

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

Witness: Robert Prendergast

1. Refer to Kentucky American's response to the Attorney General's First Request for Information ("Attorney General's First Request"), Items 2, 3, and 4. For all of the PDFs provided (confidential and non-confidential) provide in excel spreadsheet if possible.

Response:

Please see KAW_R_AGDR2_NUM001_080425_Attachment for the excel versions of the PDF files provided in response to the Attorney General's First Request for Information ("Attorney General's First Request"), Items 2, 3, and 4. A portion of the Excel attachment is confidential and is being provided pursuant to a petition for confidential protection.

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Witness: Robert Prendergast

2. Refer to Kentucky-American's response to the Attorney General's First Request, Item 2, Public Version of Attachment KAW_R_AGDR1_NUM002_070725, page 4 of 109.
 - a. Provide the name of the State President for each of the years 2020, 2021, 2022, 2023, 2024, and 2025.
 - b. Provide the State President's salary information for 2020 and 2021 as originally requested.
 - c. Provide the current State President's salary information for 2025 and 2026, if known.

Response:

- a. As a Service Company employee, Nick Rowe served as State President during the years 2020, 2021 and 2022. The position of State President was subsequently moved to Kentucky American, where Kathryn Nash served as President starting May 2, 2022. She was replaced as President by Robert Burton on January 20, 2025.
- b. Mr. Rowe's salary was \$345,109 in 2020 and \$354,908 in 2021.
- c. Mr. Burton's salary is \$295,000 in 2025. His salary is unknown for 2026.

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3. Refer to Kentucky American's response to the Attorney General's First Request, Item 5.
 - a. Provide an update as to all prior vacant positions and all new vacant positions.
Consider this an ongoing request throughout the pendency of this case.
 - b. Provide an update to the KAW_R_AGDR1_NUM005_070725 attachment.
Consider this an ongoing request throughout the pendency of this case.

Response:

- a. Three vacant positions have been filled, a Sr WQ & Env Compliance Specialist, a Sr Project Engineer, and a Plant Operator position. In addition, a union Treatment Plant Operator position has become vacant.
- b. Please see KAW_R_AGDR2_NUM003_080425_Attachment. 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_AGDR2_NUM003_080425_Attachment

Job Title	Salary	Taxes	Benefits	Group Insurance	Total Compensation	Hire Date/ Planned Hire Date	Period of vacancy	Reason for vacancy	Organizational need
Maintenance Technician II						12/31/2025	1/20/2025	Employee Bid into another position	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.
Maintenance Technician I						12/31/2025	5/17/2025	Employee Bid into another position	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.
Utility (L&C)						2/10/2025	Growth Position	N/A	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.
Utility (L&C)						2/11/2025	Growth Position	N/A	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.
Utility (L&C)						4/29/2025	Growth Position	N/A	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.
Utility (L&C)						5/19/2025	Growth Position	N/A	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.
Utility						4/21/2025	10/2/2024	Employee Departure	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
Utility						4/22/2025	10/11/2024	Employee Departure	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
Treatment Plt. Operator						5/19/2025	10/31/2024	Employee Departure	Operates and maintains water/wastewater treatment, processing, disposal and testing equipment in facility to permit and operational requirements.
Utility Water Conservation 32BJ KY						4/21/2025	10/2/2024	Employee Departure	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.
Crew Leader								Employee Departure	
Business Support Specialist						12/31/2025	Growth Position	N/A	Customer support for NSA and Backflow
Business Support Specialist						12/31/2025	Growth Position	N/A	Customer support for NSA and Backflow
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.

Job Title	Salary	Taxes	Benefits	Group Insurance	Total Compensation	Hire Date/ Planned Hire Date	Period of vacancy	Reason for vacancy	Organizational need
Maintenance Service Spec						12/31/2025	6/24/2024	Employee Promotion	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 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.
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.
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.
Supvr. Water Quality & Env. Compliance						4/28/2025	Growth Position	N/A	Supervisor to oversee and manage Lead and Copper efforts.

Job Title	Salary	Taxes	Benefits	Group Insurance	Total Compensation	Hire Date/ Planned Hire Date	Period of vacancy	Reason for vacancy	Organizational need
Supvr Opns (New Services)	[REDACTED]				12/31/2025	11/11/2024	Employee Promotion	<p>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.</p>	

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Witness: Dominic DeGrazia

4. Refer to Kentucky American's response to the Attorney General's First Request, Item 7(d). Confirm that Kentucky American was provided a rate increase for water service on June 27, 2019, of \$13,399,178 (Final Order, page 67), but in the Appendix A of said Final Order it showed an impact on revenue of \$13,399,169. If not confirmed, explain in detail why not.¹

Response:

Kentucky American was provided a rate increase for water service of \$13,399,169 on June 27, 2019 as stated in Appendix A. Per the footnote on page 67 of Final order:
“²⁵⁴ There is \$9 immaterial difference between Appendix A and the increase in the revenue requirement calculated here.”

¹ Case No. 2018-00358, *Electronic Application of Kentucky-American Water Company for an Adjustment of Rates* (Ky. PSC June. 27, 2019), Order at 67.

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Witness: Deba Ather and Max McClellan

5. Refer to Kentucky American's response to the Attorney General's First Request, Item 8(b). As originally requested, provide Kentucky American's actual number of customers for 2020 – 2025, using the most updated data. The referred to spreadsheets in the original response either did not provide this data or were not accessible.

Response:

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." This is the same file that was referred to in the Company's response to the Attorney General's First Request, Item 8(b), with revisited language below for additional clarity on the location of the originally requested data.

Within this file please refer to the 'KYAW' tab, which includes actual customer count information beginning in 2008 and ending in 2025.

Monthly customer counts by class starting with January 2020 begin in cell E150 of the 'KYAW' tab.

Monthly total customer counts starting with January 2020 begin in cell AE150 of the 'KYAW' tab.

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Witness: Deba Ather and Max McClellan

6. Refer to Kentucky American's response to the Attorney General's First Request, Item 8(c). As originally requested, explain whether Kentucky American projects a future gain or loss of water customers, and provide copies of all projections concerning the same. The referred to spreadsheets in the original response either did not provide this data or were not accessible.

Response:

The Company projects a future gain of water customers in total year-over-year.

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." This is the same file that was referred to in the Company's response to the Attorney General's First Request, Item 8(c), with revisited language below for additional clarity on the location of the originally requested data.

Within this file please refer to the 'KYAW' tab, which includes projected customer count information beginning in 2025 and ending in 2029.

Projected annual customer counts by class, starting with the year 2025, begin in cell E295 of the 'KYAW' tab.

Projected annual average customer counts, inclusive of all classes, starting with the year 2025, begin in cell AE295 of the 'KYAW' tab.

Additionally, the 'KYAW Revenue' tab includes projected annual meter charges by meter size for each class. Projected annual meter charges by class by meter size, starting with the year 2025, begin in cell E8 of the 'KYAW Revenue' tab.

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Witness: Deba Ather and Max McClellan

7. Refer to Kentucky American's response to the Attorney General's First Request, Item 8(d). As originally requested, provide Kentucky American's total annual water sales for the years 2020 – 2025, using the most updated data. The referred to spreadsheets in the original response either did not provide this data or were not accessible.

Response:

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." This is the same file that was referred to in the Company's response to the Attorney General's First Request, Item 8(d), with revisited language below for additional clarity on the location of the originally requested data.

Within this file please refer to the 'KYAW' tab, which includes billed usage information beginning in 2008 and ending in 2025.

Annual billed usage by class starting with the year 2020 begins in cell F290 of the 'KYAW' tab.

Annual total billed usage starting with the year 2020 begins in cell AF290 of the 'KYAW' tab.

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Witness: Deba Ather and Max McClellan

8. Refer to Kentucky American's response to the Attorney General's First Request, Item 8(e). As originally requested, explain whether Kentucky American expects annual water sales to increase or decrease, and provide copies of all projections concerning the same. The referred to spreadsheets in the original response either did not provide this data or were not accessible.

Response:

The Company projects annual billed usage, inclusive of all classes, to increase year-over-year on a normalized basis.

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." This is the same file that was referred to in the Company's response to the Attorney General's First Request, Item 8(e), with revisited language below for additional clarity on the location of the originally requested data.

Within this file please refer to the 'KYAW' tab, which includes projected billed usage information beginning in 2025 and ending in 2029.

Projected annual billed usage by class, starting with the year 2025, begins in cell F295 of the 'KYAW' tab.

Projected annual billed usage, inclusive of all classes, starting with the year 2025, begins in cell AF295 of the 'KYAW' tab.

Additionally, the 'KYAW Revenue' tab includes projected billed usage for each class. Projected annual billed usage by class, starting with the year 2025, begins in cell E35 of the 'KYAW Revenue' tab.

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Witness: William A. Lewis

9. Refer to Kentucky American's response to the Attorney General's First Request, Item 15.
- a. Provide Attachment KAW_R_AGDR1_NUM015_07072025_Attachment, and include page 1 of 93, which is missing from said attachment
 - b. Provide a summary of the results of the multiple customer satisfaction surveys, including the positive and negative comments.
 - c. Explain in detail how Kentucky American reviews the multiple customer satisfaction surveys, and whether any of the customer input/suggestions are incorporated into current policies/procedures. Provide specific examples of the same.
 - d. Provide a copy of the J.D. Power Water Utility Residential Customer Satisfaction Study that is referenced in the response.

Response:

- a. There is no missing page from the attachment. The complete attachment was provided in the response to KAW_R_AGDR1_NUM015_070725.
- b. Refer to the KAW_R_AGDR2_NUM009_080425_Attachment 1 for a summary of the results of the customer satisfaction surveys and KAW_R_AGDR2_NUM009_080425_Attachment 2 for the customer comments for the January 2024 – June 2025 period.
- c. Surveys are reviewed by both Kentucky American Water and the Service Company's Customer Service Organization to identify emerging issues and trends impacting Kentucky American Water and to identify best practices. Among other findings, the Company has noticed increased satisfaction for customers who interact digitally with the Company. As a result, the Company has been focused on

improving the digital experience for customers and encouraging increased digital adoption through various ways such as, enhancing the MyWater website, acceptance of digital wallets for bill payment (Google, Apple Pay, Venmo, Paypal), promotion of paperless billing, etc.

Quarterly, the Kentucky American Water team reviews the Residential and Non-Residential NPS Survey results, the J.D. Power Survey results, the Service Transaction Study and customer comments to gauge the level of customer satisfaction with Kentucky American Water and address experiences that detract from satisfaction.

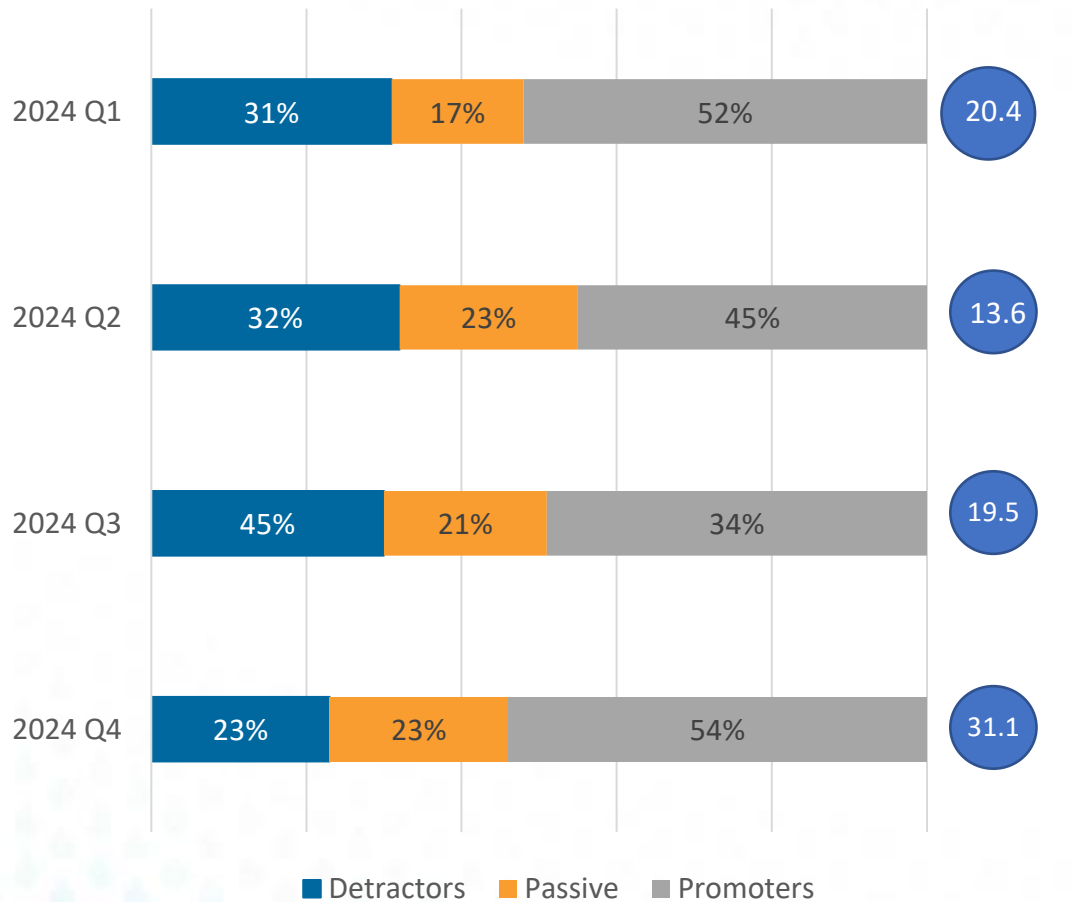
Phone Transaction Study – The Customer Service Organization reviews Phone Transaction Survey results on an on-going basis. In particular, the team reviews the phone call if the customer states that their issue was not resolved with first contact resolution or rates the experience with the call center as poor or fair. Based on the review of the phone call, the Quality Assurance team may provide additional coaching or training to the agent.

Web Intercept Study – The Customer Service Organization reviews customer feedback on an ongoing basis and uses this feedback to improve the website's design and ease of use for customers.

- d. Please refer to KAW_R_AGDR2_NUM009_080425_Attachment 3.

2024 Residential NPS

KY – Residential NPS Groups 2024



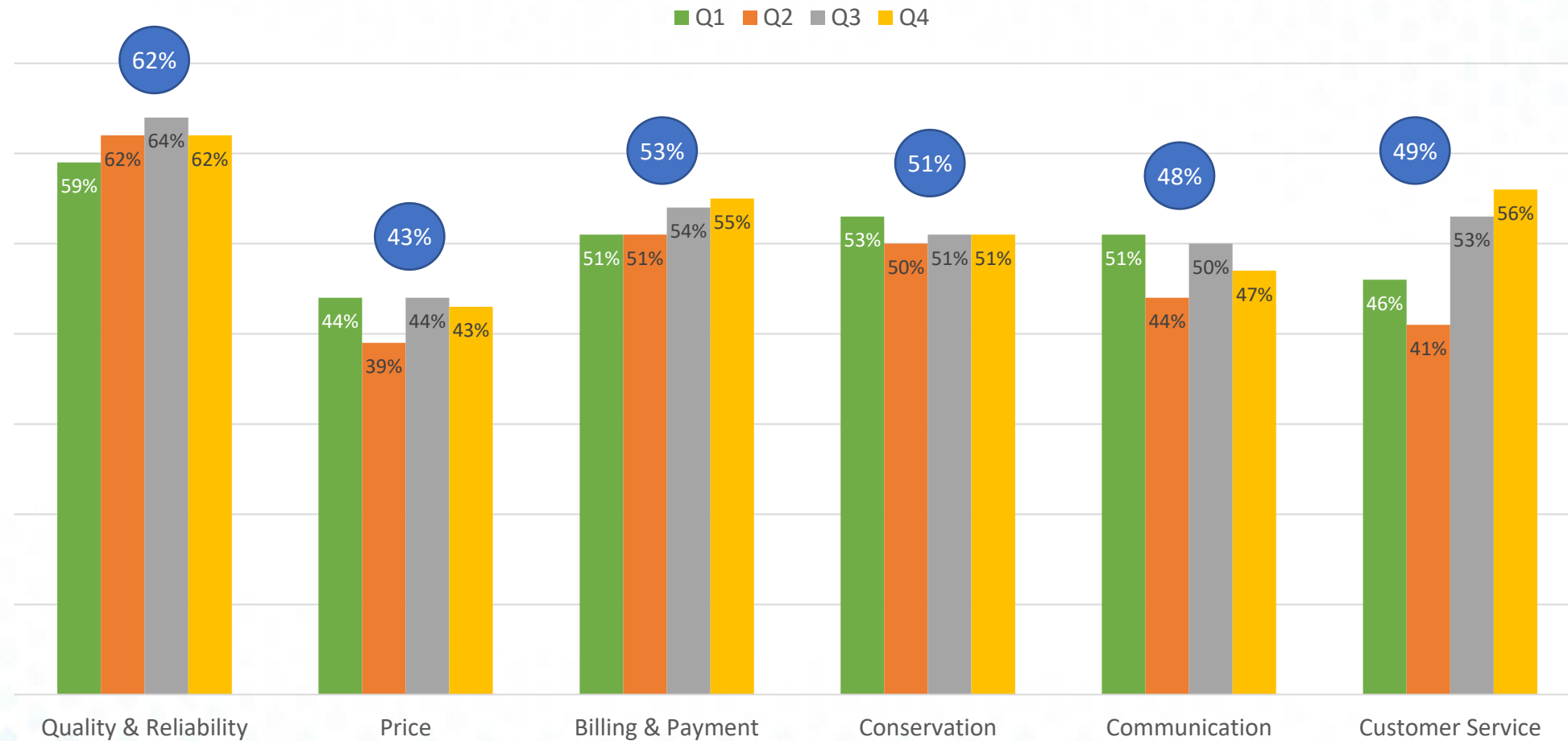
2024 Residential NPS by Region

	2024	Q1	Q2	Q3	Q4
Lexington	21.2	21.6	13.3	19.8	32.6
KY	20.5	20.4	13.6	19.5	31.1
Northern	3.2	-14.3	22.2	11.1	-16.7

2024

2024 NPS Driver Categories

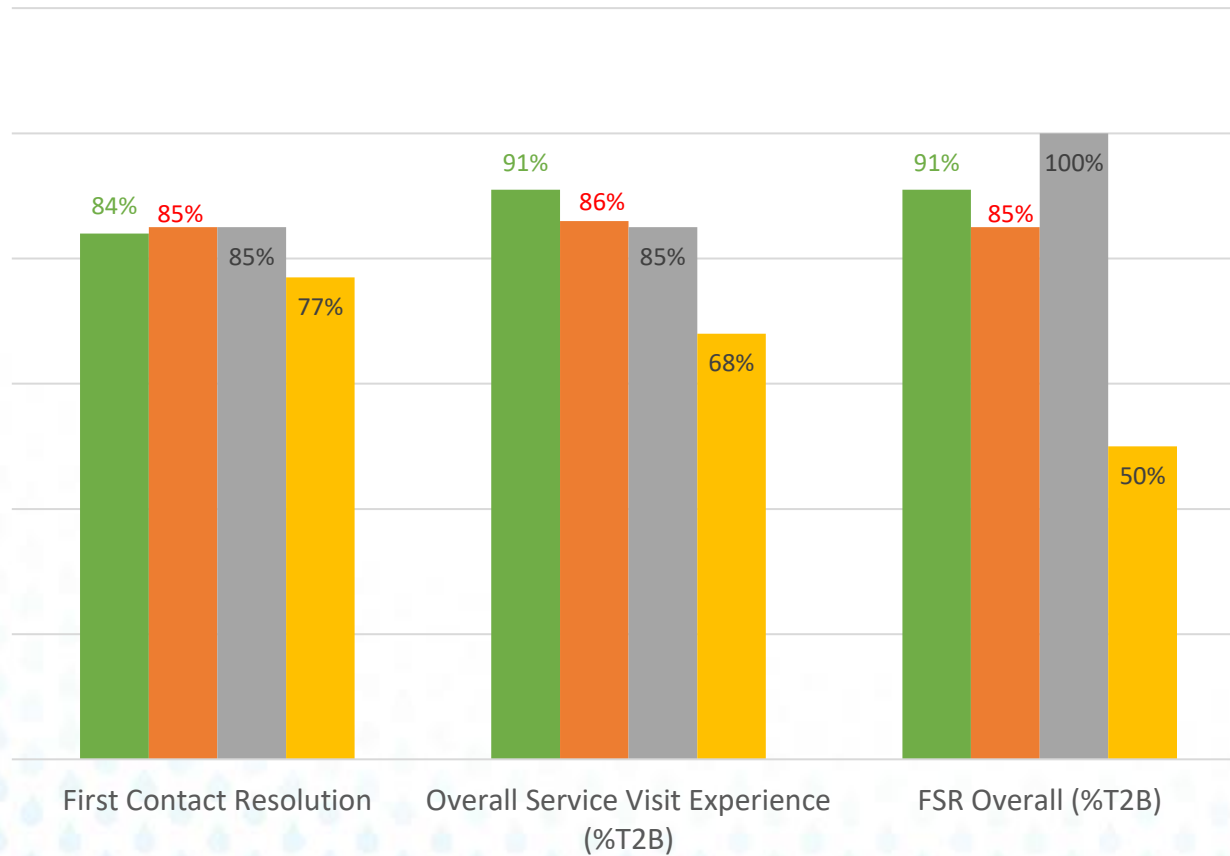
KY – NPS Drivers 2024 (% T2B)



Service Visit

KY Service Visit Factors

■ Q1 ■ Q2 ■ Q3 ■ Q4



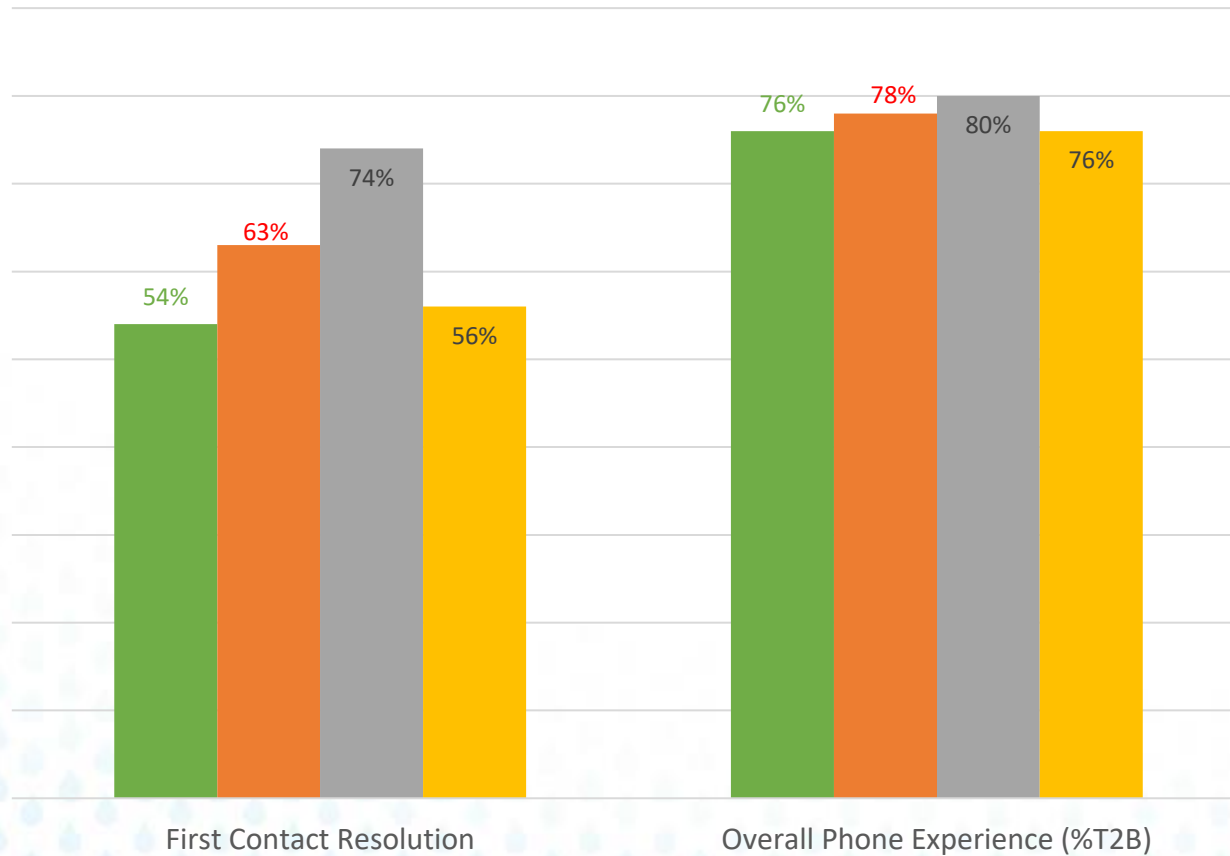
2024 Overall Service Visit by Region (T2B%)

