain in detail.

Response:

- a. Customer contributions to the H2O Help to Others Program from 2020-2025 were:

2020: \$440
2021: \$320
2022: \$320
2023: \$228
2024: \$219
2025: \$90 (January – May)
- b. Kentucky American Water shareholder contributions to the H2O Help to Others Program from 2020-2025 were:

2020: \$74,264

2021: \$74,264

2022: \$74,264

2023: \$74,264

2024: \$74,264

2025: Payment scheduled for October 2025 and will be \$74,264

- c. Post-pandemic, the Company extended the maximum grant amount from \$125 to \$250 in an effort to further assist income-eligible customers who are still facing financial challenges and because the H2O Help to Others program has sustained an unusually high balance of funds for the past two years. The Company funds the program annually with a minimum donation of \$74,264 regardless of the customer demand for funds, so a build-up of funds has been experienced.

- d.

Month	2024	2025
January	\$126,198.00	\$135,617.84
February	\$116,751.00	\$124,458.04
March	\$111,995.00	\$116,215.51
April	\$105,589.00	\$102,668.10
May	\$99,685.00	\$86,564.33
June	\$92,314.00	
July	\$82,763.00	
August	\$75,952.00	
September	\$73,356.00	
October	\$147,620.00	
November	\$141,736.34	
December	\$135,617.84	

- e. While typical payment agreements are between three to six months, the maximum payment arrangement is twelve months.
- f. If a customer has defaulted on an installment plan within the past twelve months, they are not eligible for another payment arrangement until the twelve-month period has elapsed.

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: William A. Lewis

32. Refer to the Burton Testimony at 15. Mr. Burton states that the Company is tackling water loss to mitigate increases in operating costs as well as to maintain the reliability and resiliency of the system. Mr. Burton states that water loss can be classified as (1) real loss of water escaping the distribution system, and (2) apparent loss due to meter inaccuracies, billing system data errors, and unauthorized consumption. Explain in detail how Kentucky American is tackling water loss.

Response:

Please reference Mr. Lewis' testimony beginning on page 28.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Dominic DeGrazia

33. Refer to the Direct Testimony of Dominic DeGrazia ("DeGrazia Testimony") at 10.
- a. Confirm that the current QIP Rider charge is 11.06%. If not confirmed, provide the current QIP Rider charge.
 - b. Confirm that the QIP Rider charge as proposed by Kentucky American in Case No. 2025-00099, is 11.09%
 - c. Provide the Commission-approved QIP Rider charge in Case No. 2025-00099. Consider this a continuing request.
 - d. Explain what is meant by the statement, "[r]evenue at present water rates in the forecasted test year reflects an 8.14 percent QIP Rider charge representing the amount authorized in the QIP 6 Case No. 2024-00272, excluding the balancing adjustment of 2.92% and 0.03% effective until December 31st, 2025."

Response:

- a. The current QIP Rider Charge is 11.09% effective July 1st as proposed and approved in Case No. 2025-00099.
- b. Please refer to response for part a.
- c. The commission approved the QIP Rider Charge of 11.09% in Case No. 2025-00099.
- d. The 8.14 percent reflects the QIP Rider charge authorized in QIP 6 Case No. 2024-00272, excluding the temporary balancing adjustments of 2.92% and 0.03% which are only effective through December 31, 2025. These adjustments are not included in the forecasted test year because they will no longer be in effect at that time and the future balancing adjustments beyond December 31, 2025 are unknown at this time.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Dominic DeGrazia

34. Refer to the DeGrazia Testimony at 18.

- a. Confirm that the Commission denied the Company's request to amortize rate case expense over two years in Case No. 2023-00191, and instead amortized the rate case expense over three years.¹⁰
- b. Explain why the Company is requesting to amortize rate case expense over two years instead of three years based on Commission precedent.
- c. Provide the total rate case expense that has been accrued thus far in the pending case. Consider this a continuing request.
- d. Provide a breakdown of the total rate case expense that has been accrued thus far by category. Consider this a continuing request.
- e. Provide copies of invoices supporting the level of incurred rate case costs to date and supply such new invoices as they become available. Consider this a continuing request.
- f. Provide the estimated total rate case expense.
- g. Provide a breakdown of the estimated total rate case expense.

Response:

- a. The Commission denied the Company's request to amortize rate case expense over two years in Case No. 2023-00191, and instead amortized the rate case expense over three years.

¹⁰ Case No. 2023-00191, *Electronic Application of Kentucky-American Water Company for an Adjustment of Rates, A Certificate of Public Convenience and Necessity for Installation of Advanced Metering Infrastructure, Approval of Regulatory and Accounting Treatments, and Tariff Revisions* (Ky. PSC May 3, 2024), Order at 23.

b. Please refer to KAW_R_PSCDR2_NUM023_070725.

c-e. Please see KAW_R_AGDR1_NUM034_070725_Attachment.pdf.

f-g. Please refer to the Company's filed rate case exhibit KAWC 2025 Rate Case - Regulatory Expense Exhibit in response to PSC 1-1.

Kentucky-American Water Company

Case No. 2025-00122

KAW_R_AGDR1_NUM0034_070725_Attachment

Cash Working Capital Study	24,368
Compensation Study	78,843
Customer Notice	40,955
Legal	109,864
Miscellaneous	45
Rate of Return	27,772
Support Services Study	57,393
Grand Total	339,239



Tuesday, May 27, 2025 05:06 PM

101 CONSUMER LANE
FRANKFORT, KY 40601
Voice (502) 223-8821 Fax (502) 226-3867

Invoice

Agency	Molly Loy				Invoice Date	5/27/2025		
	Stoll Keenon Ogden				PO Number			
	300 West Vine Street				Order	25054SK0		
	Suite 2100							
	Lexington, KY 40507							
Client	KY American Water Company							
Reps	Rachel McCarty							
Vendor								
Run Date	Ad Size	Rate Name	Rate	Color Rate Name	Color Rate	Discount	Total	
CARLISLE MERCURY								
5/7/2025	6 x 11	CLDIS	\$7.00		\$0.00	0.0000%	\$462.00	
Caption	Notice KY American Water							
5/14/2025	6 x 11	CLDIS	\$7.00		\$0.00	0.0000%	\$462.00	
Caption	Notice KY American Water							
5/21/2025	6 x 11	CLDIS	\$7.00		\$0.00	0.0000%	\$462.00	
Caption	Notice KY American Water							
CYNTHIANA DEMOCRAT								
5/8/2025	6 x 11	CLDIS	\$20.50		\$0.00	0.0000%	\$1,353.00	
Caption	Notice KY American Water							
5/15/2025	6 x 11	CLDIS	\$20.50		\$0.00	0.0000%	\$1,353.00	
Caption	Notice KY American Water							
5/22/2025	6 x 11	CLDIS	\$20.50		\$0.00	0.0000%	\$1,353.00	
Caption	Notice KY American Water							
FRANKFORT STATE JOURNAL								
5/7/2025	6 x 11	CLDIS	\$1,384.00		\$0.00	0.0000%	\$1,384.00	
Caption	Notice KY American Water							
5/14/2025	6 x 11	CLDIS	\$1,384.00		\$0.00	0.0000%	\$1,384.00	
Caption	Notice KY American Water							
5/21/2025	6 x 11	CLDIS	\$1,384.00		\$0.00	0.0000%	\$1,384.00	
Caption	Notice KY American Water							
GEORGETOWN NEWS-GRAPHIC								
5/6/2025	6 x 11	CLDIS	\$25.25		\$0.00	0.0000%	\$1,666.50	
Caption	Notice KY American Water							
5/13/2025	6 x 11	CLDIS	\$25.25		\$0.00	0.0000%	\$1,666.50	
Caption	Notice KY American Water							
5/20/2025	6 x 11	CLDIS	\$25.25		\$0.00	0.0000%	\$1,666.50	
Caption	Notice KY American Water							
LEXINGTON HERALD-LEADER								
5/7/2025	6 x 11	CLDIS	\$685.00		\$0.00	0.0000%	\$685.00	
Caption	Notice KY American Water							
5/14/2025	6 x 11	CLDIS	\$685.00		\$0.00	0.0000%	\$685.00	
Caption	Notice KY American Water							
5/21/2025	6 x 11	CLDIS	\$685.00		\$0.00	0.0000%	\$685.00	
Caption	Notice KY American Water							
MCKEE JACKSON CO. SUN								
5/7/2025	8 x 11	CLDIS	\$12.40		\$0.00	0.0000%	\$1,091.20	
Caption	Notice KY American Water							
5/14/2025	8 x 11	CLDIS	\$12.40		\$0.00	0.0000%	\$1,091.20	

ANY QUESTIONS CONCERNING TEARSHEETS AND/OR REQUESTS FOR ACCOUNT CREDIT MUST BE MADE WITHIN FIVE DAYS OF THE DATE OF THIS INVOICE. IF THE REQUEST IS NOT RECEIVED WITHIN FIVE DAYS, THE CLIENT IS RESPONSIBLE FOR FULL PAYMENT OF THE INVOICE AMOUNT.

As of MAY 1, 2017, a **2.5 percent convenience fee will be added if paying by Credit Card.** Amount Due Subject to 1.5% Service Charge After 30 Days Please Pay From This Invoice. No Statement Will Be Sent.