	2024	Q1	Q2	Q3	Q4
Lexington	82%	90%	86%	85%	67%
KY	83%	91%	86%	85%	68%
Northern	88%	100%	-	-	75%

Phone Experience

KY Phone Factors

■ Q1 ■ Q2 ■ Q3 ■ Q4



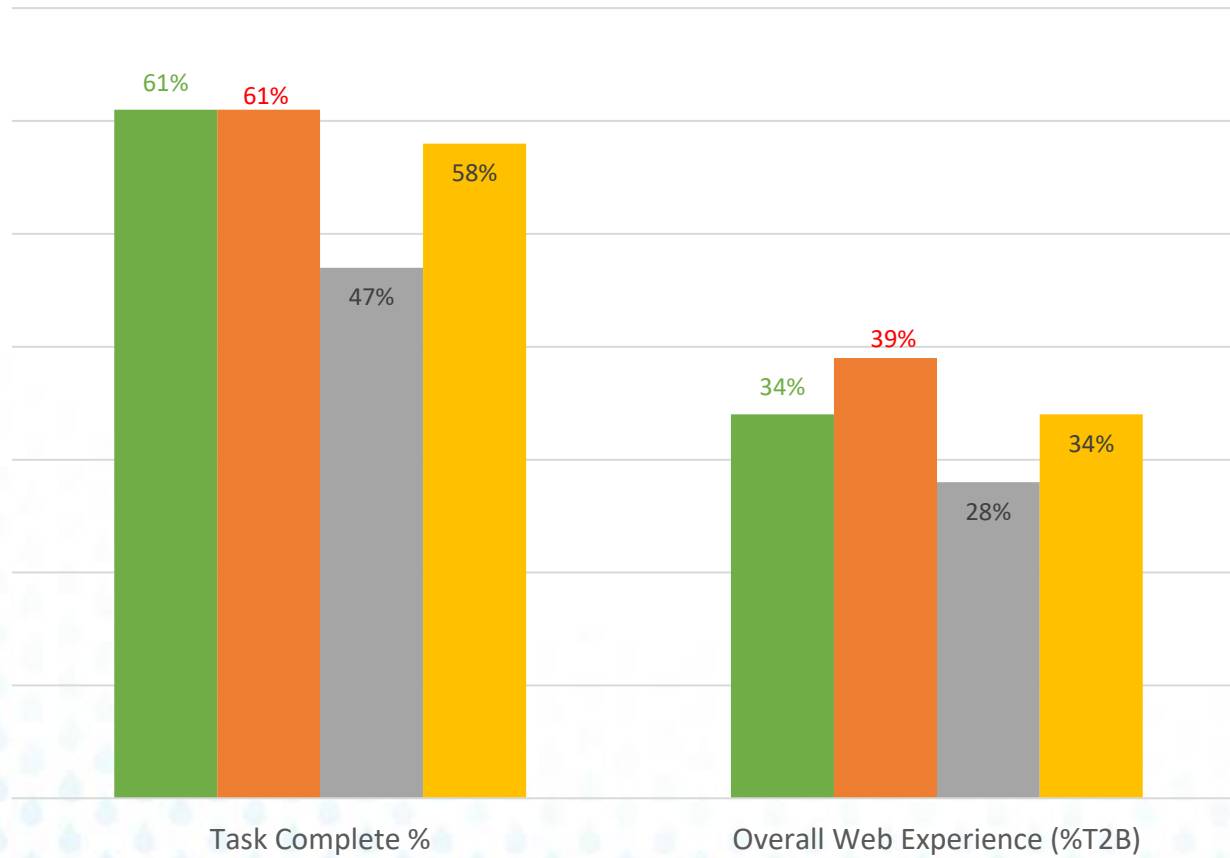
2024 Overall Phone Experience by Region (T2B%)

	2024	Q1	Q2	Q3	Q4
Lexington	77%	76%	77%	79%	77%
KY	78%	76%	78%	80%	76%
Northern	78%	73%	82%	92%	64%

Web Experience

KY Web Factors

■ Q1 ■ Q2 ■ Q3 ■ Q4

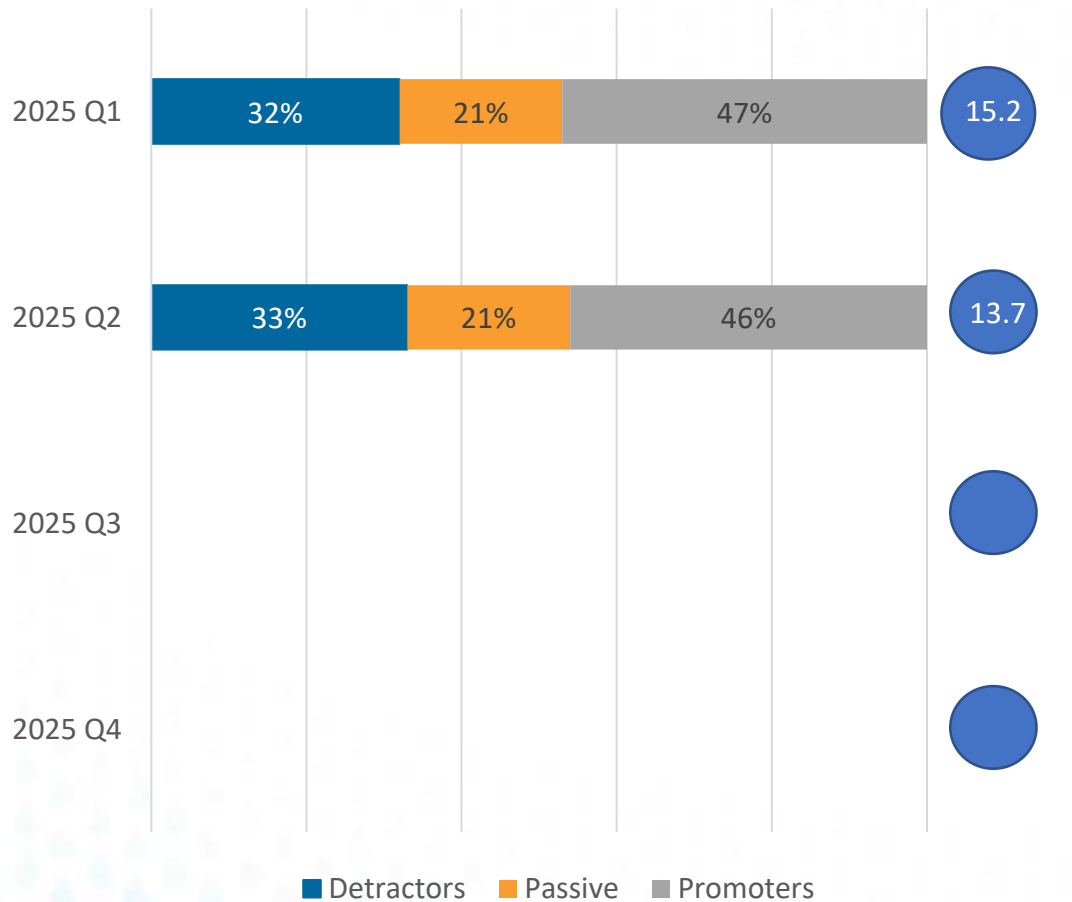


2024 Overall Web Experience (T2B%)

	2024	Q1	Q2	Q3	Q4
KY	33%	34%	39%	28%	34%

2025 Residential NPS

KY – Residential NPS Groups 2025



2025 Residential NPS by Region

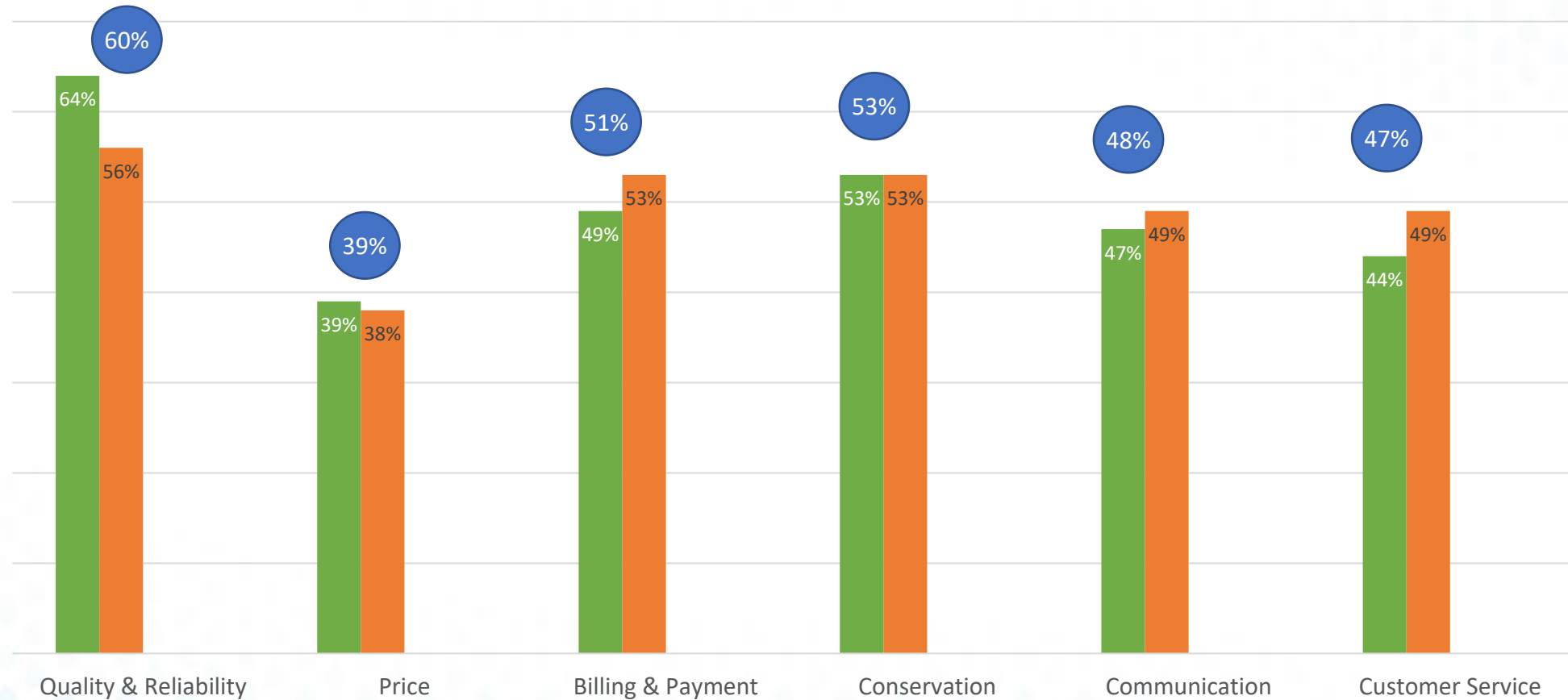
	2025	Q1	Q2	Q3	Q4
Lexington	14.9	15.6	14.2		
KY	14.4	15.2	13.7		
Northern	0.0	7.7	-33.3		

2025

2025 NPS Driver Categories

KY – NPS Drivers 2025 (% T2B)

■ Q1 ■ Q2 ■ Q3 ■ Q4



Service Visit

KY Service Visit Factors

■ Q1 ■ Q2 ■ Q3 ■ Q4



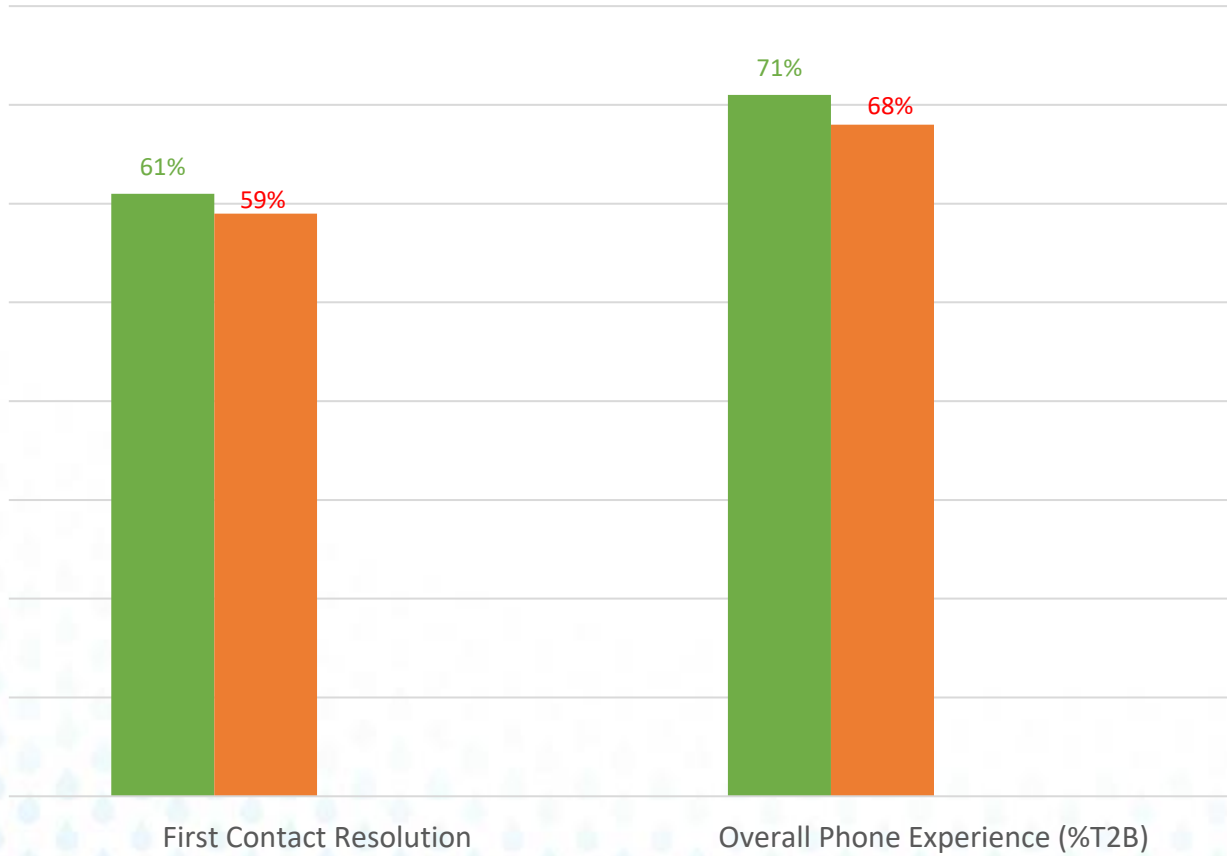
2025 Overall Service Visit by Region (T2B%)

	2025	Q1	Q2	Q3	Q4
Lexington	89%	100%	77%		
KY	89%	100%	77%		
Northern	80%	-	80%		

Phone Experience

KY Phone Factors

■ Q1 ■ Q2 ■ Q3 ■ Q4



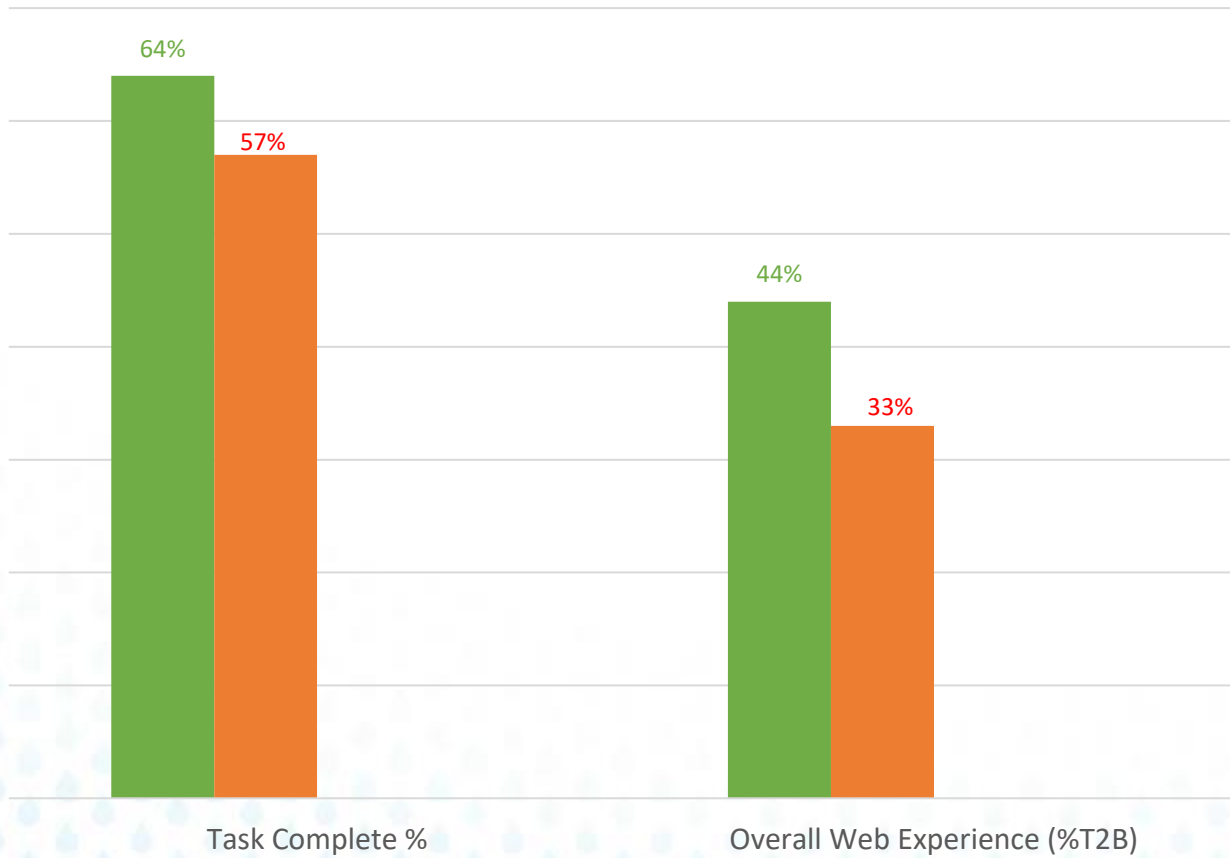
2025 Overall Phone Experience by Region (T2B%)

	2025	Q1	Q2	Q3	Q4
Lexington	70%	71%	69%		
KY	70%	71%	68%		
Northern	68%	85%	50%		

Web Experience

KY Web Factors

■ Q1 ■ Q2 ■ Q3 ■ Q4



2025 Overall Web Experience (T2B%)

	2025	Q1	Q2	Q3	Q4
KY	39%	44%	33%		

Comments
Cost
Take some samples , your the water company fix it please
We contacted to get water turned on for move in, but the next available appointment was 7 days out from our move in. We were without running water for that time
We don't have an option to choose here. It is the only service on our community.
Erratic charges for water usage that used to be very stable prior to my challenging this and reporting it to the council and seeking help from same!!! Explain the erratic changes in my bill over the last 12 months when water household water usage remains consistent?!!!
Rates are too damn high
O Stop the bleach smell. It turns my stomach that I am drinking that crap.
Get water to my house I've moved three times in lexington but my online account doesn't allow me to change the address and update the account. So payment is always stressful since I have to make time to call and pay.automatic Direct payment was cancelled for some reason but I always paid on time
You a are money hungry jerks
Didn't know I had other options
Nothing
American Water is the only service in town.
I have no problems with this water company!
Last interaction was them sending me an email about old pipes that meant me doing something I was unable to do and I really thought they could have done it or should have known it themselves. delivers water without interruption, except for annual cleanings of. the lines which takes too long - why can't they be more specific about when its going to happen in today's world of emails and internet ? They just did a lot of work in the neighborhood and it is still not completed. It was an awful experience - from a mess for far too long and still going on to communications throughout the project. Safety as well as messes was not a high enough priority. they moved fire hydrants without notice and its been MONTHS and still not painted the sidewalks and thus people are constantly parking and blocking the hydrants - thank goodness their have been no fires. How about cleaning up the rest of the messes they made - grasses and lawns, unpainting or overpainting places that used to have hydrants, painting near driveways where they took out the concrete, etc.
Good experience with service.
Poor customer service and slow attention to complaints. Costs too high, Better customer service. Better transparency on billing. Admitting when you make a mistake and apologizing for your errors. Lower costs.

Comments
You are over billing . I called and always left on hold forever. We are out of town. Will be interesting to see how you bill us, when we are not home. I will be going to your office when we return home. Our records from yours is totally different. Same for Lex Serve. Not happy. When I first got in touch with someone you suggested to check out toilet with dye we did no leaks. It all started when you put new meters in .
Solución rápida Respuesta
Only water source in town Consider duo factor log ins, face recognition etc Logging /Passwords can be a little quirky
Been your customer / client since the 1970s with perfect service. Always being there is a comfort. Continue to fight local governments which want to acquire all of your assets, local governments can not trusted to provide safe water.
Late payment fees without notification !
Better communication of bill. One email, limited details and have had trouble in the past accessing the website
No help
Customer service agents are not always the friendliest. It would be greatly appreciated if they could "read the room" when a customer is calling and respond accordingly with kindness. Sometimes the unnecessary attitude is just not worth the call and I'd rather be shut off than have to call and make an arrangement for the next business day. Customer dashboard could use further improvement and easier usability.
„ ..
A good service, but wondering, is there another?
ok good day by by
Do you offer free fee online payments? Thanks!
straightforward website, electronic billing, uninterrupted service. Nothing I can think of
We have no choice but to use Kentucky American Water.
Rates have increased, but no other options to source water.
I have never had a real problem with them. If I have a problem, they will always help me out.
Because you have a monopoly. Keeps the water running.
Reliability Provide water Send the billing amount (electronically) EARLIER
why would i recommend a water company? we don't have a choice!
We were told we had to have a larger water line due to distance from the road and were charge a large fee each bill statement for it. North Middletown never charged anything extra due to the need for it.
We just returned from Florida, and it is so nice having tap water that tastes good! Florida water tastes like sulfur, or maybe soap.
This past year I had reason to become unsatisfied. Unfortunately I have no viable alternative but I still have no regard for your company. Nothing

Comments
I have had a wrong bill for last 3 months. ave made 4-5 calls about it and each time told it was a problem with meter. Been told it would be switched out and to this date I have had no feedback.
The water quality is good and the price is fine. However, when I submitted a service ticket via your website, no one ever responded to me. I would have at least liked to hear a response. Simply reply to my message, even if it's to say that repairs will not be done. I am mainly disappointed that you ignored me. The water quality is good and the price is fine. However, when I submitted a service ticket via your website, no one ever responded to me. I would have at least liked to hear a response.
Don't have a choice lol Gets water to my house Remove fluoride. Reduce cost by sending non-pottable (sp?) water to houses. Houses then have filters or water stations in them for drinking water. So dumb in the USA that so much money is spent cleaning water that just goes down the drain.
I don't usually recommend water services. I didn't think there were other options. As long as my water stays on, I'm happy
Exceptional service reliability
Repeatitive leaks and meter malfunctions causing stress and uncertainty with water service. I would use anything else if there was an option. I cannot think of anything that they do well, the prices are high, the service is slow, the leaks and meter problems are very common.. allow me an alternative water company to buy my water from..
customer experience when needed, which is seldom, quick reaction I'm ok
Good clean water, reliably delivered, but with a slight after-taste. Eliminate the after-taste
I don't know that I will have an opportunity to recommend this company to anyone. Provide quality service.
In the 48 years that I've had service from Kentucky-American and American Water, I've had no problems with either company. Keep fluoride in our water.
It's been a relatively good and reasonably proced service. Fair pricing Better communication. I pay with AutoPay and never see any information from the water company.
Your service is nothing special. You are a middle off the road Company. Quite frankly, nothing special. Insure quality of water but honestly you ask not to consider what matters as well, the price.
If you would remove fluoride from the water it would have been a 10. Remove fluoride from the water. Studies have shown that it's very unhealthy. I'll say it again.....remove the fluoride from the water.
Easy to deal with when having issues. RELIABILITY! i wish they could treat with chlorine again.

Comments
The water quality is absolutely horrendous. It smells like bleach and chlorine, we cannot drink it. I am severely allergic, since childhood, to fluoride, and I cannot consume the water at all. You need to REMOVE fluoride from Lexington's water supply! I have gotten sick just from using it to brush my teeth. I also have experienced severe rosacea when I wash my face in tap water the over the last year. I have had to purchase filters, and use filtered water on my face and scalp because the water has so many chemicals. We are so unhappy with the water quality. Guests and visitors in our home from out of state comment on how harsh the water is here. One had a severe allergic reaction, and was miserable after taking a shower in our guest bath (one without a shower filter) for days!
Keep the water flowing!
Service is great I have had no problem.every question has been answered you have a good staff If you have a problem they listen to and offer help . Most places pass you off to someone else. I can't think of a thing. Kentucky American water does things right
My water pressure is low and I paid to put the line in on Rockwell Rd now you have added people to the line pressure has went way down two people can't take a shower at the same time. Please turn the pressure up on this line. Like I explained before they need to turn up my water pressure I paid for the whole line to be run down Rockwell Road now you've added people to the line and at 8989 Rockwell Rd. we can't take two showers at one time because the water pressure so weak
No options
There isn't another option.
Quality of service Ease of service, when needed. So far, so good!
Winchester water is awful. the company is fine. the quality of the water is horrible. ice made with the water is awful. make the water taste better.
I am very aware of all the utility services in Scott County, KY due to my job. KY American Water is head and shoulders above the competition. My bill is 1/3 of what my neighbors on the other service pay. Water pressure is what I expect, KY American provides fire hydrants with sufficient water, and outages are quickly addressed and repaired. I can't say any of that for the competition.
Poor taste Nothing, the only source
All the places I have lived you don't have options . If you live in a certain location this is your water company Force you to go to autopay. If you have complaint, they are always right. Water tastes like bleach. Get rid of bleach taste. Lower the bill give options for payments
It is not like we have a choice.
too much chlorine I always have water Lately it the smell of chlorine will blast you out of the room.
Water bill is high. But KAWC is the only option any of us have. . .
No other co. Good water

Comments
<p>1.) KAW really nickel and dimes their customers. If a payment is late, because in this economy, it happens more often than not-- they cut your water off -- and then add additional fees to turn it back on. Yes, people need to pay their bills. But stacking high additional fees on top of those bills doesn't help those that are already struggling.</p> <p>2.) The water smells like chlorine.</p> <p>3.) The water tastes horrible and must be filtered before drinking-- no wonder everyone has so much microbead plastics in their body from drinking bottled water.</p> <p>4.) The water is so hard here that KAW should consider adding a softener to the water- but I sincerely doubt that will happen without another significant rate hike to build another expensive pipe line for someone in the company to make some bank on the side.</p> <p>5.) The 6 rating is positive because at least when I turn on my water-- water does come out even if it has doubled in price over the last 15 years. The water comes out of the tap and I feel it is relatively safe to shower in. Although this is a relatively low bar. Improving the taste of water-- removing the chlorine smell and taste for starters. Look at cities where residents report having excellent drinking water. DO SOME RESEARCH. It's not rocket Science. If you all are not able to figure it out-- I am sure that a PhD graduate student at UK can do the work pretty cheaply for you!!!</p>
<p>After moving from Elizabethtown Ky. in 2010, we have lived in the Hamburg Area here in Lexington. During these 15 years, I cannot remember losing water service even one time. Our water has never been discolored, odorous, or repugnant. Nether my wife, I, or any of our guests have ever refrained from drinking and using our water directly out of our faucets. That is an amazing record and history on the part of our supplier, American Water. I could not be more pleased. Thank you, American Water Leaders and associates! Kentucky American Water is consistent in providing my family with reliable, clean, tasteful water. Even our 9 grandchildren (ages 11-36) drink our water, bathe in our water, and have never complained even one time about our water; and this satisfaction spans 15 years. How could one not be satisfied? My satisfaction with American Water on a scale of 1-10 is an 11. No suggestions from me on a need to improve. Thank you, American Leadership and staff.</p>
nobody else to use
The water doesn't smell good Make the water cleaner than it is now
Not good customer service Give me an adjustment on my bill Make an adjustment to my bill because I had a leak outside the house while I was gone and didn't know it
Quality water
Water bill keeps increasing, usage isn't Consistent, quality service
Excellent service and quality water at all times
easy bill pay but rates seem high explain on the bill whether there are different water use charges for different hours of day or night.

Comments
Live in an apartment complex ... no other option
Don't think I need to, only game in town
Never any problems. Very well run. Professional.
Your customer service terrible my family had to go with water 4 days. I just want to thank the girl that took her time out to help me. The best way she could
I don't believe that meter readings are accurate. Needs much better communication when customer has an issue. Which I do and don't even want to deal with it.
We have been in our home since 1999. We have never had a disruption in service.
No other water supply in Lexington Supply watrr
Rates WAY TO HIGH...and KEEP going UP!!!
Lower costs Water is high cost and growing
I reported a problem with my account. I think there was some confusion with my account and that of my daughter. I went to the office on Richmond Rd in Lexington to consult with rep there. He was very kind but I believe we have not resolved the problem. My plan is to return to the office tomorrow. I also had a major water leak in January due to frozen pipes, my bill was over \$500.00. After calling I was told there would be no adjustment in regard to payment. Hoping time resolves the problem.
You charge me twice as much as you charge my neighbors. It's 2 of us living here and we don't use water for \$80-90. Asked a representative to come and see if there was a problem. He was rude and said that he didn't see anything wrong. I don't agree with this charge. Consider creating an app. Improve the quality of the water. It smells like chlorine for a long period of time. We buy spring water to drink.
Good tasting water and reliable service
Never any problems
My bill goes up with no explanation. There are only two in the household Explain cost increase
The company is privately owned and operated.
There is too much chlorine taste in the water. It is undrinkable from the tap.
It is the only service available KAW delivers clean water every day. I am satisfied with my service now.
Only water source available
There is no choice in the matter.
Provide clean water on demand, as much as I want. I have a watering system in my yard. You don't need me to confirm each year that it is hooked up correctly.
Cost increases
I don't like the taste of Kentucky water
You monthly billing is not always accurate. Send me accurate bills not inflated ones only to be reconciled months later.

Comments
The water quality is the worst I've ever seen. The hard water is not only bad for skin, hair, and consumption. Also, it destroys coffee makers & plumbing. It should be a crime to provide this level of water. Nothing. Improve the quality of the water. I had to put filters on all my showers due to the minerals/hard water. The difference is astounding! I am afraid to drink it. I've been looking at installing a water softener system in my house, but they are very expensive. It's shouldn't be this way.
It's the only option for water service in our area.
Will not fix my issue of water coming from the man hole right my driveway. It's tearing up my driveway
31 years no problems If I need them they are there I need more pressure
Consistent and reliable water service. Keep water quality high.
Because you have a monopoly on our water supply so the is no other choice. You guys overcharge me on estimated bills by a criminal amount. Stop estimating my bill fraudulently high.
Price Lower prices
Dropped down from a 10 because lately I've smelled à strong chlorine/bleach aroma I'm still alive after drinking ???
What other option are there?
no contact is a sign of taking care of business between you are lexserv like other services, things have gotten a bit expensive
As far as I know, water companies are set by where you live. Do we really have a choice? I have good water pressure and its apparently clean.
Good water and good service. We are fortunate to have a good supply. Good service
Service without problems. Actually, no problems.
Billing timing is poor. KAWC should have a much greater space of time between the posting of the bill and the due date.
Customer service is not good.
Expensive, but no problems
You have been no problem at all!
I wish the sewer and water was one bill. That is how it was when I lived in WV. Not a huge deal but did make it easier. So far I'm pretty happy with the overall experience. As said before it would make it easier if sewer was included but that isn't a huge thing.
apparent cleanliness of the water supplied; regular billing 'close to' the same each month...even though I know it is based on gallons used probably not, but having KAM and Fayette Cty UCG bills is not ideal
Water is nasty Nothing Have people read the letter every month and don't just send the same bill every month scammers is why you are
never any probes with water bill or personal the i talk to very nice on phone listen to people complain about thing they can't change that it thanks you for your hard work

Comments
Generally good service and quality water, pressures okay. Keep the water flowing at competitive rates! They can do much better at responding to raising valves in newly paved streets. took me 8 months to get them and their subcontractors to address.
There is no other option, there is no need for recommendations. Nothing else
There is a monopoly on water providers. No recommendation needed.
It's the only choice
Water quality--but Mansion Apts. charges us whatever they want--\$60 last month!! Have billing for EACH apartment at 3820 Nicholasville Rd. Lexington KY. Mansion charges us whatever they want!!
Better water pressure
There are no other options Reduce some of the chlorine if possible. I added whole house filters and that made a huge difference. It's not affordable for most people.
It is much better than our city water here in Georgetown Stop raising orices Keep the prices the same and rework your budget to make it happen. We as customers don't get raises to offset your greed
They help with bill As of right now everything is great
I think it's the only option for the area
It's not like we have a choice of water company, so what's the point? Not exist? Local governments should supply water, not a company.
Constant price increases, guesstimate billing
Kentucky American water either does not have the capability or they do not bother with telling customers when their water usage is out of the ordinary until you receive your bill. Consequently, due to a frozen pipe that broke, over 172,000 gallons of water flooded my basement causing thousands of dollars in damage. Other water companies are able to monitor usage and alert customers to potential issues even when it's just a running toilet. Ensures water quality is good or alerts customers if there is an issue.
This question doesn't really apply because we have no other choice for water providers in Lexington.
Although interruptions in service has improved, I am concerned about the age of existing pipes. Supply me with life giving water. I noticed in a recent article about how KY American Water gave back to the community. Would hope DEI be eliminated in your giving. Thank you for your consideration.
Poor quality, too expensive, lousy payment options. A company should NOT charge to take phone payments ???. Take off the \$1.95 charge to pay my bill!!!
Only choice
Water has a good taste.

Comments
Water shouldn't be something sold to someone. Everyone should have access to work. Greed and corruption is the problem Nothing, my water meter is buried under dirt. I have no idea how they can even give a proper reading. They randomly show up without any warning or notification. Just a horrible service provider. I guess I should just be happy that I have water Fix my water meter and have it available to be read properly
My water is not clean..it's red and clogs up my showerhead CLEAN WATER
Good service.
Too hard to get in touch with customer service. Customer service is moody and unhelpful. The website is extremely challenging to navigate. I spent two hours trying to update my credit card and was still unable to do so. I had to add my bank account so my bills would be paid.
I am not sure why you are asking if I would recommend KAM. It's not like we have a choice in the matter.... Gives me water I need to live! Other than price? The price is the problem, and it keeps going up! Also, get some customer service reps that give a crap about their job and want to help people. Look at your Google reviews, and there you will see the problem!
Clean water Links for bill pay from email do not work
Do I have a choice?
Can no longer get local technicians to return calls or assist with issues we've lost our local ability to communicate with the company. My water bill has been six times higher in the last four months than usual. I suspect a leak. I have tried to call on several locations to ask for a technician to troubleshoot with me. No one will answer my phone or return my emails your ability to communicate with our local residence is poor.
This may crop up later on in the survey, but I think it really SUCKS that KYA has tacked on a \$1.50 fee for paying my bill at Wal Mart. I always use my DEBIT card to pay my bill with. I see no possible reason for this additional charge. Always remember that when the Lexington-Fayette County Government was making a move to take over the water company, I voted AGAINST the take over when it was on the ballot. KAW seems to respond in a timely manner to problems such as leaks in the system. Drop the damn \$1.50 charge when paying my bill at Wal Mart.
Never had a problem with them Everyone needs water to survive. Cleaner water
Just had it about 5 months doing alright so far
Neutral because I thought you could use what water is there Cleaner tasting water
Have never had any problems

Comments
I sure don't drink the water. We don't have any option. I'm still upset that they called me one day and said they were getting ready to cut off my water for nonpayment. I had been out of town for a month with husband at the Mayo Clinic. I had paid every bill I had. Told them I hadn't received a bill. They ask if I still lived a some unknown address in Michigan or Minnesota. I sad NO. I've never lived there. That's where my bill had gone. No one knows why my address was changed. He put me on hold to call the person coming to cut off my water. I didn't appreciate that! He had no idea how that happened. Taste and cleanliness of water.
It is the company that provides electricity in my region
Whoever I spoke with on the phone was excellent customer service rep.
The technicians worked very hard in very hot weather to complete the job - they were courteous and professional in representing American Water
Thank you!
I tried paying off my water but my payment went to sewage instead
Site keeps saying cannot process payment. Card is not locked. The money is in the bank. Bank said this site is not communicating correctly with the card.
Website never works and usually wont let me login and it always takes multiple times to get it to work. Please get an app it would be eaiser
I have had customer service issues. I called in Feb. & March concerning billing to my home while the water is actually off. It may have been March & April....but whichever, customer service was horrible. A manager called me back. I returned her call but never made contact. Very disappointed as I have been a long time customer with excellent credit!
Taste
Closing account for 991 Fredericksburg Road and I answered all questions and the process page froze up twice.
too much chlorine..almost knocks me down when I turn on the faucet
Very happy with what we have
Advance notification of distrupcion of service
Occasional chlorine smell
I do let the water run a few extra minutes in the morning to relieve the taste of chemicals after that it is not really a problem for the rest of the day
Occasional taste/odor which you have discussed with summer flushing of various pipess, etc.
Pressure
The bill is being sent to another address, not listed in the online account. There is no enrollment in paperless billing. How was the other person's information even tied to this account? It's shown no where on the site. This site is not accurate with the information they provide. My task was not completed because I couldn't dsee where the other mailing address cane from, and how to stop it from going there.

Comments
No water 6/16/2025
I kept getting "log" errors
Representative could have told me that suspected water leak from toilet was not covered. Instead I spent another hour giving suspected water leak documentation on line.
No
When I received my bill it was HIGH so I called to see why and the representative sent a technician out 2 days later. When the technician arrived he stated I had over 4,000 gallons of water running through the meter and asked if I had any leaks in my apartment, I said no because I don't. Maintenance got called and they arrived and looked everything over and found I had a bad water heater and once I spoke to maintenance I was told to call Kentucky American Water for a water adjustment for my bill. I called customer service and was told to fill out the adjustment form online. I filled the form out and 30 minutes later I was denied because apparently water heater problems isn't covered for a adjustment which is completely absurd because it takes water to run it and I get charged for it. Going forward you all owe me an adjustment, my water bill is around \$60 a month and you can see that on my account since I've lived at this address.
None
I felt the representative tried to have me pay a remaining balance left by a prior tenant of the apartment that I'm moving in to. I had to have my landlord added to the call in a 3 way conversation and then when I did, she told him that she didn't insinuate that I couldn't get the service set up without clearing the old tenant's remaining balance. I also asked to be transferred over to billing so I could set up automatic payment but was dropped as soon as I secured new service. So now I have to call again.
Water quality measurement said to my home every year
If it needs it, I don't what to do.
Taste, smell, hardness
You can change the mineral content of the water. The water is very hard and most of the time it is not clear.
That thing you do every Spring where you change the type of chlorine for a month makes it undrinkable. I have to buy water the whole time. I get the idea, but I'm not a fan. Also, if that cleans the pipes, it means you're running whatever it cleans out into my pipes, right?
Thanks
I use a filter pitcher that takes away chlorine taste
Your billing cycles are not consistent and you wait until the bill is past due to issue the bill at all. Forcing me to pay a late fee I should have never had to pay. Also you refuse to fix the leak in my neighborhood that has been there for three years. And has been confirmed city water by your own employees.
Nothing. I like your water alot!
No

Comments
not at this time !
Scott was efficient and knowledgeable. He did an excellent job for us.
Please fix the taste
<p>I had forgotten to updated my checking account info on my auto pay, and had updated it on my account the same day the payment was processing on the WATER account, and I was attempting to ask the rep to confirm if the payment was processing through the old checking account, or the new account I had just updated the auto pay with, and the rep was unable to provide me a confirmation which account the payment was going to process through, and when I confirmed with her that she does not know which account the payment is going to process through, she took a smart tome back with me, so I ended the call. I then went ahead and made a manual payment of the amount due online just in case the auto pay had processed through my closed checking account.</p>
<p>THE GUY I SPOKE W/WAS NOT BELIEVING WHAT I WAS TELLING HIM! I PROVED HIM WRONG AS I USUALLY DO WHEN I GET TO THE BOTTOM OF THINGS!! AMERICAN WATER IS A RIP OFF TO ITS CUSTOMERS. I LIVE ON A VERY SMALL FIXED INCOME & ALONE! KY AMER. WATER DOESN'T GIVE A RIP ABOUT ME OR WHAT I FEEL, THINK OR SAY? I AM 81 YRS. OLD & ALONE, NO HELP AND LIFE IS DIFFICULT! YET, KY. AMER. CONTINUES TO RAISE OUR WATER BILLS & W/O ANY CONSIDERATION OF PEOPLE LIKE ME! YOUR DAY WILL COME WHEN YOU MEET YOUR MAKER? WE ALL STAND BEFORE GOD FOR ACCOUNTABILITY WHEN THAT DAY COMES? NO EXCUSES! YOU ALL WANT MORE MONEY SO YOU CAN DRAW A BIGGER PAY CHECK! POOR SENIORS LIKE ME ISN'T IMPORTANT TO YOU OR KY AM. WATER! WHEN YOU GO BEFORE YOUR MAKER? YOU WILL HAVE NO EXCUSES! HE KNOWS ALL, SEES ALL AND KNOW THE REAL TRUTH! SO THINK ABOUT THE POOR & NEEDY, NOT YOURSELF ALL THE TIME AND HOW YOU CAN MAKE MORE MONEY TO GET ANOTHER PAY INCREASE? I WORRY HOW I CAN PAY MY BILLS EVERY SINGLE DAY ON MY LITTLE INCOME! MANY OTHERS ARE IN THE SAME SITUATION! DOES KY AMER. WATER CARE? ABSOLUTELY NOT!! JUST HOW YOUR CO. & EMPLOYEES CAN MAKE MORE MONEY TO TAKE HOME? YOU WOULD CRY IF YOU SEEN WHAT LITTLE I HAVE TO LIVE ON & NO ONE TO HELP ME OUT W/ANY ADDITIONAL INCOME? PATHETIC!! LIKE I SAID, GOD IS WATCHING & WAITING FOR EACH ONE TO GO BEFORE HIM ON JUDGEMENT DAY? THAT IS SAINT & SINNER! DON'T FORGET THIS MESSAGE? GOD IS WATCHING & KNOWS ALL AND EVERYTHING ABOUT YOU & YOUR LIFE BEING OVER OTHERS! TAKE NOTE, LISTEN, WAIT & WATCH FOR HE IS COMING SOON!!! HAVE A GREAT DAY & PRAY YOU WILL PAY ATTENTION TO OTHERS THAT ARE HURTING & SUFFERING!!! PRAY GOD BRINGS YOU & OTHERS TO YOUR KNEES TO HELP, NOT TAKE AWAY FROM OTHERS! HOPE YOU WILL READ TO THE END & TAKE OTHERS NEEDS BEFORE YOUR HEART? IT WILL MAKE A DIFFERENCE IF OTHERS ARE WILLING TO REACH OUT & HELP THOSE OF US, WHO ARE LESS FORTUNATE!! GOD BLESS!!</p>
<p>I spent almost an entire week without water due to the inability to assist with a pre-scheduled appointment resulting in an extended activation date.</p>
need a human to fix account

Comments
Saqué una cita para que me instalen el agua desde el día 28 de mayo tendrían que haberla instalado y no vinieron, hoy 2 de junio no tengo agua y no dan una solución esto es muy molesto, estoy decepcionada con el servicio. En el sistema aparece que ya está activa pero eso no es cierto es un enorme error
I am trying to cancel a request to have water turned on in a duplex that I own. I no longer need the water to be turned on and am unable to cancel the request on line. Says I have to call 800 678-6301 Very frustrating.
The automated answering system is absolutely horrible! After I was finally connected to a live person my concern was addressed in a prompt, courteous and professional manner.
I was not able to report that I am actually having to buy water to drink and to cook with because my water quality is smelling like and tasting like chlorine and mold. Am I going to get a discount on my bill cause I'm not able to use my water like I normally do. Even washing my clothes hey have a different smell.
I have a question has the account been remove on 1133 kees rd? it been over a year since i 1. move out and 2. close out my account on 1133 kees rd. I would like to know if this correct. and would like for someone to contact me on this concern.
We fixed the issue. It was right where he marked. Pleasant on the phone.
website is not optimize for viewing on laptop/computer screen. usage overview from dropdown was either not working or was unresponsive
I have a past due amount and the lady kept asking how much I was paying.. very short spoke. I felt rushed.
Please keep up your good works.
I am very disappointed that you have accident shut off the water to my apartment 2 times in the last year, requiring me to call you to send someone out to fix your error. While your response was timely and did turn the water back on, and your service tech was very professional, you could have saved us all time and money if you had paid attention the first time you sent someone out your apartment complex and turn off the water to the correct unit.
The website has been always contact administrator. It was lag as always. Poor service.
water is cloudy and hard
Can't cancel service. Form errors out
Less expensive. And now you MFs wanna raise the price ???wtf!!!!???
The threat to purchase insurance for the main water line is rediculous, seems like a scare tactic to get people into oaying more money, seriously? More insurance on top of home ins. Car ins. Come on people, have mercy!
Reduce smell of chlorine; do not eliminate flouride treatment.
Hardness and pressure
Ever since combining meters, my bills have randomly stopped generating. Every other month no bill image generates. I'll call and request a bill image, and every time the representative says they're emailing it. What they don't realize is that there's a technical problem, and the attachment they're trying to email me doesn't exist. I've tried to escalate several times now with no luck.

Comments
<p>MY WATER BILL IS GROSSLY TOO HIGH --- THERE IS NO WAY I WOULD HAVE USED 68,320 GALLONS OF WATER IN ONE MONTH. I CALLED AM WATER YESTERDAY AM - WAS TRANSFERRED - SAID 1 MINUTE WAIT - ON HOLD - MUSIC, THEN MUSIC WENT OFF AND NO TRANSFER. I THEN COMPOSED LETTER AND SENT VIA EMAIL REQUESTING REPOSE - NO RESPONSE UNTIL I SAW ON MY EMAIL TONIGHT A MESSAGE HAD BEEN SENT WANTING BILL PAID. I NEED CLARIFICATION ON WHY I RECEIVED THIS BILL FOR \$550.43 FOR ONE MONTH AND -- WHEN I CALLED LATE APRIL ABOUT CHARGE, LADY TOLD ME A METER READER WOULD BE AT MY RESIDENCE ON MAY 5TH -- ON THAT DAY HE CALLED ME AND SAID HE HAD READ METER AND I WOULD BE GETTING AN ADJUSTMENT -- TO NOT PAY ANYTHING UNTIL I RECEIVED ADJUSTMENT -- WELL, THE NEXT THING I GOT LAST FRIDAY WAS ANOTHER BILL FOR \$614.00 -- SOME ADJUSTMENT!!!! I DESPERATELY NEED TO TALK TO SOMEONE IN AUTHORITY AS THESE BILLS ARE ABSOLUTELY INSANE -- I DO HAVE A POOL AND HAD A NEW LINER INSTALLED JUNE 2024 - POOL WAS FILLED AND I THINK I RECEIVED BILLS TWO CONSECUTIVE MONTHS AND COMBINED WERE LESS THAN \$300 --- SEE MY POINT??? PLEASE CALL ME IMMEDIATELY -- 859-327-3263 OR MY CELL 859-285-4143.</p>
Should be able to order turn on for existing sprinkler service online, I had to call to speak to representative
taste and odor
Get the floride out of the water
I have an auto deduction on my bank statement and have been searching for the charges and cannot get in touch with the water company. Can someone please contact me? I would appreciate a call at 859-312-8202. Thank you
None
Quality
taste, water odor, hardness and the horrible smell of chlorine (bleach). It's horrible
taste and odor top my list
Water is disgusting and smells horrible
odor
Do not replace my water meter again. About three years ago two guys replaced our meter. However, the reactivated it with different numbers that was the case when the former meter was replaced. It took months to correct the over billing by hundreds of dollars.
Need to find out why it smells of sewer
On a scale of 1 to 10, water pressure is about a 4.
I haven't had Kentucky American Water in at least 3 years - I LIVE IN FLORIDA!