101 CONSUMER LANE
FRANKFORT, KY 40601
Voice (502) 223-8821 Fax (502) 226-3867

Tuesday, May 27, 2025 05:06 PM

Page 2 of 3

Invoice

Agency	Molly Loy				Invoice Date	5/27/2025	
	Stoll Keenon Ogden				PO Number		
	300 West Vine Street				Order	25054SK0	
	Suite 2100						
	Lexington, KY 40507						
Client	KY American Water Company						
Reps	Rachel McCarty						
Vendor							
Run Date	Ad Size	Rate Name	Rate	Color Rate Name	Color Rate	Discount	Total
Caption	Notice KY American Water						
5/21/2025	8 x 11	CLDIS	\$12.40		\$0.00	0.0000%	\$1,091.20
Caption	Notice KY American Water						
MT. VERNON SIGNAL							
5/8/2025	6 x 11	CLDIS	\$9.50		\$0.00	0.0000%	\$627.00
Caption	Notice KY American Water						
5/15/2025	6 x 11	CLDIS	\$9.50		\$0.00	0.0000%	\$627.00
Caption	Notice KY American Water						
5/22/2025	6 x 11	CLDIS	\$9.50		\$0.00	0.0000%	\$627.00
Caption	Notice KY American Water						
NICHOLASVILLE JESSAMINE JOURNAL							
5/8/2025	6 x 11	CLDIS	\$18.42		\$0.00	0.0000%	\$1,215.72
Caption	Notice KY American Water						
5/15/2025	6 x 11	CLDIS	\$18.42		\$0.00	0.0000%	\$1,215.72
Caption	Notice KY American Water						
5/22/2025	6 x 11	CLDIS	\$18.42		\$0.00	0.0000%	\$1,215.72
Caption	Notice KY American Water						
OWENTON NEWS-HERALD							
5/9/2025	6 x 11	CLDIS	\$9.61		\$0.00	0.0000%	\$634.26
Caption	Notice KY American Water						
5/16/2025	6 x 11	CLDIS	\$9.61		\$0.00	0.0000%	\$634.26
Caption	Notice KY American Water						
5/23/2025	6 x 11	CLDIS	\$9.61		\$0.00	0.0000%	\$634.26
Caption	Notice KY American Water						
PARIS BOURBON CO. CITIZEN							
5/8/2025	6 x 11	CLDIS	\$19.67		\$0.00	0.0000%	\$1,298.22
Caption	Notice KY American Water						
5/15/2025	6 x 11	CLDIS	\$15.00		\$0.00	0.0000%	\$990.00
Caption	Notice KY American Water						
5/22/2025	6 x 11	CLDIS	\$19.67		\$0.00	0.0000%	\$1,298.22
Caption	Notice KY American Water						
VERSAILLES WOODFORD SUN							
5/8/2025	6 x 11	CLDIS	\$13.23		\$0.00	0.0000%	\$873.18
Caption	Notice KY American Water						
5/15/2025	6 x 11	CLDIS	\$13.23		\$0.00	0.0000%	\$873.18
Caption	Notice KY American Water						
5/22/2025	6 x 11	CLDIS	\$13.23		\$0.00	0.0000%	\$873.18
Caption	Notice KY American Water						

ANY QUESTIONS CONCERNING TEARSHEETS AND/OR REQUESTS FOR ACCOUNT CREDIT MUST BE MADE WITHIN FIVE DAYS OF THE DATE OF THIS INVOICE. IF THE REQUEST IS NOT RECEIVED WITHIN FIVE DAYS, THE CLIENT IS RESPONSIBLE FOR FULL PAYMENT OF THE INVOICE AMOUNT. As of MAY 1, 2017, a **2.5 percent convenience fee will be added if paying by Credit Card.** Amount Due Subject to 1.5% Service Charge After 30 Days Please Pay From This Invoice. No Statement Will Be Sent.



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Tuesday, May 27, 2025 05:06 PM

Page 3 of 3

Invoice

Agency	Molly Loy				Invoice Date	5/27/2025		
	Stoll Keenon Ogden				PO Number			
	300 West Vine Street				Order	25054SK0		
	Suite 2100							
	Lexington, KY 40507							
Client	KY American Water Company							
Reps	Rachel McCarty							
Vendor								
	Run Date	Ad Size	Rate Name	Rate	Color Rate Name	Color Rate	Discount	Total
	5/7/2025	6 x 11	CLDIS	\$7.96		\$0.00	0.0000%	\$525.36
	Caption	Notice KY American Water						
	5/14/2025	6 x 11	CLDIS	\$7.96		\$0.00	0.0000%	\$525.36
	Caption	Notice KY American Water						
	5/21/2025	6 x 11	CLDIS	\$7.96		\$0.00	0.0000%	\$525.36
	Caption	Notice KY American Water						
WILLIAMSTOWN GRANT COUNTY NEWS								
	5/8/2025	6 x 11	CLDIS	\$9.68		\$0.00	0.0000%	\$638.88
	Caption	Notice KY American Water						
	5/15/2025	6 x 11	CLDIS	\$9.68		\$0.00	0.0000%	\$638.88
	Caption	Notice KY American Water						
	5/22/2025	6 x 11	CLDIS	\$9.68		\$0.00	0.0000%	\$638.88
	Caption	Notice KY American Water						
WINCHESTER SUN								
	5/6/2025	6 x 11	CLDIS	\$19.70		\$0.00	0.0000%	\$1,300.20
	Caption	Notice KY American Water						
	5/13/2025	6 x 11	CLDIS	\$19.70		\$0.00	0.0000%	\$1,300.20
	Caption	Notice KY American Water						
	5/20/2025	6 x 11	CLDIS	\$19.70		\$0.00	0.0000%	\$1,300.20
	Caption	Notice KY American Water						
						Total Advertising		\$40,955.34
						Discounts		\$0.00
						Misc. Charges		\$0.00
						USA Tax		\$0.00
						Total Invoice		\$40,955.34
						Payments		\$0.00
						Adjustments		\$0.00
						Balance Due		\$40,955.34

ANY QUESTIONS CONCERNING TEARSHEETS AND/OR REQUESTS FOR ACCOUNT CREDIT MUST BE MADE WITHIN FIVE DAYS OF THE DATE OF THIS INVOICE. IF THE REQUEST IS NOT RECEIVED WITHIN FIVE DAYS, THE CLIENT IS RESPONSIBLE FOR FULL PAYMENT OF THE INVOICE AMOUNT. As of MAY 1, 2017, a **2.5 percent convenience fee will be added if paying by Credit Card.** Amount Due Subject to 1.5% Service Charge After 30 Days Please Pay From This Invoice. No Statement Will Be Sent.

STOLL • KEENON • OGDEN

PLLC

300 West Vine Street**Suite 2100****Lexington, Kentucky 40507-1801****(859) 231-3000****Tax Id # 61-0421389**

December 3, 2024

Kentucky-American Water Company
invoices ebilled via Serengeti Legal Tracker
re American Water Works
w/ a cc to Ms. Molly Van Over

INVOICE NO.: 1062601
SKO File No.: 10311/184869

PAYMENT REMITTANCE

Payments via regular mail:

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

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account
Fifth Third Bank, Cincinnati OH
ABA/Bank Routing Number: [REDACTED]
Account Number: [REDACTED]

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

Re: 2025 Rate Case

Our Reference: 010311/184869/LWI/2404
Fees rendered this bill

\$ 4,868.55

Total Current Charges This Matter**\$ 4,868.55**

STOLL · KEENON · OGDEN

PLLC

300 West Vine Street**Suite 2100****Lexington, Kentucky 40507-1801****(859) 231-3000****Tax Id # 61-0421389****December 3, 2024**

Kentucky-American Water Company
invoices ebilled via Serengeti Legal Tracker
re American Water Works
w/ a cc to Ms. Molly Van Over

INVOICE NO.: 1062601
SKO File No.: 10311/184869

MATTER NAME: 2025 Rate Case

TOTAL FEES FOR PROFESSIONAL SERVICES PER ATTACHED 5,235.00

COURTESY DISCOUNT ***(366.45)***

TOTAL CHARGES FOR EXPENSES AND OTHER SERVICES
PER ATTACHED 0.00

INVOICE TOTAL \$ 4,868.55

TOTAL BALANCE DUE \$4,868.55

BILL DATE: December 3, 2024

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works

2025 Rate Case**LEGAL FEES**

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
11/08/24	LWI	Prepare for and attend working group call for case strategy; review research for case consolidation issue and prepare report to client of same	3.20	485.00	\$ 1,552.00
11/13/24	LWI	Prepare for and attend working group calls for strategy issues; outline mechanism research and correspondence re same	3.30	485.00	1,600.50
11/18/24	LWI	Review proposed rate case schedule; confer client re same	2.20	485.00	1,067.00
11/20/24	LWI	Work on schedule for client; calculate periods for same	1.00	485.00	485.00
11/22/24	LWI	Prepare for and attend call re status and strategy	0.50	485.00	242.50
11/27/24	ESC	Researched Commission precedent re rolling mechanisms into rate base	0.90	320.00	288.00
SUBTOTAL			11.10		\$5,235.00

EXPENSES AND OTHER SERVICES

DATE	DESCRIPTION	AMOUNT
SUBTOTAL		0.00
GRAND TOTAL:		\$5,235.00

ATTORNEY/PARALEGAL SUMMARY

TIMEKEEPER	RANK	HOURS	RATE	AMOUNT
L. W Ingram, III	Member	10.20	485.00	\$4,947.00

TIMEKEEPER	RANK	HOURS	RATE	AMOUNT
E. Childress	Associate	0.90	320.00	\$288.00

STOLL • KEENON • OGDEN

PLLC

300 West Vine Street**Suite 2100****Lexington, Kentucky 40507-1801****(859) 231-3000****Tax Id # 61-0421389**

January 8, 2025

Kentucky-American Water Company
invoices ebilled via Serengeti Legal Tracker
re American Water Works
w/ a cc to Ms. Molly Van Over

INVOICE NO.: 1066174
SKO File No.: 10311/184869

PAYMENT REMITTANCE

Payments via regular mail:

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

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account
Fifth Third Bank, Cincinnati OH
ABA/Bank Routing Number: [REDACTED]
Account Number: [REDACTED]

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

Re: 2025 Rate Case

Our Reference: 010311/184869/LWI/2404
Fees rendered this bill

\$ 7,400.47

Total Current Charges This Matter**\$ 7,400.47**

STOLL · KEENON · OGDEN

PLLC

300 West Vine Street**Suite 2100****Lexington, Kentucky 40507-1801****(859) 231-3000****Tax Id # 61-0421389**

January 8, 2025

Kentucky-American Water Company
invoices ebilled via Serengeti Legal Tracker
re American Water Works
w/ a cc to Ms. Molly Van Over

INVOICE NO.: 1066174
SKO File No.: 10311/184869

MATTER NAME: 2025 Rate Case

TOTAL FEES FOR PROFESSIONAL SERVICES PER ATTACHED 7,957.50

COURTESY DISCOUNT ***(557.03)***

TOTAL CHARGES FOR EXPENSES AND OTHER SERVICES
PER ATTACHED 0.00

INVOICE TOTAL \$ 7,400.47

TOTAL BALANCE DUE \$7,400.47

BILL DATE: January 8, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works

2025 Rate Case**LEGAL FEES**

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
12/02/24	LWI	Prepare for kickoff meeting; review files for same; prepare presentation for same	1.00	485.00	\$ 485.00
12/02/24	ESC	Researched Commission precedent on surcharge mechanisms	2.50	320.00	800.00
12/03/24	LWI	Confer D. DeGrazia re kickoff meeting	0.80	485.00	388.00
12/04/24	LWI	Prepare for kickoff meeting with client	1.50	485.00	727.50
12/05/24	LWI	Attend kickoff meeting	7.50	485.00	3,637.50
12/13/24	LWI	Attend call with client regarding filing strategy and components of case; prepare for same	1.50	485.00	727.50
12/18/24	MLB	Attend call with client regarding filing strategy and components of case	0.50	390.00	195.00
12/18/24	ESC	Researched Commission precedent on allowable elements of rate base; summarized results in email memorandum to Mr. Ingram	1.60	320.00	512.00
12/18/24	LWI	Review rate base research	1.00	485.00	485.00
SUBTOTAL			17.90		\$7,957.50