Comments
I accidentally double paid. I looked for an easy way to fix on My Water. There was no way to correct my error. I then called on phone and was told I could wait and it would be applied to next month's bill. I preferred a credit. This was the same day that I had made the error. Since it had not posted she couldn't fix. I waited over 10 days and asked again for a credit. I was told within 2 weeks I should receive a credit. That didn't happen. The next billing the amount was credited. I believe you need to update the payment center on your web.
Non
The representatives, I spoke to were professional and efficient.
I don't have enough hours! Death of a family member is hard enough to deal with, but time spent dealing with service questions/billing is never ending!
Job well done, thank you.
N/A
Why am I getting charged a service fee to pay with a check online? That's ridiculous. It's a cash grab.
Switch payment method
Having to provide the account number is horrible. The difficulty of the phone menu system when you don't have the account number is horrible. You guys are the only company in the world that I deal with in any way who does it that way. Other than your phone menu process requiring account number your service is good. Your account number required phone system is the issue
I have 2 accounts, 2 separate bills. The website does not recognize my second account
I am a landlord looking to have some water turned on. Service was great!
when we called to have our water turned on they originally said they thought it would have to be the next day. This would have been a big problem because we were at our lake house and needed the water turned on to be able to stay. The tech ended up coming that same day!! We were thrilled!
It keeps showing me a "no logs" status.
Keep up the good work
N/A
question about denial letter concerning water leak adjustment. Can't get live person as it hangs up each time!
My water was off at 10pm and I called the 24 hr office. A tech came out that night but I had to stay in a hotel that night. I spoke to the tech the next morning and he let me know there was a problem with the meter and the water was back on. He was very nice as was the person I reported the problem to on the phone. Thanks.
Would like more water pressure inside the house
It took a week to have service turned on. Seems excessive.

Comments
A/N
I do not like having to pay online in fact I just send a random amount for my bill I don't even know what is owed anymore . I do NOT like online only
Well I'm fine with my water but hade bad problem in michigan.
Smell
Could be more filtered/ clear
If flouride is in our water, please keep adding it. I am in my mid-60's and grew up with flouridated water, I feel confident I turned out normal.
Nothing, Ky American produces a good product.
don't know
Redo the lines in Blueberry Hills!!!! 70 years old!
When clicking make payment it would not take me to the next screen to proceed
I need a good estimate regarding the availability of water in the event of a long grid down senerio
Hardness and to many minerls
When paying how to add or change my banking account information also is there an app for American Water of Kentucky if not one is needed. If it is send me the name of the app because I couldn't find it
All kinds of issues trying to use the website. I couldn't pay my bill, couldn't sign up for auto pay, the website was not iPhone friendly. It was just a horrible experience overall.
Had to keep repeating to AI that I wanted to talk to a PERSON.
Submitted a move in request and its stuck
Since the last chemicals were put in, the water tastes like chemicals. I don't let my pets drink it either
I installed an under-cabinet dual filter and connected it to my refrigerator 25 years ago. That is my main source of drinking/coffee water and ice. I has made an extremely huge difference in the taste of the water. Also, I have a problem with the buildup of white scale on my faucets. I wish I could afford a whole-house filtration system. I'm sure it would be a major expense, and maybe impractical for AM Water, but it would be nice if the water could be filtered that well before distribution.
flush the water outside the residents more often
Pre-treat for hardness
Our water smells so bad that we don't use it for many things that we used to. Something is wrong with it.
Taste, hardness
Hardness
Nothing; water is fine
replace the curbs your contractors removed last fall we were told they took pictures so they would know what was needed

Comments
It leaves a residue on absolutely everything. I hate that about it
Notification when there is a water line break.
Taste
High chlorine smell and taste
Not sure
Nothing exceptional about AW No disruption of service.
I've had no problems
what is the other choice for Lexington KY,,, never knew that was an option... doesnt seem this question is relevant the last time you sent a service person to my address I got No Email, NO early Phone call, NO Door Knock. I was taking a shower, shampoo in hair when the water was cut off! Needless to say I was not a happy customer. Went to the door and see service man outside - messing with the meter. .
Do not raise
U have always been helpful and there when we have had a problem.
KY American Water is great but Net Promoter Score is a bad measure of satisfaction and loyalty. I would have no reason to recommend KY American Water to neighbors because none of us have another water utility option, same with friends really. I put a 5 but should probably put a 1 because as much as I think the company is great, I am not at all likely to "recommend" them to anyone.
No issues I've never had any issues Nothing. I am very satisfied
Bills sometimes are high Nothing Nothing I'm okay
I have never found them to adequately explain discrepancies in my bills. Clarify issues when they arise
Impossible to get hold of someone and issue resolution is incredibly difficult. People I've spoken with were unreasonable, not interested in facts and zero empathy Nothing....seems like some big company 25th no local authority to resolve issues Give a damn
Over charging customers Bill customers on their ACTUAL water usage and update old meters that aren't working correctly.
KAWC is the only game in town! There is no "recommending". We either use KAWC or have no water service. I would love it if there was an app to use.
Only water service available
Cleaner and better filtered water
Well KAWC is the ONLY water company in Lexington so What's the point?
There is a neighbor that works for Kentucky American water. They drive a company vehicle. The issue is there car horn beeps when they lock and unlock. So why is that permitted to disturb the neighbors when they leave for work. Nothing Keep us informed monthly on water quality. Send outnewsletter
I like the statement I receive that gives me a complete read out of water usage

Comments
More support staff including operators, employees are spread too thin.
Indifference. So far, no complaints
Always have good service
I did not know I had a choice
Have no problems I'm very satisfied I have no problems I have no complaints. Everything is good. Thank you for your Quality service
Not many issues. Keeps the water flowing. Open your Lexington office back up
Was visiting another state, they have access to aqua hawk, is this service available for us?
When the quickest you can send someone out when an entire road has very low water pressure is 4-5 days that is ridiculous.
Finding a way to change payment is impossible, I guess i have to call for what should have been a simple task.. horrible website
Why is it so hard for you to remove a previous address (that we have since moved from and no longer live there) from an account page? As if for some reason I want to continue seeing that address information that now is completely irrelevant in my life.
Webpage is slow to load. Isn't very readable on mobile device. An app would be great.
There is no where to verify if my water is turned on or off. The tab for this task does not work with my address. The site is otherwise nice, but difficult for those moving out of their homes.
It would not let me into the account to change email address.Kept popping up error codes.
Can;t find where or how to change my banking information for auto withdrawal.
The water pressure is unreliable. Some days low, some days normal.
It wish the water was soft. I think it is too hard for my liking. My soaps don't lather well with the water and my hair feels and looks bad due to the hardness.
Hardness
My water meter was scheduled to be replaced in December 2024. Nothing has changed
Remove harmful chemicals
Alert when water is disrupted so that I am not thinking it is a broken pipe in the home.
Trying to reach a representative. I paid a bill back in December with a benefit card. Water co. did not accept it for some reason. I called the benefit Co. twice and both time they had it paid on their end. The water company keeps charging more and more. I'm about ready to build a cistern and turn the water off completely. Nobody answers the phone and there is nowhere on this site to reach anyone. I'm really fed up with this. Taking bids on a cistern this week.
I resent I have to enroll in online billing to get notice of upcoming payment and have to pay to use an electronic check. Corporate America!!

Comments
My water was cut off due to an unknown person calling to cancel service at my address. No one cross referenced this name with my name, which is on the account. My water was turned off at a terrible time because I had a sick dog at home. This info did not expedite a correction to my service which was restored almost 24 hours later.
Everyone on the crew was extremely courteous and competent!
For some reason, my area seems to have low water pressure.
Hardness needs to be addressed
Always respond positive to any questions I've had. Very polite employees. Responding quickly when there is a problem. Would be nice if the bill could be payed in the local office here in Owenton Ky ??
Water pressure Replace the water lines on Jonesville Rd Owenton Ky
More accountability for billing errors and cutting off my service due to American Water error.
You all have been hreat They always respond if needed in a timely manner
Hardness
Water hardness and water Quality. Piping would solve another of these issues, but I understand the logistical and economic nightmare this would pose for the city.
Not much but your billing department sucks!
Odor and taste could improve
Taste and odor
Odor
Sometimes there is a slight chemical taste when drinking straight from the tap but it is not normal.
They charged me \$28 to put an existing Water account in my name. The water had not been turned off. In my opinion, I should not been charged \$28 for water that was already on just to have it put in my name.
Filter the water
Can't access main page
I was changing the account from my husband's name to name. All information needed to be changed. Since I had never worked with this account in over 20 years, I needed quite a bit of help to change ID, password, e-mail address, Auto Payment method, etc. It took several calls before someone was complete in their explanations to get everything set up. The last caller was very good, but I could tell by her voice she was getting a little impatient with me. But she was much more easy to understand and gave me better feedback by the time we finished.

Comments
Only choice we have? Had to replace new water heater relief valve three times in two years at Glencoe farm? Huge water bills due to water waste? Plus extreme sewer bill from wasted water? Why don't we have regular water pressure where I live? I sent information to address on problems to address on my bills but no response from you? I spent my career in public utilities. Keep water coming! Wonderful plant in southern O C! Even water pressure?
Communication, many no water periods. Automated phone messaging does not work. Have frequent water outages and auto phone. Message said that there is a problem, would u like to hear the problem? I answer yes and there is SILENCE then it asked if I would like to hear the message AGAIN but there was no first time. If I say yes tell me again, again there is silence.. and there is no way to speak to a person so no way to find out how long the water will be off each time.
Good service
Only option available.
Timed out on me.
The interface for updating my auto pay information does not progress. I selected the payment method "Card" but nothing progresses forward. It just repeats the option.
We were selling a rental unit, and I wanted to schedule a water shut off. I first called on Friday 21 of February, was told system was down. I called again later that day; the system was still down. I tried again later, and the system was still down. I talked with a representative who took my contact information and said they would call me when the system was back in service. I did not receive a call. I called again on Monday, by then all the available slots were full for Thursday February 27 and the soonest cut off time available was Monday March the 3. Poor customer service by KAW!
i do not receive email or text into regarding current bill amt and due date. i have my email and cell number correct in the my account.
Horrible, both phone and online service is absolutely horrible
My acont
Budget plan won't work for me
I received a letter from KAWC that told me to call and schedule appt to read my water meter. Representative told me they were unable to access my meter and had been doing estimated readings. She asked if meter was behind a fence. I told her the meter was on the median beside my mailbox. Made an appt for the tech to come out on February 18. Was told I didn't need to be home. Got up on February 12 to take a shower before doctor appt. No water. Looked out and KAWC van in front of my house. I told him the appt was for the 18th and he said I just go where and when I'm told. I asked him if he had to replace the meter and he said no it was just frozen and pumped some water out. As far as your automated system, it sucks. It was stuck on "can I help you with something else" over and over and over. That's all!

Comments
Taste, smell, more softer
Care what we think. Please keep it consumer friendly. Care and be kind. There is so little of that these days.????
Taste and smell. It has been awful for about a year. Sulphur odor!!
Good experience
Water hardness kills appliances. Have lost a steam cleaner, a Keurig and refrigerator water dispenser.
I am 75 and no one takes into consideration. Some of us are living on \$1400 a month and they just keep raising our prices up no matter what. With all due respect O haven't of much notice too my bill until it got to 100\$ and did not understand why. If you would please consider older folk living in 1400\$ Maybe text more important items. I need to do my part by reading more what comes in by the mail Thank you for feels like concern and earnest reaching out
Everything ok
all of the above
Do away with fee to pay my bill
You have a monopoly on our water supply. We have no other choice for tap supply. Nothing We filled a pool in June. Last month you guys gave me an estimated usage that was double that month and have done nothing to resolve it. You are literally robbing me.
Service
I wasn't aware that we had a choice.
Water cut off. Didn't even realize I was at cut off status. I just paid 140 last week. Then the site is down. Can't even try to get my water reconnected.
We have periodic odor issues. The water takes on very heavy chemical smell during certain times of the year and certain weather conditions (low flow in the water source).
Good water, no problems
Taste could be better. It isn't horrible, but I prefer to filter it before drinking.
There is no choice in providers. That said, I'm happy with AW
You answer the phone and are easy to set up an account.

Comments
Water is good and reliable. Customer service though is difficult to reach and their policies are not straightforward regarding bill reductions due to leaks.
I don't think my neighborhood has a choice
The only thing that I think should happen is to make an easy way to adjust the sewer bill when you use water to water the lawn etc., which never goes through the sewer treatment process. When there is a substantial increase (i.e. summer) in water usage, the sewer bill is automatically increased. There should be an easy way to adjust the sewer bill to reflect the non-usage of the actual sewer process. That would be more fair to your customers.
Great service been serving me for (29) years! Water service is great plus where I live American Water is the only company that service in my area! I have no idea ??????? I am satisfied with my service!
Water is of high drinking quality
High rates
It's the only choice we have for water but it's gotten so expensive
Good service and price
KAWC changed my Water Meter without consulting with the resident. Provides me with a readily source of water Communicate better with regard to service calls.
It works well for me!!
As far as I know it is the o ly water company for Lexington Fayette
I use water filters always
It's crazy to have a water and sewer boll. They should be together It's ok I guess Ok
Landlord billing is inefficient. Double billing leading to refunds. They answer the phone Make billing more efficient
"Taste" of the water. I can taste the difference between the tap water and bottled water. It's not a bad taste, just not as tasteless as bottled.
Price
Too expensive Ky American Water does Nothing special. Add sewer fee payment to water bill instead of separate bill in Lexington Ky.
When the city tried to buy the water company your refusal to even discuss it makes you a bad corporate citizen. Sell the water company to the city.
Fluoride treatment Stopping the use of Fluoride and Florine in water. May be useful for teeth but detrimental for rest of body when consumed. Please please please stop use and treatment.

Comments
You have a monopoly and we have no choice. Nothing. Just give me the H2O.
I'm not supposed to be paying sales tax on my water bill, yet you all are still charging me sales tax. The Gas Co., electric Co. & sewer bills don't charge me sales tax.
I've never had an issue with my services.
No issues with KAW for over 20 years. Good service, no issues
No other option Water some times has foul odor and micro sediment
No other water company in the area that I know about. Keeps good water pressure. Nothing that I know of.
I've never had any issues with KAWC but reaching an actual human with customer service is ridiculously impossible. The occasional times I've had to actually reach out to speak with someone in customer service, the hold time exceeded 19 minutes. That's RIDICULOUS. Your My H2O dashboard is convenient and easy to use and understand. Decrease your hold time when trying to reach customer service-I should not have to hold for over 19 minutes to speak to someone in customer service...ever; notify customers when KAWC technicians will be on site-within the past 3 months, technicians were at my water meter (shared with next door) and they were there for over an hour and I had no idea why. Zero communication.
The only water around
Prices
I do not appreciate you billing me extra and then making it look like I didn't pay my bills. Notify me when you send an extra bill and why. this was very poorly done.
Water tastes good and customer servic3 is speedy and efficient.
N/A
I am just really worried if Federal standards decrease, it puts our water more at risk- I hope this is not going to be the case and is untrue, but I cannot help to worry—(based on what is happening to our federal government at the moment.)
None
Not sure
My bill goes up every month. I use less water and it still goes up
Trying to locate my water shut off to my house. No one could help me, even though they were going to send a service person out. If someone can't answer that question over the phone, I don't see how a service person is actually going to help on site. It's just stupid. Get your act together!
online services not helpful live person much more efficienct
Please correct the misspelling of my last name. It should be LaHara not what is on the my bill. Thank you LaHara

Comments
I am glad you manage our water however I wish American Water could construct your own direct access lines to Woodcreek Lake KY water source so you don't have to go through the CORRUPT city of Livingston who doesn't pay their bills! Also, I think you should give us discounts for the frequent days you inconvenience us with boil water issues. Also, I don't think it's fair that you charge such a high rate for commercial accounts. Us small businesses are struggling with all the huge costs, astronomical insurance, 3 different tourism taxes, occupational tax on top of all the other tax & double taxation we pay. It would be a big help if you made our rate the same as residential for my rental cabins. But I'm grateful you manage our water and we're not dealing with that filthy smelly water they have in Mt. Vernon KY!
Take flouride out.
the water is clean, but pressure is weak. I do online bill pay, so I have very liminted contact and communication with KY American Water Company improve the water pressure.
Since going paperless, I can not pay my bill online because I can't get to my account number even if trying to pay as a guest
I did not choose this company, it is who my landlord partnered with and I believe it is the only water provider in my area.
you are my only choice someone was supposed to come to my home due to my bill reflected that I use 3000 gallons more than normal. However since we had an ice storm when they were supposed to come, I do not know how they would check for a problem. No one has ever reported back to me and I have not seen a difference in my bill. It would be nice to hear back from someone. reach back out to me regarding my concern!
I believe the Rate is too high
Because I do like Ky A. M water Thay will do you right so have a good day If we have a problem, they get to it and fix it. I like Kentucky America water company. I don't have any ideal OF anything?
I think the service charge that you add to a payment made online is ridiculous. Reliable service
No other choice Reliable service Process to notify Ky American Water when sprinkler system has been turned off for the winter could be easier for the customer. Couldn't you determine that by the water usage in the property between the months of November - March?
Because it's just water Reviewing payments because I paid a large part of the bill and in the next bill I was surprised to find both bills together without deducting the amount I had previously paid Please improve your automated phone answering service and provide multiple options to allow your users to benefit from the call.
I think paying for sewerage is robbery. Especially for a seventy-four year old like me.
You are not doing anything to make you reccommendable. Keep the water coming. Fix the freaking online payment method and quit telling me that we do not exist, our address does not exist, our account number does not exist! Get a human to help resolve issues and get rid of ad crap on the help respone webpage.
Good service. Rates seem high and used to fund projects outside of Fayette County.
no problems in 34 years keep up the good work

Comments
<p>Mis Facturas llegan muy altas .</p> <p>Y hace poco me cobraron 350 de un mes ..</p> <p>Llame y notifique y solo me dijeron q es fuga y q llame un Profesional y para mi fue una estafa porq me toco quedarme sin alimento y algunas cosas más por pagar esa factura tan alta .</p> <p>Lo mismo con la empresa Lex porq me explicaron que casi es lo mismo en agua y lex .</p> <p>Pésimo servicio American Water es quien resuelve el problema de fuga no el cliente .</p> <p>En el sentido de que igual se paga tanto dinero que es injusto</p>
<p>We have had no issues with KAWC. Good water delivered to our home. Questionable pricing. All else excellent.</p>
<p>Is not very understanding of certain circumstances. Had an employee hang up on me in the middle of a conversation. Just do better. In some cases hanging up on a customer is ok, but hanging up on an emotion pregnant lady trying to figure out why her bill is high and was about to agree to paying pay a fee is unacceptable.</p>
<p>That isn't what new neighbors are likely to talk about keep supplying product! leave me alone</p>
<p>I am not sure of other options for water service. We have been most pleased with the American Water for 65 years. I pay with the automatic checking deduction each month. Never any problem. I have never had an interruption of service. Uninterrupted service. Good water quality including taste.</p>
<p>Our water service was disconnected without notice due to a clerical error on A.W. side. It took over 24 hours to reconnect service and I was informed that I would incur a \$28 fee for this. I still do not know why our service was disconnected and no one at A.W. was able to tell me either.</p>
<p>The current overpowering chlorine taste and smell makes the water taste awful. Reduce use of chlorine. You can smell it when you run water and taste is awful!</p>
<p>I would never have an opportunity to recommend any water company. We have no choices in Lexington, KY for a water company.</p>
<p>I would score higher but your use of childlike language and absence of grammar makes me feel you are not a company that is serious or professional. Take written English lessons. Really bad use of English. Totally incomprehensible sometimes.</p>
<p>water bill to high ever since you put in new meter</p>
<p>I don't trust the quality of the water. Better water.</p>
<p>Provide clean and safe drinking water with adequate water pressure.</p>

Comments
Reduce cost of additional water needed when we experience drought or extraordinary circumstances.
Not efficient or customer service oriented I am beyond mad that you sent correspondence about lead in the water for our rental properties and had our tenants freaked out. None of our homes had lead - tested and it made them unnecessarily nervous. You should have contacted us the home owners instead. Absolutely ridiculous. Website is the worst. Can't get a hold of anyone over the phone. Moved from Louisville and there is stark difference between Louisville water (efficient, fast, customer service as priority) instead of a "monopoly" on water mindset here. Sad. This is the only option for Lexington
Not really sure how to rate a water company?? Keeps the water flowing! I would like to know more about water conservation efforts- just learned via this survey Nothing- thank you
The service is good but I think the price is a little high. Provide excellent water quality. Keep price increases low as possible.
Multiple times I have had a vastly overinflated bill, completely unreasonable for one person to use. I called many times about this issue and it was unresolved. I went to the office and was told to "get a lawyer". It took four months to change a several hundred dollar bill back to my usual \$30. Customer service is awful. They seem to not be trained on what to do or are otherwise outright rude. I would never recommend KAM. However, you have no choice of provider in this city, so it doesn't matter. You provide me with water. Please be helpful when the billing is obviously wrong.
Rates too high Maybe check water quality and pressure more often
Quit trying to get me to drop my paper billing. It's a waste of your time and my time. three things: Price, Price and Price
Fast response to leaks/problems.
I hope it doesn't go up like blue gas's water
No problems lately Constant water
I think I am being charged extra for paying on line. KAWC made that change, the funds are transferred faster than the mail, so I think the additional charge is unfair.
I have water every day like I'm supposed to.
Have found them easy to deal with. Had their home waterline repair insurance over 20 years. Had to let it go because of severe price increases Always pleased with them. However my aunt died and I tried to pay her bill on-line and was totally unsuccessful! No increase insurance prices where loyal long term customers can no longer afford. I never used service! Had to drop
Increasing cost of water and erratic monthly bills. \$20 difference from one month to the next with no changes in household usage. Not much. I was notified my automatic payment would be made on January 21 for \$37.49. It was not deducted from my bank account. Today, February 3, my bank statement shows a pending payment to KAWC for \$57.23. No explanation given!!! Be more accurate in billing!

Comments
I have tried to get help for excess pressure. I am spending about \$100 per month extra for water going out a pressure relief valve on the water heater because you refuse to put a pressure reducer on the line even though the pressure is in excess of 100PSI. Right now I am not satisfied. Fix the water pressure.
Reliable water service at a reasonable cost Excellent service at a reasonable price
Fix my sidewalk and street. It's been five months since new water lines have been installed and everything is still torn up in our neighborhood. Fix my sidewalk!
Water quality
Water is very "hard" and prices keep going up
I don't like paperless billing I hate paperless billing but don't want to be charged for paper bills
During the widening of Clays Mill Rd , I had a terrible experience with the water company. The contractor ran over my meter, thus breaking my water line . Had to fight with AWC to fix it and they argued with me that it was my fault . In the end Mr. Dick and team came out to assess the damage and concluded they , AWC , would take care of the cost . Taste of water
You raise prices on water before approval Not much of anything Remove the fluoride and other hard water chemicals from your water
Quality of water, easy bill payment process Transparency! Quality of water, easy payment process
Website issues. I no longer get a paper bill and you need your account number to get on it. Quality water Website
my only choice isn't it? TASTE !!
When I had a leak in my side of the line and fixed it, Kentucky American exceeded expectations in regard to refunding my bill. That is spectacular! Easy to understand bills, easy to contact.
Extremely high cost Explain rates
It wouldn't take my electronic payment!
Water is full of solids Nothing in particular I find it necessary to filter the water before drinking it. A better process to clean the water more thoroughly is in order to.
Well, you ARE the "only game in town"
An added charge to pay by phone
KYWC does not deserve a high in water prices. Streamline your employees and operational costs. Please do not make me pay for the over-the-top salaries of your executives. They are not worth the added financial expenses of water to my house
Have had great service over the years!
Summertime water can get stinky Billing is easy Smells in the summer time
Poor customer service Have in person location to pay my water bill
Absolutely There was a long wait on the phones lines. When I left vm to advocate office the call the same day.

Comments
Nobody is perfect Water is a nessity Give a few months of free service
The water quality is good. It is always available! Supply Clean, quality water at a fairly reasonable price. Telephone communication is rather irritating. Asking the same questions over and over.
repairing of broken water lines.
I had a problem in the past with an extremely large bill and they finally found out it was the meter but I still had to pay the bill. Just doesnt seem right The ability to pay the bill is easy online When a customer has a valid issue they need to listen and correct it immediately and not wait months so they can continue to over charge a customer
Good experience overall. Good customer service
Our water is very cloudy!!! It needs to be tested. Just wonder if it is safe to drink? It's available It's too expensive. It needs more testing. It needs more options to pay bill without a fee. It has to many taxes. It should not be connected to the sewer bill making the sewer bill higher than the water bill. In 27 yrs here our water has quadrupled & we are empty nesters now!!!
good quality, fair price
There is no option
Major point deduction for not being able to pay in person, the payment kiosk is a joke, I've tried it and have had no success or have had to re-enter the same information about five times before it will continue, sometimes, it doesn't continue, the check reader malfunctions on a regular basis, I had to help another woman who had the same issues and she didn't want to pay a late fee and drop it in the drop off box where it says it can take a week to process. It took two of us about ten minutes to get it to go through, I dropped mine in the drop off box.We had bad weather in January and the both of us received our water bills late, arriving a day or two before the due date. I challenge you to post a payment in less than two minutes, pay by check. It is very, very, inconvenient! There should be a customer service representative that someone can talk to in person. I don't even know why you have a person staffed at the front desk, other than to turn people away because they can't help anyone. Payments should be available in person, I've never heard of a company who refuses money unless it's for the purpose of gaining late fees.
Nothing Stop coming up with more reasons for another rate increase.
I get one strange bill each year where the water usage is double, which I believe is inaccurate (Dec this year.) I think there's a glitch in your computer system that does this once each year.
Always have clean water. What more can you ask for? Provides water. Water is a bit "hard" compared to other locations, but I a, use to it.
I found the online process/access to be difficult at times... but so am I so, there is that. I had auto pay set up and whomever at KAW never withdrew anything. End result is everything is paid, but at one point I was one month overdue... that is not good. My fault for not checking but now I pay online manually.

Comments
I have had no problems with payment or service Price and quality of service
Quality of the water
High-quality, reliable service at reasonable price Reliable service, good water quality, reasonable price
I have no experience with other water companies
Don't have a choice of water companies Better options for bill payment that doesn't cost consumer extra.
Take into account when there is an significant increase in the water bill that is due to a plumbing malfunction when customer is not present.
No complaints! Better water pressure for my house.
Bunch of scumbags Nothing
El buen servicio
You installed a new meter at our house on 12/10 and since then our usage(according to you) has gone up a lot. There is no evidence of a leak. We are not using more water. It seems like a scam to change a meter and all of a sudden usage goes up. Nothing
We have no choice as you are the only provider. Can't figure out why our bill has gone up as these as low months of usage especially with our travel over the holidays. I've noticed on Nextdoor many people also questioning. I always think each month when the bill arrives that you all aren't concerned with saving paper. I really can't understand why the Bill takes 2 pieces of paper. Seems like the info could be condensed or have a better layout
Keep increasing rates for same amount of water usage. It at least works None
The "hard water" is the worst I've ever had & I've lived in several different areas of Lexington, as well other cities/states. All of my faucets are caked with residue & it's a pain to keep it clean. Clean up your water. Again, the hard water is ridiculous & should be illegal. Is it?
It's hard to believe that in 2025, it's not possible to view daily consumption like tge electric company has. Someone has to come to my house just to view remotely that the issue with my leak has been rectified. That's not very productive. If he can read it at my house, I should be able to. If you have a recording telling the caller someone will be with me on 5 minutes and several attempts each took over 25 minutes and finally hung up. Read my survey answers
the chatting system did not help me, it shut you off even when you still have questions, when making a phone call to get a representative, it lot of wait and gymnastics. Representative have different responses a total contradiction.
Virtual Assistant's lack of knowledge and reluctance to transfer you to a representative who can understand your situation is irritating and frustrating.
The bill is just ridiculous y'all need to actually check the meter

Comments
Timing, i guess
Needing a payment arrangement or a bill broken up
Bill has not posted yet.
wrong service address on account
Can't switch Auto Pay from Credit/Debit to Bank Account
No problems so far!
Hardness
Nothing needs to be improved as far as I know. We have lived in Lexington since May 2010 soon to be 15 years and have never been without water nor has there been a problem with our water.
Better filtration. If I fill a cup with tap water the next day there is a lot of particles in the bottom of the cup that you can't immediately see until after it has settled for a bit. Also, the cost of service has about doubled and is ridiculously high especially for two people in a small apartment.
None
The hard water is annoying. Water faucets, toothbrush, etc all turn white due to this. I don't know if its location or what but I wish it was better.
Lower mineral content.
Water reliability has been very good. Hardness is the only issue I've ever had as your customer and I know that difficult to solve economically. .
Less hard, less chlorine smell, taste, no fluoride.
No comment
I understand from a friend who worked in natural resources that our water quality is good nevertheless, I do use zero water filters with the hope that the filtration will remove PFAS. I do not know the water companies stand on whether it is able to remove PFAS.
It's fine
Guarantee that water is safe to drink without filter
I like paper billing. There should be no charge for this
We have always been satisfied with the quality of our tap water
I've recently noticed an apparently temporary odor that seemed different from the odor when lines are being flushed
After 16 days, our payment still has not been processed from the lockbox that stands outside the water building in Lexington KY.
The representative was very nice and resolved the issue, but the phone connection was terrible. I did mention it to the representative several times. The conversation was very choppy and I had a very hard time to understand what the representative was saying. Somehow we communicated and, after several repeated words, the issue was resolved.
Idk

Comments
Other than the cost during summer months, I think American Water is a good, reliable provider. More for less \$\$
I pay all my utility bills using Firefox and your website won't let me use Firefox. It times out immediately. So, I had to logon to Chrome and do it there. Gives me extra work, extra time, etc. - very frustrating. Once I logged onto Chrome it all went well.
No suggestions
Odor
Consistent communications and quality of water.
It gets bad mid summer when we're short on rain. Also, that thing you do in the spring when you change the kind of chlorine for a month to clean out the lines is absolutely awful. I have to buy bottled water for a month. I mean I can't imagine you all know it's this bad or you'd try something different.
Customer service is neither helpful nor knowledgeable. They could not answer basic questions about water quality or water pressure. Instead, they simply refer you to their website or say they can put in a request for a technician to come to your location. Automatic billing/payment. Better, more knowledgeable customer service.
Water leaves a brown residue on kettles and pans.
Stop unnecessary rate increases
taste
paying attention to the water meter.... we were charged an IMMENSELY INCREASED price for water within this past year. we had NO CLUE there was an issue and we believe its not our fault BUT we had to pay the extra amount.
Good water delivery Delivers good water
Really wish our water wasn't as hard as it is— wear and tear on water heater and pipes is significant.
it could be wonderful if you test it with probability of STDS AND HIGH CLORINE
Had an issue with the plastic structure around the meter. Made contact and within a few days had a guy come out look at the issue and put in a work order to replace. It has been months, not had any updates or the problem fixed
Maybe fix the treatment plant retention ponds
Hardness
Better water pressure
hardness
Reducing the percentage of chlorine, taste and smell, and establishing safe methods for drinking water from the tap.
Taste
Hardness
reduce the hardness in the water. I find a lot of staining occurring in my showers and toilets. My dishwasher leaves a lot of residue on the dishes even with a finishing solution.

Comments
Sometimes the water has a funny smell. Overall operations at Ky water is atrocious. My bill is always messed up. Some times I get billed way too much. Sometimes I don't get billed. I'm on automatic payment and I still had a late payment once? Got a bunch of mail about a supposed leak. But they kept telling me no leak.
The smell of chlorine in the water is atrocious. Everytime I turn on the faucet, smells like I'm at an over-chlorinated pool.
When the bill first went up to 300 dollars I called to try to speak to someone was on the Waite list for a call back there was like 40 people in line I never received a call back I tried again the next day after about ,6 hours I got to speak to someone and the informed me that yaps system.had been hacked and there was nothing they could do I couldn't even make a payment if I had had the money ... I just don't understand where that much water can go... I mean you can see the drastic change in the bill and the levels from the meter... I would love for someone to fix this ... I hated going to get help cause dome people really need it and I had to get help for something that was out of my control .. please take ur time and look into this situation .. I'm guessing I'm not the only one that's has this problem because of the high call volume and you can never speak to anyone ever it take s days to get in touch with someone
Invoice not available yet, even after receiving an email notification that it was available on the website.
Everything is conveniently structured
The new function requiring a phone number is preventing me from paying me bill. I have added a number to my account multiple times, but am still prompted to add a number when attempting to pay.
It's the only water company in Lexington, KY Communication, so far I just moved in a month ago, so I truly have limited information to give feedback.
I will say, however, that the process of opening the account (switching from leasing agency to my name) was seamless.
Quality of water my tub and shower curtain badly stained from rust and water pressure needs to be improved
No longer a customer Nothing Please remove me - I have not been a customer for years and no longer live in the area
There is no other choice Nothing noted I attempted to do paperless billing but never received the bills by email resulting in late payment. I surrendered trying to figure out how to make paperless billing work.
Good water that is reliably provided
I would like to have an email listed for customer service contact. I signed up for bill and am not receiving my bills. I have checked junk boxes, etc and nothing. And because of that I have 2 bills that have gone past due and been charged for late fees. I did not have this issue with a paper bill.
The bill showing online is dated due 12/13/24. My bill due for 12/13/24 for \$44.46 was paid on 12/6/24 and posted on your end on 12/9/24 - confirmation 1663062089. I do not owe \$55.32 due 12/13/24. Please advise.
Taste
Hardness

Comments
It kept saying my account number was invalid but each time I talked to a representative the number I gave was correct. All I wanted to do was update my account information and pay my bill.
This is one of the worst utility company websites I have ever used. I need to add additional accounts that we have and it is impossible to do. I've also called customer service 3 times and they don't know how to add the accounts either. All we wanted to do was pay the invoices through the website. This is The Worst.
Great.
Have had no problems.
Check my meter I should not be paying this much this is ridiculous. I have scheduled a reading FOUR TIMES and 3 of the times no one even showed up! And the other they looked for leaks?? They didn't even tell me of there were any leaks and they sure as hell didn't update the meter reading. EVEN THOUGH CHECKING FOR LEAKS HAS THEM LOOK ST THE METER DOESN'T IT? absurd ridiculous and fucking disgusting behavior from this company. I truly hope this company has a bad future and none of these executive have successful legacies. You all deserve bad things for making my bill so damn high based on what you admitted were inaccurate numbers.
rates
I filter all tap water for human consumption, because of taste and health.
help with the program to check lead pipes, i can't do it by myself
na
LOWER THE COST
Water quality
Water pressure
nothing, its fine.
It's great. Our dog really likes the water.
Price
Sulphur smell to water
Thanks for being quick and on time!
Terrible support
Nothing I hit the wrong button
I am not an expert on this matter. Do the best that you can.
The person who answered was extremely helpful and it didn't take long to start new service. We have multiple properties with KAWC service and it's easy to start/stop service.
price to too high Your rep that came out to the farm was very knowledgeable and helpful. Help me find where water leaks are so i can get them repaired

Comments
Water and service is great. Only gripe is I keep getting late notices when I've already paid the bill a week earlier and haven't paid a bill late ever, 30 plus years!
nothing
Nothing. Like our tap water
Report
Water pressure seems to me to be lower than I think it should be, especially in the morning.
Very happy
Hardness
Stop raising my bill every year
No not change my meter again. 18 months ago the house meter was changed, but the guys wrote down the wrong numbers, involving hundreds of dollars we did not owe. It took months to correct this. Very bad employee training.
Lower prices
Keep clean water flowing out of my faucets. Stop donating to charities. Return that money to the customers instead. Read the meter EVERY month instead of estimating it some months.
I do not have an option of another company. To be able to handle any need or problem locally, and in some situations in person. Technology can NOT replace an in person customer service! To stop insurance companies from using a logo similar to yours. This happened to me and this company would not help or pay anything toward my problem. This American Water Resource is a rip off.
It took two phone calls after difficulty with online system which was totally inadequate.
KY American water had no knowledge of the work being done. Stated KY American water was not working on our street yet there were several KY American water trucks at the site of the work.
Need to contact a live person to discuss identity of material used in service line
Two vastly different amounts indicated for current bill.
It said a hanger would be in my door of what was done but I didn't have it when I arrived at my new house
I have never seen water so bad. We built a new house, and our plumber installed a filter system that required no salt, within two months our faucets were already clogging with hard water deposits. My dishes were covered in a white film after running the dish washer and when you boiled water to cook with it was disgustingly boiling to the top and sticking to the pan. Our plumber, from Northern Kentucky said he had never seen water that bad. We had to spend another \$1500 dollars to install a water softner to keep from ruining all of our new appliances. I've talked to so many surrounding neighbors that say they have complained but nothing gets done, I as well, made a call. Its just hard to believe that its safe to drink. Fix the hard water problem stated previously
I would give you a ten but the hard water we have is only good for cooking you cant drink it Get rid of our hard water and quit telling us to get a water softner

Comments
that's a weird question because who recommends a corporate utility company to their friends and families? I'm forced to use ky-american water nothing
consistency make it taste better
<p> Mp other else they can use. We called several times, wanting to talk to a manar capable off making a decision about the enormous +\$500 bill we received. In 1 to 2 weeks we we never spoke to a manager .The issue was finally resolved when Kentucky American Water sent us an emall. Give faster, more responsive, communications that explain the process to be followed, and the time each step will take.. </p>
Reliable Thanks
Necessity Provide sewer credits for irrigation systems.
odor, hardness
Bill not shown
I made a 237.23 payment that was processed on November 14, yet the bill states it is 383 from Oct forward.
Poor service by your company
It is hard water. Is there anything you can do to change that?
I wish our water wasn't as hard as it is. I filter it, and have several measures in place (e.g. FlowTek), but it only helps mitigate, not solve.
taste hardness
STOP ADDING THE TOXIN FLOURIDE TO OUR WATER!!
The taste in not the same what is just to.
Taste and pressure
Thanks for installing new meters that suck the life out of our family. 5x increase in mo the water bill you jackals.
Don't know
Taste
PLEASE, I can't scroll on your website.
Hardness, and presence of lead in the water. I had a liter sent to a Lab was 0.01mg/mL above recommended levels.
LOL isnt this the only option?>> if not, please let me know if there is cheaper water services available
Na
I'm satisfied with the water company. I like the fact that they have a website that shows you how much your bill is. I have been living in my place for 15 years. The water bill when I first moved here was reasonable and the cheapest bill in the house but 15 years down the road the water bill has went up not that much but you can tell
Remove the Floride.
Cheaper monthly bill

Comments
Floride needs to be taken out of the water supply and the chlorine. You can smell the strong odor of chlorine.
The hard water. It turns my toothbrush white as does my fixtures in my bathroom. It's been this way for the 4 1/2 years I've live in my current residence.
do something about the water hardness and mineral buildup.
None
No suggestons at this time.
Taste
Bourbon flavor
infrastructure issues causing pressure problems lead to quality complaints. Quicker response to pipe issues would make the water much more palatable.
No
As always, we were told a tag would be left on our door as a way of saying your job had been completed. There was no tag!
I hit refund of credit on my bill and didn't mean to and I don't see how to cancel the action.
We've had many years of excellent service. However, this year, we've had a few issues, mostly resolved, but not completely. Overall, reliability. I've contacted you several times and have not received timely responses. On my last call, I was told by the service rep that I would receive a response within 24-48 hours. It's been about two months, I think, and I still have not received a return call. My issue isn't urgent, but I would like it resolved. Thanks for asking!
The water has had a bad smell the last couple of years. I thought maybe the work the city was doing might be affecting the water quality but I have been told the work the city is doing has no effect on our water quality. I'm not sure what changed but there is a distinct foul smell when I turn on the water.
Less heavy metals
None
Color
We are out of water very often
I live in an old neighborhood where small pipes affect water pressure. It would be nice to have better water pressure
Water bill is high for those of us living on fixed income. Everything is to high Too high. It's not like cell phones internet where you have chosen the cost of rates going up worry me. I live on set income. Higher costs means giving something up needed.
Provision of water in our area only has one provider but if asked about the service I would say it is very reliable.
I have had KAW for over 35 years. They have always provided excellent service. Thank you

Comments
Cloudy water if it sits. We were advised of a problem with the water three months later after it was fixed. What we injest while we waited? You sell water to our area and we buy it. One choice. Since the water and sewer separated, each half doubled. make the water clear and tell us when it has too much of whatever in it, not three months later. We could buy bottled to drink but should not have to do so.
It's the only water company we have, isn't it??
First rep I spoke with dropped the call and NEVER called me to continue the conversation. The second person I spoke with did a good job of answering my questions even though I think the billing process is difficult to understand. The website is horrible to use and there is no way I could have received any of the information from using the site alone.
You suck. Read the meter.
They are fine but it's not like there's another option available
Made some improvements to our sewer system Lower cost
Reliable service with almost no interruptions ever. Reliable water is one thing people don't think about until it isn't, but KY American is very reliable source of water and provides local jobs and lots of them. I just increased my rating as I typed this, that's how little people think about it They are a reliable service and are very flexible with payment periods. Continue to be flexible with time to pay and let us know about the local investments and donations you all contribute to the community.
Dependability And quality Dependability End Quality
No choice. Ridiculous question Remove flouride
Had an issue of an overcharge and was professionally handled. Minimal hiccups and if a hiccup, they are good listeners and a fair resolution. Keep a top notch maintenance plan of waterlines, announce their plan and show how effective they were in cutting costs while not cutting service. Also, announce new capital projects which are going to save costs, by how much and show how close they came in their objectives after the project is complete.
Nothing rates high Lower cost
I have water when I need it, and it is usually tasty as a beverage, especially if pre-frigerated.
While it is better than some of the surrounding water sources, we will not drink it. Due to the fluoride and the alternating musky/ bleach smells Please stop putting fluoride in the water. It is objectively bad for everyone! The studies are numerous and unquestionable.
No other choice
No problems with the service and rates seem fair
Your website and paperless billing are terrible. Security of customers information and billing. Keeping your website maintained.
Keep my water running. Very little, if any , service breaks that shut water off.
American Water hit me with a bill of around \$1500.00 because they had not monitored properly. I spent hours on hold trying to discuss this. In the end, I paid the bill, but I did not like how I was treated throughout the process.

Comments
cannot review bills easily . Have to keep signing in
Water price has been the same for years. I don't understand the increase. One month I got a notice that I hadn't paid my bill and hadn't gotten one
Great customer services over the phone.
we have a neighborhood service provides good water
Taste good Keep it available! Keep checking it and make sure it is drinkable!
We have no choice kawc is the only water offered!
Timed out
Monopoly Make the water less hard.
Get tired of the machine repeating over and over.
I have nothing local to compare it to. I'd prefer well, but it's not available.
No
No need to recommend. There is no other choice. My bad reviews are because for 11 months I used exactly 1,496 gal. Of water per month. I cannot get anyone to tell me how that is even possible. I have never seen anyone read my meter. Some meters in my neighborhood were completely underground. I want them to read my meter every month.
Good quality at a fair price.
Give the option to eliminate sending me snail mail. Everything can be online.
Inconsistent bills this year Consistent bill amounts
Good service
For the past 8 years I lived at 3601 Brookewind way, Apt 10107. The first week of Sept 2024, I had to move because Apt 10107 was scheduled for renovation. my monthly water bill usually ran in the 20's, 30's and maybe 40's. I moved into 3601 Brookewind Way, Apt 8108, the same size apartment, in the same complex. My first month's bill was \$374.59. I called Ky American Water to ask how my bill could be so unbelievably high. The lady said she saw what the problem was. On the day the water was put in my name, the meter was supposed to have been read, but it wasn't. An estimate was used instead. She said that would be corrected on the 24th of September, but today I received an email telling me that my bill of \$374.59 was over due. Plus, my bill from the Fayette Urban City Gov which normally ran in the teens is well over \$200. Can't something be done to correct this obvious mistake?
No other choice Water
The water usage is always interesting to me. It is always a surprise when the water usage between months often comes out to be the EXACT same usage to the EXACT gallon. Wondering why.?
Keep the water quality good
Quick, fair response to problems.

Comments
Had no problems with it
Reliable water service
Great service at a fair price.
Yes
Prices keep going up for no reason
Great service
//I have no problem with A mercan Wate Their char-r
Never have any problems
The water quality is pretty good!
Question is irrelevant because I live in Lexington, Kentucky and don't have an option to choose or recommend a provider.
I don't like receiving my bill by email. It tends to get lost in the bombardment of other emails I receive daily. I prefer receiving it in the mail.
KAWC is very reliable
System won't let you pay by electronic check. Same issue for two years. Impossible to get anyone to answer phone for customer service. Want to charge fee for phone payment instead of addressing and correcting issue. If we had another choice in provider we would change service without hesitation. In short, customer service is non-existent!
I was directed ot the service order page which can't be found
Always professional and courteous Their customer service representatives are always professional and courteous no matter how they are spoken to. More communication on the rights and responsibilities of the property owners and the water company. I think that should be something sent out frequently like the recycling company does with the approved materials they accept.
The web site was down for maintenance, took over 5 hours and no one had been out to check on why we didn't have water. After we called back within 3 hours we had water, no one called back to check if we had water or tell us why it happened.
Keep up the good work. All seem to be good.
Installing updated lines
paying a fee to just pay your bill
I have gotten two high water bills in the last 2 weeks
If I call because my bill is over what it should be for a limited time, (e.g. another family living with me/water leaks in the house that I had to get repaired), I get no response nor answer to my inquiry. Very unprofessional. Provides safe drinking water at a fair price. Provide the list of all chemicals and minerals that are found in our water. I tried to find out about the magnesium in the water and couldn't find anything.
The service has been fine

Comments
Do we have a choice?
Are there other choices?
I think this is kind of a ridiculous question because we don't get a choice in which water company is servicing our residences. You either pay whoever has control or you don't have it. Why is this worded as if we get a choice in the matter? Look, as long as I have water service and my bill is reasonable, I'm fine.
Good service and communication, but not a 10 because rates are too high.
Kentucky American is the only game in town. There is no need to recommend it. When I turn on the faucet, clean water comes out. Nothing
The service is dependable.
Only one available where I live
only option
I don't hate it, but don't love it. Overall, I don't think I have a choice in my water service so it makes no difference if I would recommend it. The water absolutely stinks like rotten eggs way too often. It makes it hard to stomach for drinking water.
It is the only source. There have been no reported health issues regarding water quality. No reported health issues regarding the product. Keep the quality good.
I love everything from American water. Everything Price need to drop down
Don't really have a choice in the matter. My only complaint is having to pay a service fee when using automatic payments. I worked for the water company in my old town and we did not do this with significantly less population. It's a monopoly. Why even ask? Remove the "processing/service" fees for processing a payment. It's nickel and diming your customers.
Absolutely no customer service available Available customer service on the phone or in office
Water service is great, website not so much (should support more browsers) Good service, rarely have outages or issues Improve website browser compatibility. Support all major browsers (such as FireFox, Edge, and not just Safari and Chrome)
We have no other options. Stability of prices Quality
Provide good quality of product
Recommend? They are the only residential water source/utility in my area.
Very expensive monthly bill
Do we have any other choice?
Customer service kept repeating the script to me without listening to and understanding my question. When I'd repeat my question, the script was repeated not answering my question. Finally, he stated we only keep 10 years of customer records after 5-10 minutes of asking a very simple question. The implication he gave me was that I was lying to him until I repeated a litany of addresses of service in my name.