EXPENSES AND OTHER SERVICES

***note: all copies are billed at .10/page unless otherwise indicated*

DATE	DESCRIPTION	AMOUNT
SUBTOTAL		0.00
GRAND		\$7,400.47

DATE	DESCRIPTION	AMOUNT
TOTAL:		<hr/> <hr/>

ATTORNEY/PARALEGAL SUMMARY

TIMEKEEPER	RANK	HOURS	RATE	AMOUNT
M. Braun	Member	0.50	390.00	\$195.00
L. W Ingram, III	Member	13.30	485.00	\$6,450.50
E. Childress	Associate	4.10	320.00	\$1,312.00

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300 West Vine Street

Suite 2100

Lexington, Kentucky 40507-1801

(859) 231-3000

Tax Id # 61-0421389

February 4, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works
 w/ a cc to Ms. Molly Van Over

INVOICE NO.: 1068451
 SKO File No.: 10311/184869

PAYMENT REMITTANCE

Payments via regular mail:

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

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account
 Fifth Third Bank, Cincinnati OH
 ABA/Bank Routing Number: [REDACTED]
 Account Number: [REDACTED]

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

Re: 2025 Rate Case

Our Reference: 010311/184869/LWI/2404
 Fees rendered this bill

\$ 3,943.20

Total Current Charges This Matter**\$ 3,943.20**

Balance as of 01/08/25

\$7,400.47

Less credits (payments, adjustments)

\$0.00

Balance due on prior billings**\$7,400.47****Total Amount Due This Matter****\$11,343.67**

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300 West Vine Street

Suite 2100

Lexington, Kentucky 40507-1801

(859) 231-3000

Tax Id # 61-0421389

February 4, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works
 w/ a cc to Ms. Molly Van Over

INVOICE NO.: 1068451
 SKO File No.: 10311/184869

MATTER NAME: 2025 Rate Case

TOTAL FEES FOR PROFESSIONAL SERVICES PER ATTACHED 4,240.00

COURTESY DISCOUNT (296.80)

TOTAL CHARGES FOR EXPENSES AND OTHER SERVICES
 PER ATTACHED 0.00

INVOICE TOTAL \$ 3,943.20

BALANCE DUE from previous statements:

Bill Date	Invoice	Outstanding Amount
01/08/25	1066174	7,400.47

Total Balance Due on Previous Statements: \$ 7,400.47

TOTAL BALANCE DUE \$11,343.67

BILL DATE: February 4, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works

2025 Rate Case**LEGAL FEES**

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
01/10/25	LWI	Meet with client issues to be included in case	0.50	530.00	\$ 265.00
01/27/25	LWI	Review recent rate case decisions; confer client re same; research re capital structure issues and summarize same	2.30	530.00	1,219.00
01/29/25	LWI	Correspond client re status and history of specific issues	0.50	530.00	265.00
01/30/25	LWI	Prepare for meeting with client re case status and issues; review orders for same	2.20	530.00	1,166.00
01/31/25	LWI	Attend case strategy meeting with client; review and provide orders to client	2.50	530.00	1,325.00
SUBTOTAL			8.00		\$4,240.00

EXPENSES AND OTHER SERVICES

***note: all copies are billed at .10/page unless otherwise indicated*

DATE	DESCRIPTION	AMOUNT
SUBTOTAL		0.00
GRAND TOTAL:		\$3,943.20

ATTORNEY/PARALEGAL SUMMARY

TIMEKEEPER	RANK	HOURS	RATE	AMOUNT
L. W Ingram, III	Member	8.00	530.00	\$4,240.00

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300 West Vine Street

Suite 2100

Lexington, Kentucky 40507-1801

(859) 231-3000

Tax Id # 61-0421389

March 10, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works
 w/ a cc to Ms. Molly Van Over

INVOICE NO.: 1072109
 SKO File No.: 10311/184869

PAYMENT REMITTANCE

Payments via regular mail:

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

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account
 Fifth Third Bank, Cincinnati OH
 ABA/Bank Routing Number: [REDACTED]
 Account Number: [REDACTED]

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

Re: 2025 Rate Case

Our Reference: 010311/184869/LWI/2404
 Fees rendered this bill

\$ 4,197.09

Total Current Charges This Matter**\$ 4,197.09**

Balance as of 02/04/25

\$11,343.67

Less credits (payments, adjustments)

\$-7,400.47

Balance due on prior billings**\$3,943.20****Total Amount Due This Matter****\$8,140.29**

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300 West Vine Street**Suite 2100****Lexington, Kentucky 40507-1801****(859) 231-3000****Tax Id # 61-0421389**

March 10, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works
 w/ a cc to Ms. Molly Van Over

INVOICE NO.: 1072109
 SKO File No.: 10311/184869

MATTER NAME: 2025 Rate Case

TOTAL FEES FOR PROFESSIONAL SERVICES PER ATTACHED 4,513.00

COURTESY DISCOUNT ***(315.91)***

TOTAL CHARGES FOR EXPENSES AND OTHER SERVICES
 PER ATTACHED 0.00

INVOICE TOTAL \$ 4,197.09

BALANCE DUE from previous statements:

Bill Date	Invoice	Outstanding Amount
02/04/25	1068451	3,943.20

Total Balance Due on Previous Statements: \$ 3,943.20

TOTAL BALANCE DUE **\$8,140.29**

BILL DATE: March 10, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works

2025 Rate Case**LEGAL FEES**

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
02/05/25	LWI	Work on scope of issues to be included in case	0.80	530.00	\$ 424.00
02/06/25	LWI	Work on scope of issues to be included in case	0.80	530.00	424.00
02/07/25	LWI	Work on scope of issues to be included in case confer client re same	0.70	530.00	371.00
02/07/25	MLB	Discuss and prepare for rate design meeting with L. Ingram	0.20	445.00	89.00
02/08/25	MLB	Review client working group draft document	0.20	445.00	89.00
02/10/25	MLB	Prepare for Rate Design & Affordability Working Groups Read-Out meeting by reviewing documents outlining proposals	0.40	445.00	178.00
02/18/25	MLB	Meet with D. Pippen regarding rate case strategy; rate design meeting	1.40	445.00	623.00
02/18/25	LWI	Prepare for and attend meeting with client re strategy issues; review precedent regarding same	2.00	530.00	1,060.00
02/24/25	MLB	Review list of direct testimony topics; emails with client regarding same	0.20	445.00	89.00
02/24/25	LWI	Review witness and topic list; review minimum filing requirements; review previous case testimony	1.20	530.00	636.00
02/25/25	LWI	Prepare for and attend call with client	0.50	530.00	265.00
02/28/25	LWI	Attend call with potential witness and client	0.50	530.00	265.00

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
		SUBTOTAL	8.90		\$4,513.00

EXPENSES AND OTHER SERVICES

***note: all copies are billed at .10/page unless otherwise indicated*

DATE	DESCRIPTION	AMOUNT
	SUBTOTAL	0.00
GRAND TOTAL:		\$4,197.09

ATTORNEY/PARALEGAL SUMMARY

TIMEKEEPER	RANK	HOURS	RATE	AMOUNT
M. Braun	Member	2.40	445.00	\$1,068.00
L. W Ingram, III	Member	6.50	530.00	\$3,445.00

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(859) 231-3000

Tax Id # 61-0421389

April 10, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works
 w/ a cc to Ms. Molly Van Over

INVOICE NO.: 1074050
 SKO File No.: 10311/184869

PAYMENT REMITTANCE

Payments via regular mail:

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

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account
 Fifth Third Bank, Cincinnati OH
 ABA/Bank Routing Number: [REDACTED]
 Account Number: [REDACTED]

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

Re: 2025 Rate Case

Our Reference: 010311/184869/LWI/2404
 Fees rendered this bill

\$ 5,181.03

Total Current Charges This Matter**\$ 5,181.03**

Balance as of 03/10/25

\$4,197.09

Less credits (payments, adjustments)

\$0.00

Balance due on prior billings**\$4,197.09****Total Amount Due This Matter****\$9,378.12**

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300 West Vine Street**Suite 2100****Lexington, Kentucky 40507-1801****(859) 231-3000****Tax Id # 61-0421389**

April 10, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works
 w/ a cc to Ms. Molly Van Over

INVOICE NO.: 1074050
 SKO File No.: 10311/184869

MATTER NAME: 2025 Rate Case

TOTAL FEES FOR PROFESSIONAL SERVICES PER ATTACHED 5,571.00

COURTESY DISCOUNT (389.97)

TOTAL CHARGES FOR EXPENSES AND OTHER SERVICES
 PER ATTACHED 0.00

INVOICE TOTAL \$ 5,181.03

BALANCE DUE from previous statements:

Bill Date	Invoice	Outstanding Amount
03/10/25	1072109	4,197.09

Total Balance Due on Previous Statements: \$ 4,197.09

TOTAL BALANCE DUE \$9,378.12

BILL DATE: April 10, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works

2025 Rate Case**LEGAL FEES**

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
03/04/25	MLB	Emails with A. Hirakis regarding labor expense	0.20	445.00	\$ 89.00
03/04/25	LWI	Meet with client regarding cost recovery of specific items in case; prepare for same	1.00	530.00	530.00
03/05/25	MLB	Emails with A. Hirakis regarding labor expense	0.10	445.00	44.50
03/05/25	LWI	Work on expense calculations; review precedent for same; provide summary to client	1.80	530.00	954.00
03/06/25	LWI	Work on labor and tax issues; meet with client re same; review documents for same; work on minimum filling requirement issues	3.20	530.00	1,696.00
03/06/25	MLB	Emails regarding forecast period	0.10	445.00	44.50
03/11/25	MLB	Witness check in meeting; review draft presentation	0.50	445.00	222.50
03/11/25	LWI	Review case status and planning documents	0.30	530.00	159.00
03/12/25	MLB	Emails with D. Pippen and D. DeGrazia regarding case strategy	0.20	445.00	89.00
03/12/25	LWI	Review case status and confer D. Pippen re same; review other states status	0.50	530.00	265.00
03/14/25	MLB	Emails with client team regarding anticipated procedural dates and related issues	0.20	445.00	89.00

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
03/14/25	LWI	Confer with Ms. Hirakis re rate case process	1.00	530.00	530.00
03/25/25	MLB	Witness check in meeting with team	0.50	445.00	222.50
03/25/25	LWI	Prepare for and attend witness meeting; confer client re status	1.20	530.00	636.00
SUBTOTAL			10.80		\$5,571.00

EXPENSES AND OTHER SERVICES

***note: all copies are billed at .10/page unless otherwise indicated*

DATE	DESCRIPTION	AMOUNT
SUBTOTAL		0.00
GRAND TOTAL:		\$5,181.03

ATTORNEY/PARALEGAL SUMMARY

TIMEKEEPER	RANK	HOURS	RATE	AMOUNT
M. Braun	Member	1.80	445.00	\$801.00
L. W Ingram, III	Member	9.00	530.00	\$4,770.00

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300 West Vine Street

Suite 2100

Lexington, Kentucky 40507-1801

(859) 231-3000

Tax Id # 61-0421389

May 9, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works
 w/ a cc to Ms. Molly Van Over

INVOICE NO.: 1077107
 SKO File No.: 10311/184869

PAYMENT REMITTANCE

Payments via regular mail:

STOLL • KEENON • OGDEN PLLC

P.O. Box 11969

Lexington, Kentucky 40579-1969

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account

Fifth Third Bank, Cincinnati OH

ABA/Bank Routing Number: [REDACTED]

Account Number: [REDACTED]

Please reference your account and invoice numbers.

Email remittance to payments@skofirm.com

Re: 2025 Rate Case

Our Reference: 010311/184869/LWI/2404

Fees rendered this bill

\$ 29,788.83

Total Current Charges This Matter**\$ 29,788.83**

Balance as of 04/10/25

\$9,378.12

Less credits (payments, adjustments)

\$-4,197.09

Balance due on prior billings**\$5,181.03****Total Amount Due This Matter****\$34,969.86**

STOLL · KEENON · OGDEN

PLLC

300 West Vine Street**Suite 2100****Lexington, Kentucky 40507-1801****(859) 231-3000****Tax Id # 61-0421389**

May 9, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works
 w/ a cc to Ms. Molly Van Over

INVOICE NO.: 1077107
 SKO File No.: 10311/184869

MATTER NAME: 2025 Rate Case

TOTAL FEES FOR PROFESSIONAL SERVICES PER ATTACHED 32,031.00

COURTESY DISCOUNT ***(2,242.17)***

TOTAL CHARGES FOR EXPENSES AND OTHER SERVICES
 PER ATTACHED 0.00

INVOICE TOTAL \$ 29,788.83

BALANCE DUE from previous statements:

Bill Date	Invoice	Outstanding Amount
04/10/25	1074050	5,181.03

Total Balance Due on Previous Statements: \$ 5,181.03

TOTAL BALANCE DUE **\$34,969.86**

BILL DATE: May 9, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works

2025 Rate Case**LEGAL FEES**

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
04/01/25	LWI	Work on direct testimony issues and confer client re same	0.80	530.00	\$ 424.00
04/02/25	LWI	Review rate case notice issues; correspond client re same	0.50	530.00	265.00
04/03/25	LWI	Work on revenue requirement issues; research for same; correspond client re same; work on capital structure issues	2.40	530.00	1,272.00
04/04/25	LWI	Work on capital structure issues; confer client re same	0.70	530.00	371.00
04/08/25	MLB	Status check-in meeting with team	0.80	445.00	356.00
04/08/25	LWI	Attend witness meeting; perform research re expenses; confer client re statues	2.00	530.00	1,060.00
04/08/25	JDL	Discussing Rate Case research with Mr. Ingram; researching discrete issue for Rate Case application.	4.20	345.00	1,449.00
04/09/25	MLB	Review Bulkley testimony	1.10	445.00	489.50
04/09/25	JDL	Researching Ky. PSC standards for cost adjustment factors in different contexts and under different circumstances; synthesizing research for Mr. Ingram's review.	4.90	345.00	1,690.50
04/10/25	MLB	Review Ms. Bulkley's testimony	1.30	445.00	578.50
04/10/25	LWI	Prepare for and attend testimony meeting with client; work on notice of intent	1.20	530.00	636.00
04/11/25	LWI	Review consultant testimony issues; correspondence re same; prepare and	2.80	530.00	1,484.00

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
		attend call re rate design issues; review research for same			
04/13/25	LWI	Review draft testimony issues	0.80	530.00	424.00
04/14/25	MLB	Emails with A. Hirakis regarding testimony development	0.10	445.00	44.50
04/14/25	LWI	Work on customer notice issues; correspond client re same	0.80	530.00	424.00
04/14/25	MML	Communications with L. Ingram and communications with Kentucky Press regarding rate case notice	0.30	335.00	100.50
04/14/25	JDL	Drafting e-mail summarizing cost adjustment research and Ky. PSC cases for circulation to client.	0.90	345.00	310.50
04/15/25	MLB	Emails with team regarding notice of intent and publication deadlines	0.10	445.00	44.50
04/15/25	LWI	Continue work on customer notice issues	0.50	530.00	265.00
04/16/25	MLB	Emails with PSC and client team regarding notice of intent	0.20	445.00	89.00
04/16/25	LWI	Work on direct testimony issues	1.50	530.00	795.00
04/17/25	MLB	Review witness assignments in advance of meeting	0.20	445.00	89.00
04/17/25	LWI	Review and work on company witness testimony; work on overall strategy issues	2.80	530.00	1,484.00
04/18/25	MEW	Discussed rate case witness assignments and review of testimony with Mr. Ingram and Ms. Braun	0.60	395.00	237.00
04/18/25	MLB	Meet with L. Ingram and M. Wimberly to discuss testimony	0.50	445.00	222.50
04/18/25	LWI	Work on company direct testimony; meet with co-counsel regarding same; work on application	2.00	530.00	1,060.00
04/20/25	MLB	Review and revise Gonzales and Lewis testimonies	2.80	445.00	1,246.00
04/20/25	JDL	Reviewing previous rate case and other rate case filings to develop rate case filing.	0.60	345.00	207.00

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
04/21/25	MLB	Emails with A. Hirakis regarding status of testimony and meeting regarding same; emails regarding tariff	0.30	445.00	133.50
04/21/25	LWI	Work on company testimony	3.20	530.00	1,696.00
04/21/25	JDL	Drafting rate case application and petition for confidential treatment of personal information.	2.60	345.00	897.00
04/21/25	MEW	Reviewed and edited Ather, Chao, Prendergrast, and Schlessman testimonies	2.20	395.00	869.00
04/22/25	MLB	Review testimony; meet with team; calls with L. Ingram; meet with team regarding meter issues	2.10	445.00	934.50
04/22/25	LWI	Continue review of draft testimony; prepare for and meet with client regarding same	3.20	530.00	1,696.00
04/22/25	JDL	Work on rate case application	2.20	345.00	759.00
04/22/25	MEW	Reviewed rate case testimony; Emailed Mr. Ingram re rate case testimony review notes; discussed rate case testimony with Mr. Ingram	1.10	395.00	434.50
04/23/25	MLB	Review and revise customer notice; discuss customer notice with M. Wimberly	0.80	445.00	356.00
04/23/25	MEW	Reviewed and edited rate case notice	1.40	395.00	553.00
04/23/25	JDL	Revising and finalizing draft of rate case application for circulation to Mr. Ingram, Ms. Braun, and Ms. Wimberly.	2.10	345.00	724.50
04/23/25	LWI	Work on customer notice issues	0.50	530.00	265.00
04/24/25	MLB	Review Walker's cash working capital testimony	0.80	445.00	356.00
04/24/25	LWI	Continue work on customer notice issue	0.50	530.00	265.00
04/25/25	LWI	Work on testimony issues; confer client re same; work on filing requirements and confer client re same; work on customer notice issue	2.90	530.00	1,537.00

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
04/25/25	MML	Communications with L. Ingram and Kentucky Press regarding draft rate case notice for publication	0.20	335.00	67.00
04/28/25	MLB	Proof Kentucky American rate case notice	0.60	445.00	267.00
04/28/25	LWI	Review and work on customer notice issues	0.50	530.00	265.00
04/28/25	MEW	Reviewed notice and emails re same	0.70	395.00	276.50
04/28/25	MML	Multiple communications with Kentucky Press; review draft rate case notice received from same; email with L. Ingram, M. Braun and M. Wimberly related to same	0.70	335.00	234.50
04/29/25	MLB	Work on rate case notice	0.50	445.00	222.50
04/29/25	LWI	Review testimony status	0.50	530.00	265.00
04/29/25	MML	Email and telephone conferences with Kentucky Press; review multiple versions of rate case notice and make corrections to same; communications with L. Ingram, M. Braun and M. Wimberly; finalize proof for publication	2.60	335.00	871.00
04/30/25	MLB	Witness check-in meeting; review Walker testimony	1.20	445.00	534.00
04/30/25	MEW	Reviewed Ather, Chao, Prendergrast, Schlessman, and McClellan testimonies; Participated on testimony review meeting with client	1.10	395.00	434.50
SUBTOTAL			71.90		\$32,031.00

EXPENSES AND OTHER SERVICES

***note: all copies are billed at .10/page unless otherwise indicated*

DATE	DESCRIPTION	AMOUNT
SUBTOTAL		0.00
GRAND TOTAL:		\$29,788.83

ATTORNEY/PARALEGAL SUMMARY

TIMEKEEPER	RANK	HOURS	RATE	AMOUNT
M. Braun	Member	13.40	445.00	\$5,963.00
L. W Ingram, III	Member	30.10	530.00	\$15,953.00
M. Wimberly	Member	7.10	395.00	\$2,804.50
J. Lavanga	Associate	17.50	345.00	\$6,037.50
M. M Loy	Paralegal	3.80	335.00	\$1,273.00

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300 West Vine Street

Suite 2100

Lexington, Kentucky 40507-1801

(859) 231-3000

Tax Id # 61-0421389

June 5, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works
 w/ a cc to Ms. Molly Van Over

INVOICE NO.: 1079885
 SKO File No.: 10311/184869

PAYMENT REMITTANCE

Payments via regular mail:

STOLL • KEENON • OGDEN PLLC

P.O. Box 11969

Lexington, Kentucky 40579-1969

Payments via ACH or EFT:

Stoll Keenon Ogden PLLC IOLTA Account

Fifth Third Bank, Cincinnati OH

ABA/Bank Routing Number: [REDACTED]

Account Number: [REDACTED]

Please reference your account and invoice numbers.