Comments
hard to reach customer service. Shut off notice arbitrarily sent out. Took forever to get a tech out to check meter when I had a leak, so I racked up charges
Continues to spin and does not complete payment.
Thank you Thank you
Keeps the clean water coming. By your mistake of reading my meter wrong I was charged \$500. The person I spoke with said pay the bill because if the payment was late the penalty would be high. She did schedule a reread for 2 weeks out. I now get a credit every month rather than a payment. I'd rather a payment of what I'm owed.
Odor of sulphur or similar smell in the supply lines. Quality of water needs to be improved with lessening supply line odors, sediment in lines which impede water flow
Exceptional service Great service Great service, poor communication on rate increase, which was excessive and had to be partially refunded...which was the plan all along!
You are the only water supply for this area so it really doesn't matter. Seem to send those bills on schedule. Improve taste. We buy bottled water. If you have running water in your home, you should not have to BUY MORE WATER.??
No other choice Deliver water As I stated I have no other choices
Terrible customer service. Won't take ownership of not addressing problems on your end. Ease of collecting my money/payment. Take ownership when you make a mistake. Be more open to working with customers. Have better turnaround on your communication.
N N
The only option Good water pressure I don't believe the meters are actually read even though the bills say they are. We had two bills that were at least \$10.00 higher than normal. We then got one for \$5.00. How did that happen? I also called for service and no one showed at the scheduled time. I was home and did not see the truck. Your office said that the work had been completed
Stay on top of information about water when it's necessary to boil and then letting the public know when it's safe to drink. Everything is good.
Better customer contact Phone contact for repairs sucks
Only option
Reduce rates Just ok
Poor customer service. Typically have to call 2-3 times for them to get things solved Not much Communicate better and be on the same page. Seems like they are not on the same page internally
online could not find my account by address or account number. i used the call back feature and never got a call back, it took 5 separate call to finally speak with someone who handled the issue but nobody should have to deal with such poor customer service

Comments
How can I not recommend the only water company in my town..... this is a stupid question Service itself is fine, considering there are no other options other than trucking in water. The billing side is a hassle, and I get frantic emails if the check isn't received on exactly the due date. The mail has been rather slow as of late and even if you do accept payments by the postmark on the envelope getting frantic billing emails is frustrating when it is an accepted form of payment. And the other alternatives require me to drive to hand deliver the check or you charge a processing fee. See previous response
KY A. came to fix a broken water main last winter on my street (105 Clubhouse Dr. Georgetown, KY). In their digging they broke a pipe of my irrigation system. I called KY A to pay for it. KY A refused saying it wasn't their fault. WHAT?? I ended up having to pay to have it repaired. That's TERRIBLE CUSTOMER NON-service!!!! PAY FOR YOUR MISTAKES!!!
I am not aware that we have a choice! Provide me with water. Let me put the payment in the box on Richmond Rd and get it processed in 2 days!
Water leaves stains in toilet. How hard is the water? Less hard water
Since you stopped sending a bill I never know when it is due. Delivers clean water Please Send me a bill so I will know when it is due!!!
very poor billing service, the worst of any company that I deal with. Nothing Send me by mailing a paper invoice each month.
Water quality is terrible. The cost keeps rising, and the company lies about the reasons. nothing Better taste and smell
Low prices and quality service. I know of nothing considering
well my cost goes crazy up and down making me think there is a leak and when i hire somone to come out they say there isnt , and my usage is crazy around 50K for 2 people , no one to help and i am lost
Buena
Hard to contact a real person, but when I finally do, things seem to be taken care of. Good clean water, always. I called in a water line leak along a road in a rural area. It ran for two days before it was repaired. Seems like a waste of water to me but I'm not in the business so don't know the real reasons.
Called the first time and made an appointment. Than after talking to a neighbor, found out about hydrant flushing. Called back and a very helpful representative told me exactly what was going on and what time the pressure will be back to normal. The first representative just made an appointment. Wish your company would give advance notice of hydrant flushing in the future, so customers will be prepared.
We had NO water. Rep did not know why. Person came to our house to tell us water line was being flushed out. I understand there are maintenance things to be done. However, no notice was given that we would have no water for "a while". That would have been helpful info!! Water people I spoke to were nice but phone rep not knowledgeable & man who came out nice & helpful but all that would have not been needed if we would have had some notice of no water at all in the house.
The taste and hardness.

Comments
Never had an issue.
Good service.
Excellent person who performed task to check low water pressure. Very knowledgeable, ethical, and eager to help to resolve issues. Big Thank you to him!
Is there any other option? Why ask this question?
I discovered one of your employees working on my water meter. I asked what he was doing. He said it was broken and it needs to be replaced. I asked him how long it had been broken and he didn't know. So I asked him how I was going to be billed if there was no meter to read. he wasn't sure. I think you should've informed me of the issue and we should've agreed on a resolution to how the bill would be handled to ensure that I'm not overcharged because of your negligence and your faulty equipment.
No response to a problem I had.
Na
resolve issue causing pink stains in shower, understand it is either non-toxic bacteria or rust
N/a
Taste
Water quality. We test the water out of the faucet before we put it into our fish tank and the quality is horrible. Heavy ammonia 4.0 or higher out of the faucet.
odorless and tasteless
None
Please continue to email bill each month.Thanks
Your billing department shouldn't need 7 days to print a water bill and postmark it. And if you are going to take 7 days then all customers should have more than 21 days between when you read the meter and when you expect to have payment returned.
Great service and never had a issue in 45 years Provide quality service. Don't understand all the taxes added Explain add the additional add on. Like taxes
I don't really get a choice to decide what water company provides me water.
at the time to click to finish the task the website got stuck. the appointment that I needed to schedule was not able to be schedule.
Would like to be able to view and print my current bill. There is no way to do that on your site. There needs to be a button that takes one directly to the current bill. Your site is not as user friendly as it should be. It is very frustrating.
All and all I think our service is very good.
Pressure is not always good and the taste varies and at times highly chlorinated. We use high bridge water to drink Never know when my meter is read
Difficult to communicate when there are problems. No local office. Office in Lexington, KY to deal with problems and issues.
could not find tax form ...don't even understand what this is for

Comments
No problems with water service. Nothing at this time.
Accurate reading Improve the taste
Maybe a little less hard
I believe you are the only water utility provider in our area
Very good service
Was taken care when I called. No wait
Be upfront in explaining billing mistakes.
Because is the best water ??
Smells of bleach/chlorine Or sewage often
OK for me
No.
We're very pleased with the quality of water and maintenance of the service. You're doing an outstanding work supplying our community with safe and clean drinking water. Thank You.
Less cost
Nothing needs to change
Taste
The water taste so bad and all of my friends that live around here say the same thing. I can't drink water out of the sink it's like drinking dirt. Also my bills have been three times the amount starting this year that they were for the first two years I lived here and I Have not changed any water usage and I am one person and my water bill has been over \$120 a month and then my sewer bill matches what you send them and I can't get anyone to help me with anything. I've tried multiple times and I get blown off. I am now going to start opening my meter and checking it every day because I know that I do not have a leak and the amount I'm being charged is insane
Just cost, it's too high and no grace for missing due date. Hours are not convient to
Not sure
Price. Fuck you mfers and your monopoly. Water should be free. We get the right politicians and it will be. Take every dollar you ever made
I leave this to the experts
Wait until you get approval before increasing rates.
All of the above

Comments
Site is very slow and I do have fast internet speed and newer laptop. Pages would hang up and other times a gray shadow would come over page. h Had to refresh several times plus logout and back in twice just to pay my bill. Also had a red statement saying to check my bill/usage but could not find where to access this information. Now I will need to take time out of my schedule to call and wait on hold to see what the red message means. I will be worried all weekend. Not happy.
They are the only water company in Lexington Kentucky The company should be owned by the State of Kentucky, not a foreign entity.
use a shower evaluation!
wanted to opt-in to SMS for alerts. Unable to do so.
Cannot change my phone number
You changed my login ID to all capitals without informing me.
We DIDN'T have a service call, although your survey mistakenly focused on that subject. I just asked for a billing date change. As soon as I talked to an actual person I got the billing date changed. However, your phone tree was not very cooperative.
can't open payment portal
No problems
Does it truly make a difference when you are a monopoly.
The water meter was broken where we live. It took a lot of complaining to keep KAWC from charging us for their mistake. They finally fixed it, but it was a long, difficult, and aggravating process. No one from KAWC ever apologized or took responsibility for their error. See what I just said. Our water meter was broken, but KAWC did everything possible to get us to pay. It was clear that they wanted to make the process as difficult as possible so that maybe we would give up. KAWC needs to take responsibility when they make mistakes. That didn't happen in our case. From the moment the service person came to look at our meter to the final adjudication, KAWC provided an opaque and painful process that put us as customers in a difficult and unpleasant position.
Absolutely nothing...they're sending irrelevant surveys at least 3 years since I was last a customer! Quit sending surveys when I haven't been a customer for many years!
It's our water company None
We are very pleased, with our KAWC.
Good water and strong pressure Provide the product I need when I need it
If you water service in Lexington Ky you get amwater .there are no choices that I know of . Keep on doing what you're doing I have no problem with anything except the surveys Quit sending these stupid surveys
A premature rate hike, for one. I don't want to need a refund. I want you to cut that out on the front end. While we are on the topic, no rate hikes.

Comments
Depending on where you live there is usually only one choice and you are stuck with whatever company that is. Water is always on and ready when needed. Allow no sewage for water used gardening, watering the grass, and filling a swimming pool.
The water is clear and drinkable from the tap. I have been in several cities that is not possible.
There are no choices
I have continuous water supply but there was a billing error in my water bill that was addressed last month. Continuous supply of water.
There was an error on my most recent bill, I was supposed to receive a credit, but I was charged twice in one month. I came to the website seeking answers to my already submitted billing inquiry, but I was not able to find any information.
Can't find the one dollar something it said I still owed from last month. Was going to pay it but can't find it.
The website asked for my account number in order to reset my password. I get my bills electronically so there was no way for me to know my account number. I was in an endless loop of needing my password to access my account and needing my account number to access my bills (for the account number). Very frustrating! Had to call and find a human to get it resolved. The call went well but trying to resolve it online was maddening.
Can't do shit
I have 2 notices that I can't open. My bill shows charges of almost \$50, but my automatic payment will only be \$5.80. What's up with that? I can only think the 2 notices I show but can't open give information on the billing. Please contact me and explain. Thank you
I needed detail that wasn't in the info online and I had to call customer service to get it. My question related to the rate adjustment, I didn't know what happened and thought it was a glitch but it wasn't. That info could have been explained better on the website in the notifications TBH
1) I did not receive a monthly bill and I knew it was coming due soon. 2) The My Water system was down for at least two days. 3) When I got to talk to service rep, she told me she could not access the billing system that it was down.
American water made an error on reading and took \$4400 out of my account. No urgency to correct
Slow to download. Just trying to see my bill
couldnt get the info i needed from the site so i had to call customer service
On all browsers, this website is terrible. I can not navigate easily anywhere. The website hesitates and freezes.
I have never called American Water previously and was unable to find an answer to my question online. I called a representative for additional assistance and was met with one of the most unprofessional calls I have experienced to a service line. She sighed throughout the conversation, seemed incredibly bothered by my call, and was not helpful in resolving the problem when asking clarifying questions (she continued to repeat the same thing). I promptly disconnected the call and now have a credit to my account, instead of wanting to just pay my bill directly. I do hope the call was recorded and there can be additional training provided to improve customers experience.

Comments
I cant find the option for her name to appear in the bill letter or a letter that confirms she is a secondary user in the account
#1- The complete screen does not show - on your end. Half of the information is so "Squished" together that it cannot be seen/.read. #2 - There's no explanation of the Credit issued on my account. I even looked at the 'enclosure', as you suggested and NADA. Goodness! maybe train your computer people next time.
Overdue bill with a \$0.00 account due
I moved cant pay my current bill on 216 beck street
My bill is \$0.91 but it says there's a \$5.00 minimum for payments. How am I supposed to pay then?
All of the online payment options are broken - they give a "TIME OUT" error from Paymentus. Might want to look into that.
Couldn't open notifications letters posted to my account
First, after logging in to my account I am unable to scroll down the page. Second, after logging into my account I am unable to open any of the specific links under the Notifications category. Thanks.
First, I was not able to scroll through the page after log in (I use a Chromebook). Second, the specific links under the Notification links would not open. Thanks.
When I try to pay, it says \$3.83 is due. But it won't let me pay less than \$5 online. And my bill says \$33.70 is due. This causes much confusion and makes it impossible to pay my bill.
The website is a pain in the ass. I can not read the messages that I have nor can I figure out why there is monies coming in and out of my account as a refund because they have no date on them.
The site is only showing 2 days worth of billing for last month and is not allowing me to pay the full bill.
It continued to give me a TIME OUT response!
I had a water leak, I needed my bill adjusted, and the water company Emailed me information to fill out to see if the bill could be adjusted, They could of handle it on the phone.
She didn't act like she wanted to explain why we were getting the refund, she kept saying look at page 3. She said it multiple times to look at page 3 instead of just explaining everyone got a refund. She could have made the call much faster had she just explained why the bill was so low 2 months in a row by saying " everyone got the same refund" she made the call a lot harder than it had to be.
My bill went up from \$65 to \$100 very expensive
I received a past due bill which is not past due and when I try to locate any related info I get nothing
My account says I was charge a different amount than I was actually charge. System will not me deleted my credit card.
Having to endure sales pitches for products I do not want nor need before being allowed to speak with a KAW representative was insulting to say the least and a vast waste of my time! I find it hard to believe that KAW must resort to such tactics financially. Please rethink this policy as our time as customers is valuable, too. Thank you.
Higher rates for sewer

Comments
Water is never hot enough
I DONT know the person tht came out didn't say anything he sat in his truck the whole time then when he did get out he went to my neighbors house never came to my house he did something to their water an pulled off so he didn't do nothing at my house so I can't say how the service is
Maybe up grade the system you all get paid enough to at least keep it drinkable.
Odor and hardness
Less hardness would be nice . Also when washing my laundry the cold water seems to run warm.
Water pressure
Won't let me complete start up
We made a payment yesterday and still haven't had water turned back on, which it was shut off over 2 dollars which is ridiculous
Contacting someone to get water turned back on, and having water shut off over a 2 dollar payment
12:46 water service stopped. Still no update on where or when will be fixed
Fresh water all the time!
Overcharging more than once and argued about it stating I must have a pool or a burst pipe. I don't. I never have. Improve the online portal
To my knowledge this is the only water company in my area
The lady on the phone that answered my call was very professional and took the time to take care of my issue.
I need water to survive and it's the only provider
The cold water in my bathroom smells very bad. It started a few months ago. It stopped for a few weeks after you flush the water. Now the bad taste and smell is back. Make sure the quality of the water is safe.
Your rate increases. Monopoly for water supply.
I don't understand the relevance of the question as we have no other choice for water in my community. Please ask smarter questions. I suppose the best thing is that it's something that I don't have to think about very much. Other than price? Nothing.
Great customer service and good value for the price Great service and excellent customer service
We do not have water problems, the times our water has been off for any reason, American Water is very quick to get it resolved. The water is good, not too hard, not too soft. I am very thankful to have it - we had a cistern for many years. Very reliable, very good water, excellent value overall.
I am NOT CURRENTLY a customer of American Water. I don't remember. I have not been a customer since August, 2021. That is 3 years ago. Please stop sending me these surveys.
I have been over paying and you all are trying to say my bills are correct. There's no way. I've been getting the run around for months Stop estimating bills
I've never had to call customer service for assistance. I also have auto pay which is great! Water is always available when I need it.

Comments
Very good overall service
My Water account page contains information that is not accurate... Notifications tab does not explain the entries; length of time I have been a customer is not correct; I believe monthly water usage reflects company-friendly estimates. The administrative costs are rising at an absurd rate. The latest increase of \$5 per month is ridiculous. KAW has to use the MOST sensitive meters in the industry. I closely monitor my monthly usage and seldom agree with your charges. Unfortunately, there is no choice except to use KAW.
Taste ok.
No app An app to make ease in payment
Are there other choices?
Without scientific investigation, water is water to me. It is dependable. Tell me why water pressure is low in the morning.
Really need to clarify in no uncertain terms why your water is as good as or better than bottled water or RO or DI water sold say at Whole Foods. Lead and other heavy metals, medicines, viruses etc- are they cleared by your methodology. Why drink your water vs bottled water is key to convey. See prior recommendation on showing merits above bottled water
Don't have a choice.
Dependable. Dependable
Since lexserv my bill has tripled
Keep the rates low and the water clear and clean! Offer water tests from taps in my home to check for contaminants
Water tastes great and you always let us know when something will affect our water bout in quantity and quality
Take responsibility for the errors of its equipment and employees.
More printed information regarding service and plans Your questions indicate I should have received some communication from American Water. My only emails have been that my statement is available and this request for the survey. My schedule does not permit me to listen regularly to local news so if you have used that vehicle for information, I DID NOT receive it. I think you should send a periodic document via USPS providing American Water's latest "Updates", "proposals" "plans",
Loaded question you are the only water company in Lexington Nothing
clean constant flow of water
The cost Nothing. It's just water. Shouldn't cost so much Just price
After using the machine on site a couple of times, it is a little easier to use. I think we should be able to pay our bills inside to a person, We did before and it worked well.
Good quality drinking water at it always works!
Good service and reasonable bill n Good uninterrupted service. Not much as I see things.
Water bill doubled in the last 2 months

Comments
This is an irrelevant question, as my neighbors have no other choice but to get service from KY American Water. Again, this is an irrelevant question. It is of no concern if I'm not satisfied as I have no other options for water service.
I requested a meter reading showing that my output of water was too high and I received a letter back saying you guys investigated and there were no issues. Months later I then receive a notice saying you guys are reimbursing me over \$30 that you overcharged me months prior. I went for a week without anything other than bread to eat because that additional \$30 was taking out of my account even after I ask for an investigation into it. I'm happy I ended up getting my money back however your error caused me to go hungry and that's not okay. Make sure when somebody puts in a request to have their meter water outage checked that you guys actually do so and get an accurate reading so we're not paying over the original price and then getting reimbursed later. People should not have to go hungry to pad the account of the water company because you guys aren't getting an accurate read. You taking that extra \$30 for me made it so I couldn't eat for 5 days and I shouldn't have to go hungry because I live paycheck to paycheck and budget properly
Good product and service No other choice so it is all good
Most places I have lived the water and sewer bill are combined. Find it weird that it isn't here.
no option reliable supply and quality. Good notification of outage
We get a back flow test notice every year and I can never get ahold of anyone to tell them we do not need the test. I'd rate higher if this weren't a nightmare every year. Please respond to phone calls about back flow testing.
The water is so, chlorinated, my household and smell it and it burns our eyes in the shower. Reduce the chlorine levels in the water
I've never lived anywhere with any kind of consumer choice with regards to utilities; the service provided by American Water is indistinguishable from every other water company I've dealt with
My bill is usually always around the same amount each month and it's under \$50 most months, which is so helpful as a 24 year old still trying to learn life. :) I think having an app would help tremendously for a lot of people to make it quicker/easier to pay your bill and show water usage history and all the important things like that.
I'm being told my bill is past due. But my account shows I owe negative \$3 and some change.
None
on chrome ive gotten stuck in a login loop 2 months in a row forcing me to download firefox. input all my credentials. there's a mysterious balance adjustment I have no idea what it is but my bill was just over \$1. couldn't pay because there's a \$5 minimum. Just a bad experience overall lately.
My bill was only \$1.26 I don't know why. I was required to pay \$5.00
Nothing
Pressure continues to be too high. Faucets that never leaked all began leaking throughout the house at the same time.
Satisfied as is
I'm completely satisfied

Comments
Good
Very pleased with Kentucky American Water!
No problem
The taste and smell of the water has an odor of what I think is chlorine and has for decades. I'm sure it's that way for a reason and I choose not to drink the water. I doubt there is anything that can be done to change the taste and smell.
Where does the bad odor come from?
Continuous improvement should be the name of the game. All in all, very happy.
I was informed that I had an overdue payment when my account showed I owed -\$6.30.
TASTE, ODOR
Taste
Lower bill
N/A
The pressure and medals in the water need to change
Cost.
The cost is too high in Louisville KY.
The sulfur/hard boiled egg smell makes it hard to stomach drinking it at times. Plus I'm just tired of the smell.
questions on monthly billing for water usage
Taste, filtering the water better. I only drink it because I use a water filter.
Lower My Bill that doubled!! Take Chlorine, Fluoride and Heavy Deposits and Other Unsafe Chemicals out of my water...
Taste
Tastes good to me.
Hardness and taste
Increase the pressure
I can't make a payment less than \$5 but my bill is under \$4. Now I either have to make a special trip to pay at the office for pay it with next month and get a late payment fee. It really seems like a trick just to be able to charge people a late fee.
Lower cost in water usage
Remove fluoride and heavy metals from water
Hardness there is alot of Build up from the water especially in shower and sinks
Water is generally too hard
Easy access to an intuitive online system giving information about usage and costs. Email notifications of unusual usage to identify leaks & plumbing problems.
A means to understand why the bill is so high for a 2 person household

Comments
soften the water and continue to improve filtration of toxins
I never drink tap water & advise visitors to not drink it either. The water should not be used unless it has been cleaned of the bad flavor/taste
Take flouride and other chemicals out of the water we drink. If it is necessary for a healthy way to clean it then remove in a safe way for the healthy well being of us humans who depend on you for this. No one wants to be sick unless they are already sick.
Hardness and price.
Reduce limestone content, tastes bad
I would say that there is a high bleach or chlorine task to the water
Taste
my cost for the water
I wish the water used for watering gardens and yards and filling swimming could be exempt from the Fayette County sewer bill - as the water goes into the ground, not the sewer system.
Satusgfued customer
I have a soft water system. My water is okay.
Stop adding fluoride
Taste and smell also chlorine too much at times
Less hardness
The water smells like dog and leaves and film if you cook with it it's unsafe to drink we have to buy water for drinking
Fix whatever chemicals are in the water that turns sinks and tubs orange
Smells bad, then like bleach, then ok for a while, repeat.
Water is too expensive especially with Lexington severe drought conditions this past several weeks. The demand for watering our lawns has created financial hardship
Hardness
N/A
Hardness. Leaves gross residue, orange stains.
Taste is a little off.
No improvement required.
Just pressure. But we live on a hill. Don't think you can change the pressure. But would be nice.
Hardness, PFAS removal
Lower pri c e
Nothing. My water is great
Water sometimes looks slightly beige when poured from a glass.

Comments
Seems good right now
You all are the worst. Shitty service, shitty prices, and problems being outright ignored.
The hardness, but that's the Ohio Valley for you. I'm from Cincinnati, which does a near-unbelievable job of turning Ohio River water into drinking water, but it's mighty hard, too.
Detailed bill-since new meter installed supposedly I'm using 200 more gal/month when nothing has changed
I just don't drink water, not even bottled. I've got to start tho.if I do, I won't hesitate to drink KAWC.
If I could get my water bill every month instead of one huge bill every four months, I would like that better.
Taste
taste and smell are terrible most of the year
no comment
When a household emergency occurs, a leak adjustment form does no good if it still means having to pay that high bill and then on the next cycle going back to normal. You need a better method
Allow customers who fix their own toilet leaks an adjustment.
Apparently more efforts need to be made to let me know of the conservation work you're doing because I genuinely had no idea.
We use Brita water filters for all our drinking water. We feel the taste of the tap ,
hardness
Softer water
The water tastes like chlorine
Color, mine comes out yellow in the beginning
Taste & hardness
Sand particles are always present and block the faucet aerators filters and screens.
We have hard water here and it seems nothing is done. We do not drink the tap water, its just not very good. there have been multiple water line/main breaks and we have went days without water and some days low water pressure and yet you do nothing to provide a discount or credit on our bills, it is ridiculous.
Heads-up email on important information ahead! Thank you!
Maybe supply better treatment to take some of the minerals out. My drinking water is filtered or from a bottled water service.
I hate automated answering services.
Nothing special about your service. Provide reasonable pricing.
Your website would not load pages correctly and would have a bunch of pop ups saying no log and the time
good water, good service
Didn't like being forced to go to online billing.