Email remittance to payments@skofirm.com

Re: 2025 Rate Case

Our Reference: 010311/184869/LWI/2404

Fees rendered this bill

\$ 34,868.49

Total Current Charges This Matter**\$ 34,868.49**

Balance as of 05/09/25

\$34,969.86

Less credits (payments, adjustments)

\$-5,181.03

Balance due on prior billings**\$29,788.83****Total Amount Due This Matter****\$64,657.32**

STOLL · KEENON · OGDEN

PLLC

300 West Vine Street**Suite 2100****Lexington, Kentucky 40507-1801****(859) 231-3000****Tax Id # 61-0421389**

June 5, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works
 w/ a cc to Ms. Molly Van Over

INVOICE NO.: 1079885
 SKO File No.: 10311/184869

MATTER NAME: 2025 Rate Case

TOTAL FEES FOR PROFESSIONAL SERVICES PER ATTACHED 37,493.00

COURTESY DISCOUNT (2,624.51)

TOTAL CHARGES FOR EXPENSES AND OTHER SERVICES
 PER ATTACHED 0.00

INVOICE TOTAL \$ 34,868.49

BALANCE DUE from previous statements:

Bill Date	Invoice	Outstanding Amount
05/09/25	1077107	29,788.83

Total Balance Due on Previous Statements: \$ 29,788.83

TOTAL BALANCE DUE \$64,657.32

BILL DATE: June 5, 2025

Kentucky-American Water Company
 invoices ebilled via Serengeti Legal Tracker
 re American Water Works

2025 Rate Case**LEGAL FEES**

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
05/01/25	LWI	Work on customer notice issues; confer with client re same; work on testimony and filing requirements	2.30	530.00	\$ 1,219.00
05/01/25	MML	Communication with Kentucky Press; review run dates; conference with L. Ingram	0.30	335.00	100.50
05/02/25	MLB	Discuss cost of service issue with L. Ingram; discuss Walker testimony with L. Ingram; attend witness check-in meeting	0.60	445.00	267.00
05/02/25	LWI	Review status of testimony and filing requirements; confer client re same; work on tariff development issues	2.20	530.00	1,166.00
05/02/25	JDL	Researching orders related to confidential treatment in rate cases and drafting an e-mail to Mr. Ingram, Ms. Braun, and Ms. Wimberly regarding certain confidentiality issues.	0.40	345.00	138.00
05/05/25	JDL	Revising petition for Confidential Treatment.	0.30	345.00	103.50
05/05/25	LWI	Work on Application and supporting materials; review status of filing exhibits	2.20	530.00	1,166.00
05/05/25	MML	Conference with L. Ingram; communication with M. Van Over; work with sharepoint and begin to work on application and support for same	2.20	335.00	737.00
05/06/25	MEW	Emailed Mr. Ingram re capital budget forecasted years	0.20	395.00	79.00
05/06/25	MLB	Work on rate case tariff	1.80	445.00	801.00

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
05/06/25	LWI	Review filing exhibits and testimony; confer client re same; related correspondence; work on Application	3.50	530.00	1,855.00
05/07/25	MLB	Meet with team to discuss filing process and outstanding tasks; work on rate case tariff; review application exhibits; emails with A. Hirakis	2.70	445.00	1,201.50
05/07/25	MEW	Discussed rate case status with Mr. Ingram and Ms. Braun	0.40	395.00	158.00
05/07/25	LWI	Work on filling exhibits and testimony issues; review status of filing; confer co-counsel re same	1.50	530.00	795.00
05/07/25	MML	Conference and communications with M. Braun; work on tariff and application support	0.70	335.00	234.50
05/07/25	JDL	Revising petition for confidential treatment to align with rate case application.	0.40	345.00	138.00
05/08/25	LWI	Review filing exhibits; confer client re same	1.00	530.00	530.00
05/08/25	MEW	Review tariff	0.60	395.00	237.00
05/08/25	MLB	Work on rate case tariff; review application exhibits	0.30	445.00	133.50
05/08/25	MML	Work on rate case application and support for same	1.30	335.00	435.50
05/08/25	JDL	Revising petition for confidential treatment per instructions from Ms. Wimberly.	1.30	345.00	448.50
05/09/25	MLB	Review testimony status update from A. Hirakis	0.10	445.00	44.50
05/09/25	LWI	Review status; confer client re same; review filing exhibits	2.30	530.00	1,219.00
05/12/25	LWI	Review filing exhibits and testimony; confer co-counsel and client re same	2.20	530.00	1,166.00
05/12/25	MLB	Emails and phone call with A. Hirakis regarding status of application exhibits and testimony; discuss filing process with L. Ingram and M. Loy; review application exhibits; work on confidentiality issues; work on tariff;	3.60	445.00	1,602.00

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
		work on testimony			
05/12/25	MML	Communications with L. Ingram and M. Braun; review, revise and begin to finalize direct testimony for witnesses Adams, Chao, Gonzales, Magner, McClellan, Prendergast, Schlessman and Walker	5.50	335.00	1,842.50
05/12/25	MEW	Reviewed and edited Petition for Confidential Protection; Reviewed record re confidential information; Emailed re Petition and confidential information	0.50	395.00	197.50
05/13/25	MLB	Review application filing exhibits; multiple emails with client team; work on testimony	2.80	445.00	1,246.00
05/13/25	MML	Communications M. Braun; communications with M. Van Over; review, revise and begin to finalize direct testimony for witnesses Mustich, Ather and Bulkley; work on confidential exhibit; work on finalizing minimum filing requirement support	6.80	335.00	2,278.00
05/14/25	MLB	Phone call with L. Ingram regarding testimony finalization; review and revise application; review and revise application exhibits	3.40	445.00	1,513.00
05/14/25	LWI	Confer co-counsel re testimony and filing exhibits; review of same	1.20	530.00	636.00
05/14/25	MML	Communications M. Braun; communications with M. Van Over; review, revise and begin to finalize direct testimony for witnesses Burton, DeGrazia and Lewis; work on finalizing minimum filing requirement support; work on additional testimony revisions	6.20	335.00	2,077.00
05/15/25	MLB	Work on all aspects on application; multiple calls and emails with client team	3.20	445.00	1,424.00
05/15/25	LWI	Work on case filing issues; confer client and co-counsel re same	0.90	530.00	477.00
05/15/25	MML	Work on finalizing application, petition for confidential treatment and all testimony and filing requirements for filing; communications with M. Braun	4.70	335.00	1,574.50

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
05/15/25	MEW	Reviewed Application exhibits	2.20	395.00	869.00
05/16/25	LWI	Work on filing of Application and exhibits; review files for same	1.00	530.00	530.00
05/16/25	MLB	Complete review of all aspects of rate case filing; multiple emails with team; file case; send confidential information to PSC	2.60	445.00	1,157.00
05/16/25	MML	Communications with M. Braun; finalize application, petition for confidential treatment and all testimony and filing requirements for filing	4.40	335.00	1,474.00
05/21/25	MLB	Emails with PSC and AG regarding informal conference	0.10	445.00	44.50
05/21/25	MML	Review PSC's initial data requests; review email regarding informal conference	0.30	335.00	100.50
05/21/25	LWI	Work on procedural schedule issues; confer client re same	0.80	530.00	424.00
05/22/25	LWI	Work on informal conference issues; confer client re same; related correspondence	1.60	530.00	848.00
05/22/25	MLB	Review notice of no deficiency in application; review and revise responses to PSC's First Request for Information; discuss technical conference with L. Ingram; meet with KAW team; email with PSC and intervenors	2.60	445.00	1,157.00
05/27/25	LWI	Work on confidentiality agreement	1.00	530.00	530.00
05/27/25	MLB	Review procedural schedule and order granting intervention; emails regarding confidentiality agreement	0.20	445.00	89.00
05/27/25	MML	Communication with Kentucky Press regarding affidavit and proof of publication	0.10	335.00	33.50
05/28/25	MLB	Review tear sheets for publication of application	0.10	445.00	44.50
05/28/25	MML	Review affidavit and tear sheets from Kentucky Press regarding notice of rate	0.70	335.00	234.50

DATE	IND	DESCRIPTION OF SERVICE	HOURS	RATE	AMOUNT
		case; prepare for filing with the PSC; communication with L. Ingram related to same			
05/29/25	MML	Communications with M. Van Over and work in sharepoint related to PSC's initial data requests	0.40	335.00	134.00
05/30/25	LWI	Work on data response process and review data responses	1.10	530.00	583.00
SUBTOTAL			88.80		\$37,493.00

EXPENSES AND OTHER SERVICES

***note: all copies are billed at .10/page unless otherwise indicated*

DATE	DESCRIPTION	AMOUNT
SUBTOTAL		0.00
GRAND TOTAL:		\$34,868.49

ATTORNEY/PARALEGAL SUMMARY

TIMEKEEPER	RANK	HOURS	RATE	AMOUNT
M. Braun	Member	24.10	445.00	\$10,724.50
L. W Ingram, III	Member	24.80	530.00	\$13,144.00
M. Wimberly	Member	3.90	395.00	\$1,540.50
J. Lavanga	Associate	2.40	345.00	\$828.00
M. M Loy	Paralegal	33.60	335.00	\$11,256.00

Check Payment Information:

Gannett Fleming Valuation and Rate Consultants, LLC
 PO Box 829160, Philadelphia, PA 19182-9160 Federal EIN: 46-4413705

ACH/EFT Payment Information:

Account Name: Gannett Fleming Companies ABA: XXXXXXXXXX
 Account No.: XXXXXXXXXX

Send Remit Info: AccountsReceivable@gfnet.com

Send Audit Inquiries: GovtContractAudit@gfnet.com

All Other Inquires Contact the Project Team

Attention: Accounts Payable
Kentucky American Water Company
1 Water Street
Camden, NJ 08102-1658
UNITED STATES

Invoice : 0000050770
Invoice Date : 4/29/2025
Due Date: 5/29/2025
Project : 083699
Project Name : Kentucky American Water - CWC
 Study-2025 Rate Case
Bill Term : 01

For Professional Services Rendered Through 4/11/2025

Vendor No. 122240 - Consulting Services Related to Cash Working Capital Study for Kentucky American Water Company, Contact: Nikole L Bowen,
 Senior Director, Regulatory Services, nikole.bowen@amwater.com

		Current
		Billings
100 - Cash Working Capital Study - Pre-Filing		17,332.50
Total :		17,332.50
	Current Billings	17,332.50
	Amount Due This Bill	US 17,332.50

Harold Walker III



Nikole Bowen
Sr Director Regulatory Services
American Water Works Company
300 W. Vine St.
Suite 2100
LEXINGTON, KY 40507

Willis Towers Watson US LLC
1900 Market Street
Floor 8
Philadelphia, PA 19103
United States
Tel No: 215.246.6000
Fax No: 215.246.6251

April 14, 2025

Customer No: 604590

Invoice No: 150141608803

Kentucky American Water Rate Case Support		Amount
Fees for Services Rendered		63,876.25
Total		USD 63,876.25
Total due after May 29, 2025 due to late charges		USD 64,515.01

Services provided in March 2025 included:

- Total remuneration assessment, including analytics and draft report detailing competitive positioning to market and compensation philosophy and peer incentive practices
- Benefits Valuation analytics & data charge

Please remit payment to:

Payment Reference: 150141608803
Payee/Beneficiary name: Willis Towers Watson US LLC/ Tax ID # 53-0181291
Preferred payment method: EDI, ACH/EFT (using CTX or CCD+), or wire transfer
Address for submitting electronic payment details: GFO.CashApplication.NA@wtwco.com
Bank name: JPMorgan Chase
Account number: [REDACTED]
Transit or ABA #: [REDACTED]
SWIFT CODE: [REDACTED]
Lockbox address for paper checks: Willis Towers Watson US LLC/Lockbox 28025/28025 Network Place/Chicago, IL 60673-1280

Invoices are due upon receipt. Please direct any questions concerning this invoice to your Willis Towers Watson consultant



Nikole Bowen
Sr Director Regulatory Services
American Water Works Company
300 W. Vine St.
Suite 2100
LEXINGTON, KY 40507

Willis Towers Watson US LLC
1900 Market Street
Floor 8
Philadelphia, PA 19103
United States
Tel No: 215.246.6000
Fax No: 215.246.6251

May 14, 2025

Customer No: 604590

Invoice No: 150141617806

Kentucky American Water Rate Case Support		Amount
Fees for Services Rendered		12,040.00
Total		USD 12,040.00
Total due after June 28, 2025 due to late charges		USD 12,160.40

Services provided in April 2025 included:

- Total remuneration assessment, including analytics and draft report detailing competitive positioning to market and compensation philosophy and peer incentive practices
- Written testimony

Please remit payment to:

Payment Reference: 150141617806

Payee/Beneficiary name: Willis Towers Watson US LLC/ Tax ID # 53-0181291

Preferred payment method: EDI, ACH/EFT (using CTX or CCD+), or wire transfer

Address for submitting electronic payment details: GFO.CashApplication.NA@wtwco.com

Bank name: JPMorgan Chase

Account number: [REDACTED]

Transit or ABA #: [REDACTED]

SWIFT CODE: [REDACTED]

Lockbox address for paper checks: Willis Towers Watson US LLC/Lockbox 28025/28025 Network Place/Chicago, IL 60673-1280

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**Check Payment Information:**

Gannett Fleming Valuation and Rate Consultants, LLC
 PO Box 829160, Philadelphia, PA 19182-9160 Federal EIN: 46-4413705

ACH/EFT Payment Information:

Account Name: Gannett Fleming Companies ABA: [REDACTED]

Account No.: [REDACTED]

Send Remit Info: AccountsReceivable@gfnet.com

Send Audit Inquiries: GovtContractAudit@gfnet.com

All Other Inquires Contact the Project Team

Attention: Accounts Payable
Kentucky American Water Company
1 Water Street
Camden, NJ 08102-1658
UNITED STATES

Invoice : 0000051663
Invoice Date : 5/23/2025
Due Date: 6/22/2025
Project : 083699
Project Name : Kentucky American Water - CWC
 Study-2025 Rate Case
Bill Term : 01

For Professional Services Rendered For 4/12/2025 Through 5/16/2025

Vendor No. 122240 - Consulting Services Related to Cash Working Capital Study for Kentucky American Water Company, Contact: Nikole L Bowen,
 Senior Director, Regulatory Services, nikole.bowen@amwater.com

	Current
	Billings
100 - Cash Working Capital Study - Pre-Filing	7,035.00
Total :	7,035.00

Current Billings	7,035.00
Amount Due This Bill	US 7,035.00

Harold Walker III

Outstanding Receivables	Invoice Number	Date	Amount	Balance Due
	0000050770	4/29/2025	17,332.50	17,332.50
				17,332.50

Invoice

**CONCENTRIC**

April 14, 2025

Engagement No: 100768.00

Invoice No: 0019660

Debbie Albrecht
 Kentucky American Water
 2300 Richmond Road
 Lexington, KY 40502

Engagement 100768.00 2024-American Water Company-Kentucky Shared Services 2025

Professional Services from January 01, 2025 to January 31, 2025

Phase 01 Pre-Filing Services

Professional Personnel

	Hours	Rate	Amount	
Senior VP	5.00	765.00	3,825.00	
Senior Consultant	19.25	405.00	7,796.25	
Totals	24.25		11,621.25	
Total Labor				11,621.25
Total this Phase				\$11,621.25
Total this Invoice				\$11,621.25

Outstanding Invoices

Number	Date	Balance
0019565	3/21/2025	49,998.75
Total		49,998.75

Billings to Date

	Current	Prior	Total
Labor	11,621.25	72,118.75	83,740.00
Totals	11,621.25	72,118.75	83,740.00

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

Taxpayer ID: 01-0568063

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

Invoice

**CONCENTRIC**

April 14, 2025

Engagement No: 100768.00

Invoice No: 0019661

Debbie Albrecht
 Kentucky American Water
 2300 Richmond Road
 Lexington, KY 40502

Engagement 100768.00 2024-American Water Company-Kentucky Shared Services 2025
Professional Services from February 01, 2025 to February 28, 2025

Phase 01 Pre-Filing Services

Professional Personnel

	Hours	Rate	Amount	
Senior VP	25.00	765.00	19,125.00	
Senior Consultant	65.50	405.00	26,527.50	
Project Assistant	1.25	95.00	118.75	
Totals	91.75		45,771.25	
Total Labor				45,771.25
			Total this Phase	\$45,771.25
			Total this Invoice	\$45,771.25

Billings to Date

	Current	Prior	Total
Labor	45,771.25	0.00	45,771.25
Totals	45,771.25	0.00	45,771.25

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

Taxpayer ID: 01-0568063

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



May 28, 2025

In Account With:

AP Dept 1012
 American Water Works Service Co
 1 Water Street
 Camden NJ 01802
 United States

Invoice Number 082775
 ProjectID CL-09485
 Page 1 of 1

For Professional Services Rendered Through April 30, 2025

	<u>Hours</u>	<u>Rate</u>	<u>Amount</u>
<u>Principals</u>			
Christopher Wall	5.25	665.00	3,491.25
<u>Associates</u>			
Myron Inglis	2.00	570.00	1,140.00
Total Labor			<u>\$4,631.25</u>
TOTAL AMOUNT DUE			<u>\$4,631.25</u>

Please note our updated banking information below. For additional information contact accountsreceivable@brattle.com.

Payable upon receipt in US Dollars to: The Brattle Group, Inc. (FID 04-3254813)
 Finance Charge of 1.5% per month (18% APR) will be added to overdue invoices.

Please Remit Payment as Follows:

Check Payments:

The Brattle Group, Inc.
 One Beacon Street, Suite 2600
 Boston, MA 02108

Telephone:

+1.617.864.7900

Email: billingdept@brattle.com**ACH/Wire Payments:**

Citibank, N.A. New York
 SWIFT No.: XXXXXXXXXX
 ABA No.: XXXXXXXXXX
 Account: BRATTLE GROUP - OPERATING
 Account No.: XXXXXXXXXX



Nikole Bowen
Sr Director Regulatory Services
American Water Works Company
300 W. Vine St.
Suite 2100
LEXINGTON, KY 40507

Willis Towers Watson US LLC
1900 Market Street
Floor 8
Philadelphia, PA 19103
United States
Tel No: 215.246.6000
Fax No: 215.246.6251

March 19, 2025

Customer No: 604590

Invoice No: 150141599566

Kentucky American Water Rate Case Support		Amount
Fees for Services Rendered		1,636.25
Total		USD 1,636.25
Total due after May 3, 2025 due to late charges		USD 1,652.61

Services provided in February 2025 relating to:

- Initial review of KYAW data request items and preparation for analyses

Please remit payment to:

Payment Reference: 150141599566

Payee/Beneficiary name: Willis Towers Watson US LLC/ Tax ID # 53-0181291

Preferred payment method: EDI, ACH/EFT (using CTX or CCD+), or wire transfer

Address for submitting electronic payment details: GFO.CashApplication.NA@wtwco.com

Bank name: JPMorgan Chase

Account number: [REDACTED]

Transit or ABA #: [REDACTED]

SWIFT CODE: [REDACTED]

Lockbox address for paper checks: Willis Towers Watson US LLC/Lockbox 28025/28025 Network Place/Chicago, IL 60673-1280

Invoices are due upon receipt. Please direct any questions concerning this invoice to your Willis Towers Watson consultant



May 02, 2025

In Account With:

AP Dept 1012
American Water Works Service Co
1 Water Street
Camden NJ 01802
United States

Invoice Number 082518
ProjectID CL-09485
Page 1 of 1

For Professional Services Rendered Through March 31, 2025

	<u>Hours</u>	<u>Rate</u>	<u>Amount</u>
<u>Principals</u>			
Ann Bulkley-Armour	7.50	690.00	5,175.00
Tobias Bishop	9.00	690.00	6,210.00
Christopher Wall	1.00	665.00	665.00
<u>Associates</u>			
Myron Inglis	15.00	570.00	8,550.00
<u>Research Analysts</u>			
Vanshika Singhanian	2.50	450.00	1,125.00
Jaja Wang	0.50	450.00	225.00
Lucy Du	1.25	375.00	468.75
Total Labor			<u>\$22,418.75</u>
<u>Related Expenses</u>			
Outside/Information Services			722.31
Total Related Expenses			<u>\$722.31</u>
TOTAL AMOUNT DUE			<u>\$23,141.06</u>

Please note our updated banking information below. For additional information contact accountsreceivable@brattle.com.

Payable upon receipt in US Dollars to: The Brattle Group, Inc. (FID 04-3254813)
Finance Charge of 1.5% per month (18% APR) will be added to overdue invoices.

Please Remit Payment as Follows:

Check Payments:

The Brattle Group, Inc.
One Beacon Street, Suite 2600
Boston, MA 02108

Telephone:

+1.617.864.7900

Email: billingdept@brattle.com**ACH/Wire Payments:**

Citibank, N.A. New York
SWIFT No.: XXXXXXXXXX
ABA No.: XXXXXXXXXX
Account: BRATTLE GROUP - OPERATING
Account No.: XXXXXXXXXX



Nikole Bowen
Sr Director Regulatory Services
American Water Works Company
300 W. Vine St.
Suite 2100
LEXINGTON, KY 40507

Willis Towers Watson US LLC
1900 Market Street
Floor 8
Philadelphia, PA 19103
United States
Tel No: 215.246.6000
Fax No: 215.246.6251

June 13, 2025

Customer No: 604590

Invoice No: 150141627516

Kentucky American Water Rate Case Support		Amount
Fees for Services Rendered		1,290.00
Total		USD 1,290.00
Total due after July 28, 2025 due to late charges		USD 1,302.90

Services provided in May 2025 relating to review and response to data request

Please remit payment to:

Payment Reference: 150141627516

Payee/Beneficiary name: Willis Towers Watson US LLC/ Tax ID # 53-0181291

Preferred payment method: EDI, ACH/EFT (using CTX or CCD+), or wire transfer

Address for submitting electronic payment details: GFO.CashApplication.NA@wtwco.com

Bank name: JPMorgan Chase

Account number: [REDACTED]

Transit or ABA #: [REDACTED]

SWIFT CODE: [REDACTED]

Lockbox address for paper checks: Willis Towers Watson US LLC/Lockbox 28025/28025 Network Place/Chicago,IL 60673-1280

Invoices are due upon receipt. Please direct any questions concerning this invoice to your Willis Towers Watson consultant

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Jennifer Gonzales

35. Refer to the Direct Testimony of Jennifer Gonzales (“Gonzales Testimony”) at 9, Table 3.
- Ms. Gonzales states that the Company is proposing a capital structure of 52.26% common equity, 0.33% preferred stock, 46.10% long-term debt, and 1.31% short-term debt in the pending case. However, the common equity (10.75%) and preferred stock (8.50%) capital is a much more expensive form of capital than the long-term (4.70%) and short-term (4.16%) debt capital. Explain why Kentucky American is proposing a higher percentage of equity than debt if the equity portion represents a higher cost to the customers.