Comments
Sometimes when the water comes out in my kitchen faucet it is not clear . But only in the kitchen. I don't drink water from the faucet.
Is there another option?
Pricing is way too high
Too expensive
They already have Kentucky American Water.
The service fee is ridiculous! My water usage is 25 a month but after a "service fee" it's 55 a month Let's me know immediately when my water goes out which happens a lot. Lower the service fee
Ok overall. Not like we have a choice. Strange question. Water seems to be safe. Plug up leaks. DO NOT CHARGE A RATE INCREASE UNTIL IT IS APPROVED!
You can't even drink the water from the tap. Way to much chlorine in it Nothing it's the only water available and that's why you increase rates and do poor service maintenance on your lines Better water quality
Reliable and price seems reasonable for usage. Reliable. Not sure who is the source, but I get semi monthly requests to take out insurance for water (and gas) lines for repairs not covered by KAW. I understand the option might be valuable for some, especially for those with older homes, but getting these constantly for a new home is irritating...
Although our area has had in the past experienced low pressure or no water frequently, I am pleased with the service we are now receiving. Hopefully the improvements will continue to serve us well. After many years of poor water service in our community, improvements have been made. We as a community brought it to your attention and although it took longer than expected, you have earned my satisfaction thus far. Continue with good water pressure and texts or email communication should there be a water line break or problem with water safety. Also do you check residential in home water safety?
Only water company in town I pay my bill the day I get it but several times I haven't gotten it and received a second request, I had to go to automatic pay so I won't be late again. Poor communications
Our tap water is undrinkable unless filtered
Unfortunately, it's not great water. I've had to put a filter on my shower. I wish it wasn't such hard water. Provide cleaner water!
Higher rates Lower rates
delicious drinkable water right from the tap I just said on previous page, oh well, great trustworthy utility, cares about water quality, customer experience and environmental issues I think American Water is a great utility, cares about water quality, customer experience, and environmental issues.
Only one available Always works I'm being charged for a meter not Hooked to anything

Comments
The water is awful!!! Taste and smells terrible. You can't even cook with it but we have no choice but to use it for everything else. When they worked on the lines last month and upped the pressure no one told us and it blew the lines off our hot water heater. Causing lots of water to run and we were on vacation!!! I think you all ought to pay for this!!! Completely terrible service and water Billing
YOUR COMPAN9Y CHOSes TO CHARGE ME FOR MAKING AN ELECTRONIC PAYMENT. I'M UNAWARE OF ANY ACTIONS ON YOUR PART TO ACCEPT THE PAYMENT! THE WATER IS PRESENT WHEN I OPEN THE VALVE DO NOT CHARGE A FEE FOR ME TO ELECTRONICALLY PAY MY BILL!!!
Good service Respond when I have a problem. Satisfied overall
American Water HAS NOT kept up with the demands placed on it's system by NOT adding another water tower off of Citation or Leestown roads to meet CURRENT demand let alone future demands. "PPP" - piss poor planing! Nothing - Severe lack of water pressure due to system demands placed on it over time without adding water facilities to keep up with current or future demands on it's system. ADD the facilities necessary to meet demands - current AND future!
I haven't had any problems! I have never had a problem!
Most of us don't have a choice. My only criticism is the separate LexServ bill that is based on the water bill. My water bill is always the default bare minimum. Along with the LexServ bill, that makes water service pretty pricey for a bare minimum user.
Very reliable and safe water source Would be nice to have increased water pressure to my home
Neither good or bad. easy billing No plastics or lead in our water, maybe there is none to begin with but that I don't know.
They are quick to respond to issues.
Excellent service
Not enough places to pay bill
KAWC has good quality and has done a very good job of supplying this county with water. Very seldom any problems with the water Reduce the chems in the water
Its the only option. cost too much
Give me a discount on my bill and I will take your survey, otherwise leave me alone.
Difficult to get help on phone. I can't get anyone to explain a simple question with regard to my bill. Explain how the state tax amount is calculated. I've spoke with 4 employees and no one can explain it.
Great service at meter and at office Good clean water. Senior discount
The client satisfaction It's very easy and good communication!
Can not get account set up for auto pay, terrible customer service Set up auto pay!!!! Improve customer service
I don't think it is right to charge people sewer costs when they are simply watering their yard. Ag meters are cost prohibitive.
What other choice do I have? Clen water Lower rates

Comments
When I had an issue the service center was quick to work with me. They work hard getting repairs done. Thier information sharing has improved greatly. Seems like in the Owenton area we have a lot of water main breaks. I do appreciate the information informing of the issues and the quickness of getting the repair fixed. However, when dependent on city water for livestock, it does become an issue.
It has been easy to call and have a representative quickly answer the phone. I do not think I should have to pay a service charge when I pay on line.
It is the only source of water for my county! Respond, in a timely manner, to emergency requests!
When someone's water mainline brakes, but it wasn't their fault. It was the fault of the person digging the line you should send that bill to them and not to the homeowner because the homeowner is the one that ends up paying it and never get their money back from the person, that was digging up the line that busted the line
We're not willing to work with me on payment had a toilet running
Water has a foul smell
Recent communication about additional charges came after charges were issued Maintain service Better prepare for price hikes
It is the only water supplier in the city Water is available when I need it.
Water pressure is very low on Chinoe. Keeps the water flowing Purify the water so it Doesn't leave black specks in the bottom of a glass especially when used ice made with it. Give me more water pressure please. It's hard to get the soap off in a shower!
The reason for the score. There have been a couple of times I needed to reach out to you and that interaction has been a ten! But I have to use bottled water for drinking and cooking because every time I turn on the at any faucet, I clearly smell chlorine, and it makes for an odd flavor to enjoy Your phone people are very polite and the service ETA is pretty good my only complaint or concern is the obvious smell of chlorine in the water which causes me to spend money on bottled water for cooking and drinking Again the smell of chlorine
No choice. Must use KAWC. Keep price low.
Good quality water & accurate billing They need to resume my paperless bills... For several months I have not received a bill nor a notice of the amount I'll be billed... I need to look it up on my bank statement to find the amount. see previous comment
Your the only water company in the service area.
Nothing
I hate not receiving a bill in the mail. I have asked numerous times but I only receive a email that is cumbersome to pay on. Fritz Meili Respond to my requests
Nothing.

Comments
when new construction goes on and water pressure is effected but customers are told its not water companies fault then something is wrong but yet its always on the customer when actually there were ZERO ISSUES BEFORE, no I don't recommend it for anyone own up to what happens to peoples pressure when construction takes place
We reported emergency water online and got no email confirmation or anything. Called after that and wasn't helpful. Called again about 5 hours later without water and was better but still no one contacted us about problem. Service person came out 5 hours later, open up the meter box and turned the water back on and problem solved. We had to wait 5 hours for someone to come out and spend 30 seconds at meter and turn water on. Why was it off in first place?
I DID NOT KNOW I COULD RESOLVE MY ISSUE ON-LINE UNTIL I CALLED. LOVE IT!
Could not start a new service as would not progress to "review" step
Wanted to make payment arrangement but the system did not let me do it, giving me an error , when trying to enter my credit card information for installment , I tried multiple time and gave up.
Your automated system is not user friendly and the link it sent me did not work. I only got the issue resolved after talking to a live human who knew what they were doing.
Online system wasn't letting me make a service appointment as it should have. Representative ended up having to receive help from someone higher up to resolve the issue because it wasn't letting them schedule it either.
Not able to add additional accounts as a property management company
Address the water hardness issue.
Hardness
Improve filtering to remove tap water aftertaste.
Hardness and chlorine. Other things should be lowered in the water. Acceptable by government standard isn't Hugh enough.
Hardness
Too expensive
I wish it was alkaline like hydrogen water
Odor and taste
Reading my meter!!!! Correctly!!!
I've had problems with KAWC since Dec 2023 with a large bill and it doesn't seem that anyone will do anything about it. It's been a big headache having to continually call and now I keep getting shut off notices. The account is under Whispering Woods and I would appreciate it if you would tell someone to fix this problem. Thanks
Better water pressure in my area
Get rid of Floride. in our water! Water is not good out of the tap at all. Won't drink it
Taste
Nothing, I think water quality is excellent.

Comments
Made a payment at the kiosk at the water company two weeks ago and it still has not been credited? Call in center is useless.
Easy to set up new service. Received information prior to and confirmation after the visit.
Because your website was down and I couldn't pay my bill, the only option was to pay a fee for paying by phone when it was YOUR fault. I'm thinking you just shut your website down in order to make more money. Am I wrong? They couldn't answer that and said my only choice was to pay the processing fee or the late fee. That was my only choices. I was not late, but if you take away all the other payment options it has to be to rape your customers.
More responsive to customer issues and complaints especially billing issues and complaints
Lesson the Floride
Hardness
Let us w if it is safer to drink it or not
Continuous flow of water and improve the taste and clarity
Need more water pressure
Some buildup on faucets. Vinegar soaks help
Odor
In the morning the water pressure always low pressure. maybe raise pressure between 6am to 9am.
Pressure would be great and sometimes smells of sulfur.
Odor and taste seemed to be due to higher than normal chlorination.
Charging for water and sewer service when there is absolutely no usage
All good
More awareness around what is done to purify and keep our water clean and any environmental efforts. Reports about the type of water we have in our area that can be understood in laymen's terms.
taste and better communication about billing changes
Taste
Too much chlorine requires me to use filter on sink and shower head.
I don't agree with you on the amount of my water usage
Take the chlorine taste out.
Billing practices
Summer algae taste and smell

Comments
No website difficulty. I had high bill for April- May. I live alone and is elderly. I just paid \$53.40 for a month. I don't use that much water. I don't even have a water hose. I do laundry 2x a month. I use the dishwasher once a week ??????????????. Somebody is guesstimating and not reading my water meter or KAWC is greedy ??!!! Sarah Lewis 5-4-24
Was on hold for 22 minutes. hung up and tried to go directly to speak to someone. They helped
Website wasn't responding well
Please read the meters monthly. My bill was estimated and the person who decides what I pay used an erroneous bill from a year ago to decide my bill that month. This is unexceptionable. They should have seen that the large from a year ago was corrected due to the incompetence of the person reading the data sent in from the meter read. That experience was so bad that I had to contact the PSC. Luckily I had saved the phone number of the technician from my area and was able to contact him to resolve the issue. Please work on training your CS and billing employees to perform their jobs correctly.
Soften the water a little bit
I called 811 and asked that the utilities be marked as we were having a tree put in. After a week it has still not been done and the 811 operator told me to contact American Water directly as they could not do anything further.
My bill was \$45 a month for two years straight, now it's consistently \$80+. Nothing has changed on my end. Doubling people's water bills, a BASIC NEED, is disgraceful. I'm not the only one noticing this issue. NOT OK!
taste
Start spending your profits on upgrading the system instead of asking for a rate increase you greedy bastards
None of the above
Taste
read the water quality reports and move forward quickly with improvements to address the contaminants. serious levels of contaminants are already included in reports and vague details about what is being done to improve the water quality and the timeline for improvements.improvements to infrastructure to assure improved and sustained high quality water needs to be prompt, not 10 years in the future.
How often do you test the water for parasites
Not posting my payment
The 'service' had nothing to do with water. It involved not receiving a promised \$25 Amazon gift card. I finally got it, so yay.
only are issues you email about and mentioning possibility of issues described happening
Ky American Water is known for not being customer friendly.

Comments
Needs to not have odor and not so hard.
Perhaps the taste.
nothing I know of.
no suggestions
too much chloride it's really strong i use a filter on my tap to drink it
overwhelming and lingering smell of chlorine
It is hard water and tastes like chlorine bleach and something else I can't identify.
Extremely strong chlorine smell & taste. I need to filter it to drink it without a burning sensation in my esophagus
No puedo entrar aber mi cuenta
The billing is always messed up. And it is hard to get a hold of someone who is actually able to fix the issue. You give us water. We don't have a choice in water companies. When the bills are estimated incorrectly, have people fix them quickly. And stop estimating my bill. Read the meter.
I've had no concerns with service. Monthly usage has been reasonable calculated. reasonable pricing
Very frustrated with customer service after some issues with a water line last year. Had to make multiple calls and each time had to explain every detail again- as if nothing I had reported had been recorded for the next person to know. And always had to wait on hold prior to actually talking to a customer service agent. I'm frustrated that twice in the last few months, our water has gone completely out for 12+hours. The first time this happened, we had no idea why it happened or when it would be fixed. Our water heater drained and burned out the heating element. We had to replace the water heater which cost \$3000. Several weeks later, there was a water line issue and our water was out again for 12+ hours. fortunately we were home and could turn the fuse off to the water heater so it didn't burn out again. After each event, we had significant air in our lines for 4-5 days.
Keeps it coming. I think it is ridiculous to have to pay a service to pay my bill, especially online where it could be simple. I started mailing it in to save a buck. Also your billing due date sucks for people on a fixed income because it is right before payday so everything is always late. It's just how the money rolls.
Email reminder communication can sometimes be rude Email communication could be better especially when it comes to your service being discontinued and not notified or that you don't have a final bill or this is your final bill etc.
It is reasonably priced and service is great without interuptions.
Always quality water and servese
You're a public utility. Recommendations are meaningless. I open the valve and water comes out.
You're the ONLY water company here Increase the pressure?
The pressure changes quite often
Prices too high. Nothing. Lower the price, it is getting out of hand.

Comments
Water has to be filtered before you can drink it. Smells like clorox most of the time, but probably has to be that way. Water pressure is pretty consistent In my case, my monthly usage bill is a zig zag, one month shows lots of usage, the next about 60%. i use the same amount of water each month and don't water the lawn ever. Situation is constant over the past few years, like my usage is being estimated every other month. No leaks that I've been able to detect.
Make the website more user friendly for online bill payment
Not outrageous priced like Georgetown municipal Price has only gone up about \$15/mo in the past 5 years unlike everywhere else that has drastically gone up with inflation Communicate via mail. Or email I guess. I've had zero communication I can recall. Idk. Maybe that's a good thing lol. Too many other places contact me way too much. I just never hear from y'all.
It;a dependable
Its all we got. I'm good with what I got Leave as is
Zero Yes PRICE is the problem is it not? I would always expect a government protected monopoly to try and avoid price topics.
Excellent service and water quality EXCELLENT water quality.
Awful company with lack of common sense. Doesn't care for the customer at all.
only one in area.
are there other available water suppliers in my area? the water seems to be good, no bad taste. send out home water test kits
Nobody recommends water companies.
What is the reason for the question? It's not like folks have a choice.
It's a utility. What choice do you have? I had issues logging in that I should not have had. I got an email saying my account was past due and I went to look it up. It asked for my account number because I didn't know my login info. It then told me my acct number was invalid, so I gave up. Also, I pay bills on the 10th and 25th of the month. My bill arrives after the 10th and is due before the 25th, so it is just set to autopay a certain amount monthly, which is not optimal for either party.
Great customer service
Prompt efficient service
There is no choice in water providers.
I work with customer service.
Reliable service and fair prices.
I've never had a problem with the service Good service and ease of payment method and paperless Don't know, I am satisfied with KAWC
No issues or concerns. Very few problems. Consistent service with few issues. Quit raising the rates without the public vote.
I don't have you.
Do we have a choice in water providers???

Comments
Everything is okay. Increase water pressure.
This is an irrelevant question since American Water is the only option I am aware of in Lexington. Provides clean, potable water. Quit wasting so much paper in the monthly billing. One piece of paper should be all that is required.
The service and billing is reliable, and payment is easy. I receive backflow preventer test letters starting in the middle of every winter for my irrigation system. The system is winterized at that point and there is no way for me to have a backflow test performed at that time to respond to the letter. These letters continue arriving every few weeks as if there is urgency.
It's ridiculous that they're mailed every few weeks all winter long. It's also ridiculous that the form appears to be a copy of a copy of a copy that isn't in great shape. It's even more ridiculous that this notification isn't an email with a link to an online form rather than American Water paying to print and add postage to several letters every winter.
I called your office the first year this happened because I was concerned that nonresponse to these letters (during winter) would be viewed as some sort of noncompliance. After several days I heard back from a representative, and they told me to just ignore the letters until spring when I turn the system on and have it tested.
I guess the big question here is: Why not wait until late March or so to send these letters? And why not email them, particularly for customers who have already chosen a paperless option? This program can be administered better.
If you really want to be innovative, email a link to me just before spring that I can email/text to my irrigation company, allowing them to easily respond to this request. That way I don't have to be home to hand my irrigation guy the form and ask him to complete it and send it to you, trusting that you'll hopefully receive it. Provide notice to me (the homeowner) that the information has been provided and allow me to view the completed form so I can be a little more educated about the entire process.
I bet you'll see a big increase in compliance if you make all of this a bit easier to deal with.
Worst customer service of any business I've ever dealt with. Absolutely nothing Dissolve and let another company handle the water in this area.
Poor and rude customer service
Be fair in billing
I don't think I have any other option.
Make payment on the 9th.
Bill wasn't ready

Comments
Not really an option to recommend KAWC when you are the only option for water. I can express my displeasure with the issue I am having getting my yard fixed after a water main leak repair and valve covers sticking up at an unacceptable height. Billing statements and ease of pay is great. Be contacted by the proper person in the amount of time that is stated from a very helpful representative (Alexis, on April 8, 2024) or contacted by a rep as stated in a follow-up email as "shortly". Whatever shortly means. Shortly is a lot sooner than KAWC idea of shortly.
se the previous entry
Great customer service and reliable service Treats their customers with kindness and respect Keep up the good work
i turn on the tap and clean water comes out. little bit much chlorine due to line flushing, all good
Good service. Keeps me inform about the work or outage.
Haven't had any problems so far so why noy? They supply water without interruptions. The water seems to taste well. Without alot of added chemicals. It's all good currently
Please with service there is room to improve! User friendly, staffers improve their services to all customers. Please make sure water quality is drinkable and improve the environment impact of water to communities.
Explain billing better. My winter bills was higher than previous years and I know we didn't use more water then compared to now or in the summer.
I called to find out where to get the declaration & primary residence form for tax exemption since I am new in Kentucky and was charged tax on my water bill. The gentleman I talked to gave me instructions on where to find the form but the directions for locating the form was incomplete. I called another number to get instructions and that lady put me on hold and never came back. Twenty five minutes later I hung up and I had managed to fill in the step the gentleman left out. It took 2 hours for me to locate one form. A more informative customer service could have alleviated this time consuming problem.
Keeps my water on I need education on how to read/understand my new digital meter. I use this to monitor & repair leaks & am not at all familiar with what I have now.
Always have water, so excellent
Xyz
Nobody is perfect
Too expensive
Don't know what other water company to refer.
I wish our area had brown water options for landscape watering, etc.
Water meter was broken for 4 months, and when they fixed it I was back charged for it. Since it has been fixed my bill has gone up \$30 a month over what it was before. Not very happy with the service. I always have water. Better communication on bill has gone up so much.
you're the only water company we have ??

Comments
We don't have an option Customer advocacy department is good. Also I appreciate replacement of the water line main in our neighborhood.
No options Nothing Be a public utility.
Too much dirt and sediment in water stopping up my faucets and such
Water tastes good Seems to be everything price, quality no service interruptions! Nothing
Great service
No other choice No other choice
The water is unfit to drink. Only way drink it is through water filtering system. The commode have colored rings in them. So bad I leave commode cleaner next to commode. Showers turn grunchie if you don't squeeze and wipe down. I'm not satisfied Every year the water gets worse. Check into the cause of discoloration of water.
Prices not good. Mostly, the chlorine taste comes through really strong around the middle of the month? Why is Chlorine so prominent? Make it taste better. I smell and taste too much chlorine and friends have noticed it too.
We do not have the option of choosing utilities in this area. You don't recommend a sole source provider, there is no option.
I trust the care taken to analyze the water taken from the river to ensure that the correct chemicals are used to ensure purity before it is delivered to us customers, Continue your careful testing of the water sources !!!
I think the change in the rate is ridiculous
No issues. Always easy to deal with. Like doing things on line Auto bill pay Not charge contractors for sewer and lower minimum
I don't know that people have a choice of which water company they use depending on where they live.
They are no other providers. They didn't sell to Lexington Ky government a few years ago. No complaints!
No Try having helpful staff who actually know what is going on. Repair men who would actually fix my meter water that isn't so hard it ruins my faucets
Ky American is too expensive for the poor service they provide Nothing
They never sent me a physical bill, then threatened to turn off my water even though I had never received one notification about a bill. Then when it was time to disconnect my water since I moved, you have to do it online instead of going into the office, Would never get them ever again if I had the chance
Only game in town? Keeps it flowing Sometimes the taste is off And sometimes there is sn odor
you suck totally and completely Absolutely nothing at all! you totally suck and are ripping your customers off. Go bankrupt be forced to sell to a better company

Comments
nothing
Outrageous rate increase Lower ur rates. Its outrageous for fixed income people
We've just moved to Lexington, and we continue to read that there are worrisome ingredients in the water in Lexington. We've run into several people who said they moved to Nicholasville because they were afraid of Lexington water. We've bought a whole house filter, but we'd like to know whether there's actually hexavalent chromium in Lexington's water . . . the same ingredient that was the topic of the movie, "Erin Brockavich." Reliable. I'm grateful that I turn on the tap and water comes out. :) From what we've been told, Louisville has cleaner water than Lexington. I don't know if that's true, but I want ALL water companies to do everything they can to ensure that there aren't as much chemicals/drugs/metals/toxins/other contaminants in our water. I think we'd all pay more to feel better about the quality of our water. A lot of what's in city water are known carcinogens.
This is a ridiculous question! How much choice does anyone have as to which water company you get water from in Fayette County? Provides good water Over a YEAR ago, KAW replaced the entire water service for my street. The contractor is STILL replacing the sidewalks that had to be removed. I've been looking at a porta-potty for nearly the entire time. Please get them to finish up and clean up their mess. The street is: Tanforan Drive, Lexington, KY
Provide water I liked by mail, which I was forced to switch off of. Can't log back into my account to change and can't change back as a guest
Company is good but high priced. No complaints
Keeps our service going continuously Clean the water to Quality Drinking level for everyone. Kill the Nasty Smell that we get every lateSummer/Fall. Other than that. I understand it Business. We're not asking for something that would raise our Bill anymore. Excellent the Bullshit charge for Reading our meter and sending us a Bill. I moved here in 1975. Been wanting for a long time to express my Thoughts. Have a Great Summer Executive's ??
Kentucky American Water is our only choice

Comments
<p>is there even a choice? We live in Bell Court where contractors are replacing the water main and service lines. The communication has been poor, other than when I sought out a supervisor in person and spoke with him. We were notified a full day late about the flushing procedures we were supposed to do immediately after they replaced our lead service line. The contract workers just said to run the faucet until the water didn't look dirty anymore, whereas the official sheet left at our door A FULL DAY LATE told us to run the water a long time in a specific order in order to reduce lead exposure in the water we drink. Clearly flushing the lines the right way is important to avoid consuming lead. I would think your company would have a better way of communicating this critical information. If we had been told AHEAD OF TIME or IMMEDIATELY AFTER THE LEAD PIPE WAS SWITCHED OUT, then we would have known what we needed to do. I had frequent interaction with the contract employees on the day the lead service line was switched out. IF YOU HAD INFORMED THEM OF THE FLUSHING PROCEDURES THE HOMEOWNERS WOULD NEED TO DO AFTER THE LINE CHANGE, I'm sure they would have told me what to do. Your communications failed in so many ways, whereas with something this critical for avoid lead you should have over-communicated not under communicated!</p>
<p>Monopoly that can increase charges at will and at maximum allowable limit. The water also tastes terrible - too much chloramine (and smells of wild garlic when grass cutting season starts). Other than what I expect - I turn a faucet, water comes out. But that should be expected in a civilized world. Better tasting water. Softer water (I should not have had to install a water softener). Also, the meters do not seem to be very sensitive. My gallon usage is effectively identical each and every month. It is highly unlikely that my month-to-month water usage is the same to the EXACT GALLON!</p>
<p>There isn't another choice anyway!</p>
<p>Water rates are nearly double what we were paying at a municipal owned water utility.</p>
<p>Great service and quality water at reasonable price Quality water and service with no hassles</p>
<p>They are the only water utility in town</p>
<p>I always have good water Good water Lower the price</p>
<p>Expensive.</p>
<p>It's a monopoly so people will probably just use the water service they have to use Is a monopoly that is my only option for water service. Seems to provide adequate water service. Be a publicly owned utility.</p>
<p>I appreciate Kentucky American Water and the employees however it has been a difficult situation since October 2023. I called to discuss payment information and since that time it has been very difficult. I have been to the office on Richmond Road 4 times and still have been unable to get the matter resolved. My account number was entered incorrectly and I am now being charged additional fees. I am praying the matter has been resolved. Thank you. Please correct the error made on account number and billing situation. Thank you. Correct my information on the account and amount charged.</p>