Response:

KAWC believes the capital structure composed of 52.26% common equity represents its optimal capital structure which provides a balance between minimizing the overall cost of capital, satisfying shareholder needs, while maintaining financial flexibility.

KAWC maintains a balanced capital structure with a mix of debt and equity, however, the specific ratio is influenced by many factors including the current regulatory environment, and the need for a stable and low-risk financial profile. KAWCs current debt and equity mix was adopted to support a strong credit rating, mitigate financial risks, and ensure a reasonable return for investors while maintaining stable customer rates.

Also, KAWC’s 52.26% equity weighting is consistent with the equity weightings found in the Proxy Group of comparable utility companies used by witness Ann Bulkley (see Exhibit AEB-10, page 1) and is consistent with the equity weighting of 52.22% authorized in KAWC’s last rate case (Case No. 2023-00191).

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: William A. Lewis

36. Refer to the Direct Testimony of William A. Lewis ("Lewis Testimony") at 11, in which Mr. Lewis discusses the new and emerging environmental standards for drinking water quality that will require enhancements or improvements in water treatment facilities and distribution systems.
- a. For each rule, regulation, and/or law that Mr. Lewis discusses, provide an update as to whether the current presidential administration has proposed any Executive Orders, modifications, roll-backs, of the same. Consider this an ongoing request.
 - b. For each rule, regulation, and/or law that Mr. Lewis discusses, provide an update as to whether there is pending litigation against the same. Consider this an ongoing request.

Response:

This question requests publicly available information in the possession of government sources and not exclusive to KAWC. KAWC presumes this request does not seek the legal opinions or work product of KAWC's counsel and would note further information is available at:

<https://www.whitehouse.gov/presidential-actions/executive-orders/>
<https://www.epa.gov/newsreleases/search>
<https://pacer.login.uscourts.gov/csologin/login.jsf>

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: William A. Lewis

37. Refer to the Lewis Testimony at 28.

- a. Provide Kentucky American's water loss percentage for each of the years 2020 – 2025.
- b. Provide Kentucky American's water loss percentage for each month of 2024 and 2025.

Response:

a.

Annual UFW	
Year	UFW
2020	20.47%
2021	21.085
2022	21.59%
2023	18.83%
2024	17.96%

b.

Monthly UFW												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2024	23.43	17.48	23.34	24.72	17.69	26.21	13.71	15.98	2.66	13.65	7.83	30.87
2025	21.35	8.00	24.65	30.35	13.39							

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: Willam A. Lewis and Robert Prendergast

38. Refer to the Lewis Testimony at 35.

- a. Mr. Lewis demonstrates that the Commission granted rates to cover 156 employees in Case No. 2023-00191, but the Company currently only has 143 employees. Confirm that Kentucky American has been receiving revenues from customers for 13 employees that the Company does not actually employee or pay. If not confirmed, explain why not.
- b. If the current headcount is 143 employees, explain in detail why the Company is forecasting 168 future employees, or an additional 25 employees.
- c. Provide the average headcount for Kentucky American for each of the years 2020 – 2025.
- d. Provide the exact headcount for Kentucky American for each of the months of 2024 and 2025.

Response:

- a. Confirmed, however, as noted in Case No. 2018-00358, “if vacant employee positions exist, work will either be shifted to other employees and thus result in an increase in overtime costs, or Kentucky-American will hire additional temporary/contract labor”. In either case, a decrease in direct labor costs will be offset by increases in overtime and/or temporary labor expenses.
- b. Please refer to Lewis testimony page 35-38. Headcount as of 7/1 is 148.
- c. Please see table below.

2020	2021	2022	2023	2024	2025
145	143	149	150	142	142

d. Please see table below.

	2024	2025
Jan	145	138
Feb	144	142
Mar	145	140
Apr	144	143
May	143	149
Jun	141	
Jul	141	
Aug	141	
Sep	142	
Oct	141	
Nov	139	
Dec	136	

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: William A. Lewis

39. Refer to the Lewis Testimony at 38 – 39.

- a. Provide an updated chart indicating the status of the proposed new positions at Kentucky American.
- b. Mr. Lewis states that there will not be a reduction of overtime with the proposed new positions because the additional employee resources are a direct response to new or changed requirements to meet system operational needs and regulatory requirements. Explain whether Kentucky American will reassess the need to hire all of the proposed new positions if the referenced rules/regulations are modified, rolled-back, overturned in court, etc. If not, explain why not.

Response:

- a. See updated chart below as of 07/07/2025

Position	Role	Headcount	Status
Water Quality Supervisor – Lead & Copper	Management of new lead and copper program and supervision of field employees who support the program	1	Hired
Water Quality Operations Specialist – Lead & Copper	Administrative/clerical/planning support of the lead and copper program	1	Hired
Water Quality Specialist – Lead & Copper	Water sampling and analytical support necessary to comply with additional sampling requirements required under the revised lead and copper rule.	2	Positions Posted, actively recruiting

Utility Maintenance Technician – Lead & Copper	Labor resources required to perform direct excavation and inspection of service lines in the field to verify service line material required under the revised lead and copper rule.	6	Hired
Utility Water Conservation	Labor resources required to perform leak detection and other activities dedicated to the reduction of unaccounted for water	4	Hired
Business Support Specialist – Cross-Connection Control	Administrative and field resources required to track, report and test cross-connection devices within the Company’s water system	2	Temp Labor Hired; Temp positions will be converted to FTEs by end of 2025
Engineering Project Manager	Manage KAWC’s QIP main replacement program, including coordination with elected officials and other stakeholders	1	Position posted, actively recruiting
Sr. Project Engineer	Managing large, IP-level projects and providing technical assistance to the KAWC operations team.	2	1 hired, 1 in active recruitment
Project Engineer	Manage and provide design services for RP-level transmission and distribution projects, including developer funded infrastructure projects.	1	Hired

- b. All of the new positions have either been hired or are in the process of active recruitment. KAWC must staff its operations based on current operational needs and the current regulatory requirements in place at this time. The USEPA has not officially noticed its intent to modify the rules/regulations as a result of policy or litigation. KAWC will continue to monitor for official USEPA guidance on these issues as it relates to both staffing and compliance requirements.

KENTUCKY-AMERICAN WATER COMPANY
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ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: William A. Lewis & Robert Prendergast

40. Refer to the Lewis Testimony at 44.

- a. Confirm that Mr. Lewis is aware of the extensive precedent, in which the Commission has, “consistently disallowed recovery of the cost of employee incentive compensation plans that are tied to financial measures because such plans benefit shareholders while ratepayers receive little benefit.”¹¹
- b. Provide the monetary amount that is associated with the Annual Performance Plan (“APP”), and the Long-Term Performance Plan (“LTPP”), tied to financial measures that Kentucky American included in the revenue requirement.

Response:

a. Mr. Lewis is aware of the Commission’s precedent disallowing recovery of employee performance compensation plans when such plans are tied to financial performance measures and acknowledged this precedent in his Direct Testimony at page 44, lines 1-5. While this precedent reflects the Commission’s concern that these types of plans may primarily benefit shareholders while offering limited value to KAWC customers, Mr. Lewis, again in Direct Testimony, pages 45 through 49, explains how KAWC’s performance-based compensation programs, including those measures tied to financial performance, are structured to align the interests of customers, employees, and shareholders alike, and are integral components of total market based compensation. As Mr. Mustich explains on page 8 of his direct testimony “Kentucky American Water employees’ Target Total Remuneration is competitive, yet it generally falls at the low end of the competitive range (+/- 10%) of market median for each element of total remuneration from a National and Midwest market perspective.” Target Total Remuneration includes both APP and LTPP in its entirety.

KAWC’s APP and LTPP plans, and more specifically, those measures tied to financial metrics, encourage operational efficiency and cost control, which are benefits that flow through to

¹¹ Case No. 2018-00358, *Electronic Application of Kentucky-American Water Company for an Adjustment of Rates* (Ky. PSC June 27, 2019), Order at 43; Case No. 2023-00191, *Electronic Application of Kentucky-American Water Company for an Adjustment of Rates, a Certificate of Public Convenience and Necessity for Installation of Advanced Metering Infrastructure, Approval of Regulatory and Accounting Treatments, and Tariff Revisions* (Ky. PSC May 3, 2024), Order at 17.

customers in the form of improved service, reliability and long-term cost management. In this way, KAWC's performance compensation aligns the interests of our customers, employees and investors—and not one party at the expense of the others.

b. Based on the most recent APP and LTPP targets, 50% of APP and 70% of LTPP are tied to financial measures. There is \$933,537 of APP and \$913,156 of LTPP tied to financial measures within the revenue requirement.

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ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Robert Prendergast

41. Refer to the Application generally.

- a. Confirm that according to the most recent data from the Bureau of Labor Statistics, the average share of premiums paid by the employer for single coverage in private industry is 80%.¹²
- b. Provide the average percentage share of premiums paid by Kentucky American for single coverage employee health insurance. In the response, ensure to provide a breakdown of the contribution percentage share rates for different sets of employees (i.e. union versus nonunion, exempt versus nonexempt, and the like).
- c. Confirm that according to the most recent data from the Bureau of Labor Statistics, the average share of premiums paid by the employer for family coverage in private industry is 68%.¹³
- d. Provide the average percentage share of premiums paid by Kentucky American for family coverage employee health insurance. In the response, ensure to provide a breakdown of the contribution percentage share rates for different sets of employees (i.e. union versus nonunion, exempt versus nonexempt, and the like).
- e. Explain whether Kentucky American made any adjustments to Health Benefits Expense based on health insurance benefit contributions in excess of the Bureau of Labor Statistics' average for single and family coverage. If not, explain why not

¹² <https://www.bls.gov/news.release/ebs2.t03.htm>, Table 3.

¹³ <https://www.bls.gov/news.release/ebs2.t04.htm>, Table 4.

and update the adjusted test year expense based on the most recent report available.

Provide all supporting calculations and documents.

- f. Explain in detail whether Kentucky American provides health savings account contributions for its employees, and if so, provide the monetary amount regarding the same. Ensure to discuss the specific details as to whether employees are also required to contribute to the health savings accounts.
- g. Provide the contribution amounts to insurance costs that are paid by Kentucky American and the retirees.
- h. Provide the contribution amounts to dental insurance costs that are paid by Kentucky American and the employees.
- i. Provide the contribution amounts to vision insurance costs that are paid by Kentucky American and the employees.
- j. Provide the contribution amounts to term life insurance that are paid by Kentucky American and the employees.
- k. Provide the contribution amounts to disability insurance that are paid by Kentucky American and the employees.

Response:

- a. Confirmed. However, the Company's cost share is not set each year based on the Bureau of Labor Statistics and/or benchmarking data. While that information is factored in, along with claim data, KAWC's cost share (employee / employer contributions) is set based upon the Union contract negotiation. Union negotiations take place every 5 years. The Non-Union cost share will mirror the Union cost share.
- b. Overall in aggregate, the contribution breakdown is 84% / 16%. The Non-Union cost share will mirror the Union cost share. Please see KAW_R_AGDR1_NUM041_070725_Attachment_CONFIDENTIAL for the breakdown of rates as requested. The attachment is confidential and is being provided pursuant to a petition for confidential protection.
- c. Confirmed.
- d. Please see KAW_R_AGDR1_NUM041_070725_Attachment_CONFIDENTIAL.

- e. No adjustments were made due to the fact that it is bargained every 5 years.
- f. Yes, KAWC provides health savings contributions for its employees. Employees are not required to contribute in order to receive the Company contribution. Contributions for new hires are pro-rated based upon their hire date. The Annual Employer Contribution for Single Coverage is \$750 and \$1,500 for Family Coverage.
- g. Retiree rates vary based upon age at retirement. American Water froze employer contributions to retiree medical coverage in 2017 for Non-Union employees, and 2019 for Union employees. Any cost increases to the cost of retiree medical due to self-insured claims are passed on to the Retiree.
- h. KAW_R_AGDR1_NUM041_070725_Attachment_CONFIDENTIAL.
- i. KAW_R_AGDR1_NUM041_070725_Attachment_CONFIDENTIAL.
- j. The Company contributes \$0.16 per \$1,000 coverage unit based on 1.25x annual salary up to a Max Coverage of \$200,000 for Union employees and 1.5x annual salary up to a Max Coverage of \$200,000 for Non-Union employees. Employees do not contribute to this plan.
- k. The Company contributes \$45.24 per year per employee for Short Term Disability Insurance. The Company provides Long Term Disability to non-union employees contributing \$0.25 per \$100 coverage unit based on an employee's salary up to a Max Coverage of \$180,000. Employees do not contribute to either of these plans.

**KAW_R_AGDR1_NUM041_070725_Attachment_CONFIDENTIAL FILED
UNDER SEAL PURSUANT TO THE PETITION FOR CONFIDENTIAL
TREATMENT FILED ON JULY 7, 2025**

KENTUCKY-AMERICAN WATER COMPANY
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ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: Robert Prendergast

42. Refer to the Application generally.

- a. Provide a list of all entities that direct charge or allocate costs to Kentucky American, and include the total amount of costs that are direct charged and/or allocated to the Company in the test year.
- b. Explain who is responsible to review the allocated costs to Kentucky American (provide name(s) and position description(s)), and whether any allocated costs have been rejected for any reason in the past five years. Provide specific examples of all rejected allocated costs in the past five years.
- c. Identify all of the non-utility companies that are affiliates of Kentucky American.
- d. Identify all of the non-utility companies that are affiliates of and provide services to Kentucky American.

Response:

- a. Please refer to the response provided for KAW_R_AGDR1_NUM020_070725 and KAW_APP_EX35_051625.
- b. Reviews are performed at various levels of Management at the time the expense is recognized. The Divisional CFO performs a review of the expenses allocated to Kentucky. Rejections would occur at the time of the review when the expense is being recognized. The Company does not maintain a list of rejected expenses.
- c. See part a.
- d. See part a.

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00122
ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION**

Witness: John Magner

43. Refer to the Direct Testimony of John Magner ("Magner Testimony") at 11. Mr. Magner states that all significant construction work is competitively bid to a prequalified group of independent contractors.
- a. Explain what is meant by significant. For example, is there a minimum monetary amount that requires construction work to be competitively bid.
 - b. Explain why Kentucky American does not competitively bid all construction work.
 - c. Identify the number of independent contractors that are in the prequalified group.
 - d. Mr. Magner states that Kentucky American continues to expand its prequalified contractor list to create a more competitive bidding environment. Explain in detail what construction work is not currently competitively bid.

Response:

- a. Barring significant circumstances that would prevent Kentucky American Water ("KAWC") from doing so, KAWC bids all construction work exceeding \$250k in value. Beyond this threshold, KAWC bids most construction work associated with capital improvement projects regardless of the total value of the work. Circumstances that may, at times, result in construction work not being competitively bid are listed below.
 - i. Emergency situations where work must be performed quickly to protect the safety of KAWC personnel or the public, or safe and reliable service to KAWC's customers.

- ii. Work requires specialty expertise or equipment, such as performing work on asbestos cement or prestressed concrete pressure pipe or installing specialty fittings and appurtenances such as insertion valves.
 - iii. Performing small water infrastructure relocations to facilitate construction by other public entities or utilities.
 - iv. Another entity that is paying for the work to be performed by KAW requests that a specific KAWC approved contractor perform the work.
- b. Please see the response to item a.
- c. There are twenty-four independent pipeline/site construction contractors.
- d. There are not any types of construction work that are excluded from competitive bidding. KAWC seeks to grow its prequalified contractor list so that there is a larger pool of contractors with the opportunity to bid on specific projects.

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ATTORNEY GENERAL'S FIRST REQUEST FOR INFORMATION

Witness: John Magner

44. Refer to the Magner Testimony generally.
- a. Provide a detailed breakdown of the type of pipe that Kentucky American has in its system, the number of miles of each type of pipe, the estimated installation date for each type of pipe, and the average expected life of each type of pipe.
 - b. Identify the year that Kentucky American initially implemented its QIP Rider.
 - c. Provide the annual revenue requirement impact of the QIP since its inception to the present date.
 - d. Explain in detail how many miles of pipe have been replaced each year since the inception of the QIP, and include in the discussion the type of pipe that has been replaced.
 - e. Discuss the other projects, besides pipeline replacement, that have flowed through the QIP since its inception.
 - f. Explain in detail what type of pipe Kentucky American has focused on replacing through the QIP thus far.
 - g. Provide all projects that Kentucky American plans to include in its proposed QIP over the next 5 years. Include the cost of each project the purpose of each project, i.e., pipe replacement, pumping station replacement, treatment plant replacement, etc., and the type of pipe to be replaced.
 - h. Identify the replacement cycle for the Company's water system.

Response:

- a. Please see the attachment to this response.
- b. The QIP was approved in the Kentucky Public Service Commission's (PSC) June 27, 2019 Order for Case No. 2018-00358. The first QIP period began July 1, 2020.
- c. Annual revenue requirement impacts are a matter of public record and discussed in KAWC's previous QIP filings with the PSC. Case numbers for previous QIP filings are provided below.
 - i. Case No. 2020-00027
 - ii. Case No. 2021-00090
 - iii. Case No. 2021-00376
 - iv. Case No. 2022-00032
 - v. Case No. 2022-00328
 - vi. Case No. 2023-00030
 - vii. Case No. 2023-00300
 - viii. Case No. 2024-00173
 - ix. Case No. 2024-00272
 - x. Case No. 2025-00099
- d. Information regarding the length and type of pipe installed as part of KAWC's QIP program is a matter of public record and discussed in KAWC's previous QIP filings with the PSC. Case numbers for previous QIP filings are provided in the response to part c of this data request.
- e. None. The PSC's June 17, 2020 Order in Case No. 2020-00027 specified that only projects that "are reasonably related or incidental to replacing aging mains" should be

- included in QIP Rider filings. Replacing hydrants, valves, and service lines that are incidental to the main replacements as part of the Budget Line B projects were also approved by the PSC.
- f. Per orders issued by the PSC, only the replacement of cast iron and galvanized steel water mains have been accepted for recovery through the QIP.
 - g. KAWC has not identified projects to be included in the QIP for the next five years. KAWC develops proposed projects to be completed as part of the QIP program on an annual basis using current data related to the risk and likelihood of failure of water mains. This process is described on pages 4-5 of the Direct Testimony of John Magner. Projects not related to the replacement of cast iron and galvanized steel water mains, such as pump station and water treatment equipment replacements, have not been approved for recovery through the QIP by the PSC as discussed in the response to part e of this data request.
 - h. As noted in the response to item a, KAWC's water system features approximately 2,345 miles of water main. KAWC typically replaces 11-13 miles of water main annually as part of the QIP. Assuming 15 miles of water main are replaced annually to account for the QIP main replacement plus other non-QIP main replacements and main relocations, KAWC would completely replace the system in approximately 156 years.

Kentucky American Water Water Main Summary							
Decade Installed	Material Type						
	Cast Iron	Asbestos Cement	PVC/Plastic	Ductile Iron	Galvanized/Steel	Concrete/Cement	Other ¹
1880-1889	6.4	0.0	0.0	0.0	0.0	0.0	0.0
1890-1899	0.9	0.0	0.0	0.0	0.0	0.0	0.0
1900-1909	6.6	0.0	0.0	0.1	0.0	0.0	0.0
1910-1919	10.5	0.0	0.0	0.0	0.0	0.0	0.0
1920-1929	13.8	0.0	0.1	0.0	0.0	0.0	1.6
1930-1939	13.3	0.1	0.0	0.0	0.0	0.0	0.0
1940-1949	8.9	7.2	0.0	0.0	0.0	0.0	0.0
1950-1959	64.3	76.3	4.5	0.7	1.2	11.6	11.8
1960-1969	120.6	99.9	53.8	51.2	0.9	8.5	6.4
1970-1979	56.3	112.1	138.1	15.1	0.3	0.0	32.9
1980-1989	2.2	24.6	49.7	146.9	0.0	0.0	3.3
1990-1999	1.3	0.4	108.9	276.6	0.1	0.0	5.6
2000-2009	1.9	0.4	175.2	300.0	0.0	0.0	2.6
2010-2019	0.7	0.3	20.2	123.8	0.0	0.0	1.7
2020-Present	0.1	0.1	3.8	99.9	0.0	0.0	2.0
Unknown	25.0	6.8	13.3	7.0	0.4	0.1	5.2
Total Miles	332.7	328.1	567.7	1,021.3	2.9	20.3	72.9

¹ Other Represents Brass, Copper, HDPE, and Unknown.

Table 4 – Average Expected Life of Pipe Material						
Material Types						
Cast Iron Unlined	Cast Iron Lined	Asbestos Cement	PVC	Ductile Iron	Galvanized	Concrete
110 yrs	100 yrs	90 yrs	55 yrs	80 yrs	70 yrs	105 yrs