Comments
<p>I am a long time customer with no other real options for water. My water bill has been high for years. So much so, that KAWC has sent me letters over the years saying we are higher than normal and may have a leak. I have checked my house and yards for leaks and found nothing. We do have a swimming pool which accounts for a spike in water usage for April every year. This last year, my water bills were estimated for the months of June, July, and August. I did not know why. However, in September, you replaced the meter for my house and I got a bill saying it was not estimated. However, the very next month and basically every month since, my water usage has been about 25% less each month than any previous months for a long time. In my opinion, it appears that the meter was malfunctioning for years and I was paying more than I should have paid. Since I have no way to prove anything, I assume I am just out. But something changed at the end of September and I believe the meter had been malfunctioning. Wish there was some way to prove. same message as earlier: I am a long time customer with no other real options for water. My water bill has been high for years. So much so, that KAWC has sent me letters over the years saying we are higher than normal and may have a leak. I have checked my house and yards for leaks and found nothing. We do have a swimming pool which accounts for a spike in water usage for April every year. This last year, my water bills were estimated for the months of June, July, and August. I did not know why. However, in September, you replaced the meter for my house and I got a bill saying it was not estimated. However, the very next month and basically every month since, my water usage has been about 25% less each month than any previous months for a long time. In my opinion, it appears that the meter was malfunctioning for years and I was paying more than I should have paid. Since I have no way to prove anything, I assume I am just out. But something changed at the end of September and I believe the meter had been malfunctioning. Wish there was some way to prove.</p>
Please get a app to where you can pay
<p>I have not been a customer for nearly 2 years. Why did you send me this survey? Further, I cannot recommend your services, seeing as how you typically just have a chokehold on the areas you cover, so anyone who lives there effectively MUST use you. I'm not a customer anymore. I moved away from your area of service. Take me off this contact-list. I'm not a customer. See earlier comments.</p>
The agent over the phone was extremely helpful and kind, kudos to her!
<p>The website was very finicky today and kicked me out several times before I could finally get the (higher than it should be) bill paid. Attaching a convenience fee to credit card payment does not help either.</p>
<p>I have requested for a new meter to be put in in the one in the ground to be tested this is very unprofessional I have talked with too many people working out of their homes for your company can I get somebody that knows what they're doing</p>
I never can pull up a copy of my bill with ease. The reason I switched back to paper billing.
<p>There are no options to follow up after the technician visited my home. He said billing would contact me but no one has and it's been approximately 2 weeks since my appointment.</p>
<p>Was unable to log into Mywater. Had a pop up saying My date and time is incorrect and needed adjusted prior to logging in. The auto phone system did not recognize my account. The web sit has to be the worse system I have ever addressed.</p>

Comments
employees had to dig up the water line to repair the leak.
the water tastes excellent !!
when I need it, it's always here.
I like to pay my bill online
Unable to finish due to constantly having to sign back in
There is no other choice. Water pressure is terrible.
Don't have any issues with Kentucky American Water
Taste, i use a pitcher that filters out the chemical taste
Prices keep gpong up
Occasional smell
Like buildup
Water has strong odor at times.. too hard ruins hair
For myself and my indoor plants, I draw water from the tap regularly and let it sit for at least 24 hours. I'm told the chlorine in the water will evaporate.
I don't like the taste. It is probably safe to drink, but I wish it tasted better. I use bottled water for drinking.
Water pressure is terrible Improve water pressure in 40502. 1917 Hart Rd
Keep the water flowing.
Less mineral content would help with buildup in shower head and hot water tank.
Price
The website only shows a quarter of the page. Trying to set all accounts up on Autopay.
No trouble with water
Make it easier to pay.
They can earn my satisfaction by making water more affordable.
Never had a problem
Bills to high
Price is kept reasonable Do you offer rain barrels for free
Need annual water quality report mailed to customers.
Every household needs water in order to function.
The water does not have a bleach taste and no green taste. That is a huge plus for me. It doesn't leave limestone deposits on my faucets and dishwasher. I am very satisfied with that.

Comments
We recently put in a service request and it was never handled. No comment Follow up on service requests and not just ignore the customer
I didn't know there was another water option, but I have had a lovely time with American Water. I've had it at several places I've lived in Lexington.
Keeps the water cominh
No problems with service, good clean water and good price keeps the clean water running make sure there are no pollutants in the water
Answers all problems when I call
I moved a year ago, but when I lived at the property they were good.
It is not a choice. Nothing
There isn't another option in Lexington for water service. The water is over chlorinated and way over fluoridated. The company is quick to turn off service. Have friendlier people answering the phone, I know it can be a difficult job but they could at least be pleasant.
The billing is erratic When you turn it on, water comes out Implement a new pipe initiative for pipes to the house
Commup
you guys sent my bills to the wrong address. caused me a bunch of trouble. Thanks for nothing. Fix your billing/customer service! you guys sent my bills to the wrong address. caused me a bunch of trouble. Thanks for nothing. fix your billing/customer service!!! you guys sent my bills to the wrong address. caused me a bunch of trouble. Thanks for nothing.
I don't think my bill reflect my usage Na Listen to my complaints and address them.
Is there another choice?

Comments

We use, for the most part, something called zero water to filter our water because it takes out almost all of the particles we find in the regular water. For example, as I am doing the survey, we tested the water and it has 151 particles in it versus zero. The water we measured from our container in a cup measures zero particles right now. We also live on the road where the plant is and the people continuously drive through our property along the side of the road and it looks horrible, it will be awful when I have to mow there, they have wiped out so much of the grass and caused huge ruts along the edge of the road where I often get my lawnmower, a commercial lawnmower stuck. There's plenty of places for them to get off the road carefully. We have a mile of road frontage. Also we feel like, although it's not as bad now, workers (or a worker) leave work and then throw their beer cans in the neighbors' yards or their farms when they leave their workplace. There was one particular brand and when we did talk to the manager, they did quit throwing their beer cans in our creek and on our property. We collected about 50 of the same brand whenever we were picking up that particular trash. | I feel like anytime a developer is going to develop, Kentucky American doesn't really care how it impacts the water and the runoff. I particularly say this because of development around Lake Ellerslie and potential development at the head of old Richmond Road, Athens Boonsboro Road, Aphids Way. Increased development makes more mess along old Richmond Road, more runoff, more gulleys.

Again I will emphasize I do not like what the large trucks traverse Evans Mill Road due to the landowners properties along that road when they go to the Cedar Creek plant.

Comments

Last year (2023), when I was traveling in Europe and no one was in my townhouse, the water bill more than quadrupled from an average of \$20-\$25 per month to around \$100 per month. The main water valve inside the house was turned off, and Kentucky-American Water verified no leak in the line to the house. In spite of my protests, and three on-site checks by American Water at the townhouse, the high monthly bills continued. I then asked if the water meter was broken or was registering inaccurate data. Kentucky-American Water could not find a problem with the meter--except it was "old and near the end of its life-cycle." I then requested--and then insisted--on a new, modern meter. After the new meter was installed, my water bill returned to normal, i.e., around \$20 per month. American-Water refused to compensate me for the inaccurate meter readings between September 2022 and March 2023, even though no one was occupying the townhouse and the water valve inside the house was shut. I finally went in person to the Lexington office of Kentucky-American Water to show them the discrepancy in charges during the seven-month period from September 2022 to March 2023, and the receptionist/clerk was less than cordial--actually rude--threatening to have security remove me from the building.

Below is a record of payments to Kentucky-American Water from December 2021 to August 2023, showing the excessive water charges during the period September 2022-March 2023. No one occupied the townhouse during any of the months shown below.

LEXINGTON, KENTUCKY, TOWNHOUSE PROPERTY EXPENSES

Water

Payment	Date	Amount	Fees Sent To:	Billing Statement
Ck #5796	07-Dec-21	60.17*	Kentucky-American Water Co	
			Kentucky-American Water Co	21.11
			Kentucky-American Water Co	16.23
			Kentucky-American Water Co	21.14
CK #5851	12-Apr-22	14.55	Kentucky-American Water Co	16.24
Ck #5881	10-May-22	21.13	Kentucky-American Water Co	21.13

KAW unable to correct address

Comments
At least 2 months or more out of the year we can't even use our water for drinking because it has so much damn chlorine in it. You smell like you just got out of a pool after showering, and you best not use it to water the plants because it can kill some of them. I guess this is a regular maintenance issue, but it sucks for the price we pay for our water service. I realize that the chlorine is added for sanitation purposes when not using the UV treatment, but the amount used in VERY excessive. ...and thanks for the HUGE increase in our bill!
Tuen my shit back on! Wow, you are pure assholes.
There is no other option for our city water or I would change. Honestly, nothing. poor water quality, poor customer service and high prices. Be more concerded about water quality and provide better water to paying customers.
I think the water is good, and the service is good. I just don't agree with their policies on monthly charges by acreage, which is not fair. Water quality is good, to the best of my knowledge. I don't know if they test for or treat hormone levels in our water, which could be a significant problem. I have an 87 acre farm and had the water disconnected years ago because you imposed an unfair rate on my water due to my acreage. I would reconsider hooking back up if the water company could give me a reasonable, fair rate.
Water service is consistently good and reliable. Water supply is consistent and quality of water seems relatively good. However, I filter all of my drinking water.
Silly, It's the only alternative delivers a necessary service I don't think about it, it's essential so satisfactory
Trust
I think that the meter might only be actually read every other month, I think that it would serve customers better to have actual reading monthly.
Applicable in most cases, but not all. water quality and value of service No other factors other than maintaining current standards.
Because you have a horrible way to get a waiver for water usage due to a BURST PIPE You screw the 65 yr olds! Fix your system of burst pipe water usage. Having to download apps, getting a fax machine, printer and the up loading of said paper just stinks!
Water rates are high in Lexington. There is no mechanism for us to get discounts or rebates for conservation. We do not have daily feedback on our usage (no smart meter options) Work on providing a daily use mechanism so the customer can better monitor their usage and conserve.
There is no other choice that I know of Better quality water without the chemicals that cause cloudiness and discoloration of receptacles and appliances
It smells like a wet dog !!! Fix the STINK and taste !
New Owner - More expensive than previous state

Comments
because it's our only option.
When they work on your yard, they always tear it up and never put it back like they say they're going to. The employees are very well professional, but the management part of the Kentucky American water company can be very rude every time you talk to him on the phone. Buy the company back!
I think rates are to high. For 2 people my bill should not be as high as it is Drop rates
Ask for my opinion and suggest ways to save. I recently had a water pipe break due to the weather. All my related bills increased quite a bit. It would be very helpful if there could be an adjustment to the water bill (not just water, of course, but to electric as well) to ease the cost of such an expense, especially for seniors. I will have to suggest it to other utilities as well.
5 years of service, all good Clean safe water for fair price Keep clean and safe to use
There is no option to the water service delivered, so why is a recommendation needed Provide a way to have water for irrigation of yard and car washing without city charging sewer tax on those gallons used
Excellent quality
You are charging me sales tax on my residence and I am going to have to waste my time filing some form at an unknown place in order to get you to stop. Have someone contact me about the sales tax issue
Bc it's the worst water I ever had Well let's see I have reported a link for yrs but no one will fix it water is nasty I don't think we should have to pay for water that smells and taste so bad
Water is to high Lower the cost of watet
Is there an alternative?
Can no longer pay your bill in owenton Supply good tasting water Have a place in owenton to pay your bill. Not charge a fee for paying online. The electric bill doesn't cost more to pay online
Paying my bill just sits there and spins
Service is good, but the water in my area is very hard. Lime scale builds up so quickly, for example, that I have to clean my coffee maker with vinegar every week or so, my shower walls are coated, and my dishes come out of the dishwasher coated in gritty residue. Response to leaks in the neighborhood. Billing correction when a water leak has occurred. Notification of potential outages due to construction or repairs. Reduce the hardness of the water provided. Improve water pressure in my area which is sometimes insufficient.
Good water good service
I pay the invoices for a company that owns apartment buildings. We are unable to pay online and must mail in our payments. They have been taking up to 3-4 weeks to process which makes the accounts past due once applied. This has made accounts past due and disconnection notices have been sent. Apply payment in a timely manner.

Comments
Poor communication when water stops. QUITE OFTEN. METER READER TOLD ME THAT I HAD A LEAK IN MY LINE. plumber came, checked, no leak. Cost \$\$\$\$. Improve communications. Contact procedures. Notification when warter is off. Boil water orders. Etc. hold time on phone.
Service was great
I wanted to set up a settlement, but I was limited
Scott Sampsin is an awesome tech. This guy gets customer service and should be recognized!
You people are very great for harrassing, great for threatening customers is because customer needs water. Maybe we can get water from the ocean, river, falls, brooks. How about that.???Oh beaches at the same time we go swimming.
I have no phone and cannot pay anything until Apr. 5th. That is when I will pay the entire balance. Please reply and TIA.
Prompt and fixed problem at the street. Don't know details of repair but it stopped leaking .
I got an email offering me opportunity to see my bill but when I clicked on it, there was not a bill for that amount so I'm confused
I have made a payment to reconnect. Because of a slow processing time despite my payment I have not received a reconnect notice or email.
The company knew they were going to be working on the lines and we would have no water..they did not I form us ahead of time. This has happened several times. The phone reps. don't need to be surveyed..your operations management needs to be under the gun.
This whole thing could have been avoided IF the company had 1) sent a heads-up email this was coming and 2) taken into consideration those customers who are infirm and cannot even get to their basements to take a photo and upload then send it to KAWC! Number 2 was my issue.
I had water meter issues for weeks and had to make several calls to finally resolve the issue. I was previously told more than once that my meter would be replaced but nobody came to do it until the last call I made when the representative scheduled me right away to have my meter replaced. He was extremely helpful and resolved my issue immediately. I wished that I had spoken to him first.
Your website (My Water) does not work properly and freezes so that I must completely refresh page to continue. No thanks.
The current invoice amount and due date do not match the current active bill.
The account summary page had several problems. "My Bill" showed the correct amount (\$26.53) but incorrect due date (2/20/24) and service period. The "View Current Bill" link displayed the previous month's bill (2/1/24). The "Account Summary" also showed the incorrect due date and service period. "Usage Quick View" showed numbers that were completely inconsistent with prior bills. I had to go to "View Billing History" to see the bills and correct amounts. I was using Chrome version 122.0.6261.113.
As soon as I selected the payment method it told me TIME OUT!

Comments
As a newcomer to Kentucky, I was at a loss. My conversation with the Customer Support person was very pleasant and informative. She guided me through the process and answered all my questions.
I currently have NO WATER due to work you are doing but the notification said I needed to take NO ACTION prior to the work commencing. In fact, I needed to FIND ANOTHER PLACE TO LIVE! That's a pretty significant problem.
Website kept timing me out when I tried to pay my bill
The amount due and the bill do not agree. The bill is from the previous month. Not helpful at all. I most likely will unsubscribe from paperless billing
Wont navigate
It wasn't trying to let me pay for my bill, it took about 4 minutes had to log off and on before it took my payment
Account is still showing a balance from Feb billing. Payment was acknowledged on 2/19. Why is the balance still showing?
Very difficult to navigate between accounts. Impossible to add new accounts to online profile.
I've had no issues while having service with KY American Water. Anytime that I had to contact customer service it went smoothly and was very easy. I loved being able to do everything online or through the app as far as making payments, scheduling service appointments, etc.
Website locked up
I wanted to know why the cost of our water went up and had to dig to find that the rates increased to more than double our water costs.
The website said it could not process the payment- said to try again later
Your website stinks! I changed my password am still unable to log on. For some reason you have quit sending me bills so I get notices to pay and yet I can seem to do that! Send me a damn bill
The lady I worked with in the office was absolutely wonderful!
Website non functional terrible service all around
You're the only water company in my area.
I've never had a problem with them.
Seems like way too much chlorine that causes build up in piping and water pressure issues from clogging aerators.
I need an email address
See previous
It is a company I trust. I feel Ky American Water cares about myself and my family's health where water is concerned. Good people who are easy to talk to. Good communication! Be sure the level of chemicals used to purify water is safe!
Excellent service over all.am greatful

Comments
charge for making a payment online excellent water service don't charge for online payments and notify sooner when payment has not been received. Twice my payment via check in the mail was not received and i didn't get notified until after the bill was due. I had to go online and pay a service charge to do. I am never delinquent with payment so this annoyed me
This question is irrelevant.
So far, everything has gone well. The service person who visited our property was OUTSTANDING. He was helpful and very efficient. Don't have any recommendations
Really good service and nice helpful staff. Fair price and good service.
My customer service Rep Vickie was Awesome! I totally forgot to extend my move out/move in date and she was very professional and efficient in adjusting it for us. Also, Thank you to the technician for being quick as well with both units as we transition over to our new home.
It is the only water available in our area. No need to recommend, there are no choices to make. Periodically test
I don't believe there is any other choice in Lexington. So I wouldn't feel the need to "recommend" it to anyone. I never understand why my bill fluctuates so much. I understand it's based on usage. However, I don't know why estimations are used instead of meters some months.
you charge sewer fees on water from our swimming pool that DOES NOT go into the sewer system, that is charging us for a service that you Do not provide No comment stop charging for sewer services on the swimming pool that are NOT BEING USED
They're the only water company around that I know of. Water every time I turn on the spigot! Keep keepin it clean and flowing and thanks!
Terrible to work with... no access to local office... forcing payment options for customers... no longer can drop check in payment box at main office without it being processed for 2 weeks therefore making bill late is ridiculous!!! Terrible customer service Have no choice but to use them. But do not like their tyranny with the community and customers Work locally. Have access to local office. Offer reasonable options to pay bill and lengthen billing cycle
Courteous, professional CSRs.
I believe that the drilling for new water treatment plant on Buckhorn cracked our foundation. You raised our rates when sewage split, so what was once \$30, became \$60. Now it's \$45 a piece, and you're raising it again!!!! Crooks! Fix my foundation!
You are literally a monopoly... Not much. We have to have running water. We all have to pay for water. There really isn't anything else to it. There's zero satisfaction in paying a utility bill.
We do not drink the KU water. There is a black oily looking substance that is trapped in the faucets when I clean them. I cook occasionally with it but mostly filtered water from the fridge. We buy drinking water. I am inserted in knowing exactly how safe faucet water is. ? If there is a rating of cleanliness of the water I would like a copy of the results please.. Thank you

Comments
1. Water provided is "hard" causing more frequent cleaning of water sources.
2. The company requires a fee to pay the bill. I choose to mail my payments instead of wasting money on payment fees. It is outrageous and ridiculous! 1. I called 3 times about being unable to access my account online nearly 2 years ago, it was never rectified, so I called and asked for mailed billing.
2. Remove all fees required for payment.
Water quality and sending bills I have reached out several times to get help accessing my online account. I still do not have access
I have never had any bad experience with American wster Water is the vital part of living. I appreciate that the company provides the quality of water and supplies without interpretation. I think price is good.
Sent water bill payment in via bank online bill pay (usps mail). Bank shows check payment delivered to AM Water two days before due date. AM Water billing website shows bill outstanding and currently five days past due date. Called AM Water customer service. They said to wait a week and call back if account still outstanding.
It appears that AM Water Billing Dept may need help opening the mail.
I didn't know we had a choice, but the water company does a fine job I can trust that the water will always be "on".
Rates that American Water charges are extermly high.
I was told by by a customer rep that my bill would be adjusted following a burst pipe of which pur plumber and restoration company provided proof of. I was told to secure these verifications and send to you all. Following confirmation of this, another rep told me my bill would not be adjusted after all. Very frustrating and feels like you all don't stabd behind your assurances. I was told by by a customer rep that my bill would be adjusted following a burst pipe of which pur plumber and restoration company provided proof of. I was told to secure these verifications and send to you all. Following confirmation of this, another rep told me my bill would not be adjusted after all. Very frustrating and feels like you all don't stabd behind your assurances.
There is no competition in my area. I have always had tap water since I move to this location in 2019. Provide testing of the water that comes into the home. I would like to know what all is in the water.
Address the requested leak report data we are requesting
The water is nasty. We thought we were having another covid infection since our coffee tasted nasty. We had to change to using highbridge bottle water to use for our drinking and cooking. And caused hair issues we had to use a deep cleanser to get it better. I guess I'll just have to use bottle water for everything except the toilet. Clean up the water. Yuck! Clean up the water!
as expected, no problems for paid service
Sprinkler system service call us early in year. The firm sent to us for backflow is always several weeks later do it requires another visit from technician
The company keep increasing rate...
Good service

Comments
No other choice that I know of!!
Provides consistent service without interruptions. RETURN A CALL WHEN PROMISED BY THE SERVICE REPRESENTATIVE ON AN ISSUE THAT I CALLED IN ABOUT.
You have no gumption to fix issues
Nothing Better online payment service. Do not charge the \$1.95 fee to use the service when it's been paid online Kentucky Utilities doesn't have a fee for paying online. Sometimes very difficult to put the account in
Terrible site. Absolutely not useable on a phone. Plus your water is horrible. Not sure what i am paying for. Please try to be better
Contact me if issues arise with the water quality. Few years ago, we had several repairs to the water main in our area. Water was cloudy for some time. AMERICAN WATER never contacted us.
No other game in town, (LEXINGTON, KY) Water runs, though I filter my water before use, so it's fine.
I'm hesitant to reply totally because I live at 3562 Niagara Dr, Lexington KY 40517 and there is a lot of lines being replaced, and going to be a lot of cement to be replaced including my curb, apron, sidewalk, and part of my driveway AND possibly my tree in my front yard. Well I'm one of the people on a very fixed income and I hope that the water price hike will not make it to where I have choose between, eating, doctor appointments, medicines, or paying a water bill. All are needed and each one is important.
We're happy with our water service to date. Maintains a reliable water supply to our homes! Maintain supplying a good water service to our homes.
The water company is ok. However, we are very unhappy that they are no longer sending us a bill through the mail. We have requested it several times, but they still do not send us one. This is our preferred method of being able to pay our bill. The customer service on the phone is helpful. They tell us what we want to hear, but do not seem to do what we ask. For example I have asked them to send me a monthly bill and they tell me ok, but then the next month they do not send the bill. I have not received a written monthly bill in over 3 months, even though I continually request one. PLEASE SEND ME A MONTHLY BILL INSTEAD OF ONLY SENDING A MESSAGE THROUGH MY EMAIL.
is a silly question-there is no option
Im not likely to recommend a water company as it is a given in this area that KY American is our water supplier.
don't like the taste for drinking it
Great service
customer service has been good and the website lets me look at several options customer service might be nice to know more conservation efforts, and home ideas to save water
My water smells like sulfur and leaves red stain on the toilet. Provide clean water that doesn't smell bad and stain my toilet.

Comments

The water is delivered.

You meet the requirements of the community by providing a 24 hour service, online assistance, and workers that come out when there are emergent needs.

Do you work with people who need help, offer, payment, assistance, and you also could make things a lot easier. | You do a lot for the community, and I am grateful for the various amounts of programs that you are involved in, including being there for us, as customers around the clock. I do understand that I don't have another option for water. As a Lexingtonian, you do have the monopoly. Some people do not like that. You have come out and fix things in the middle of the night, and your workers are professional, and they are hard workers! You do provide answers on your bills, and I do not watch the news. What information I get is from you, And there are some discouraging chats on the next-door app. My bill has only gone up 3 to 4 dollars, which is not significant but I don't want to see it, raise even more over the few months because I am living alone, and on a Secure income along with a part-time job.

You have amazing and very different forms of payment and communication. I have never wavered on how you offer all the great ways to pay or to find someone who can communicate in a good way to do so for each customer. Your hours are also very good as well. And as long as I pay my bill, the most obvious is that I have never simply not had water :) | I have seen a price raise, and I am not exactly sure if it is due to taxes because I don't get involved in the politics. I understand a little about it, but I would like to hear from you as the company why the tax increase or the rate increase is continuing. I have paid my bill and I am a customer who has lived in Lexington for 40+ years, so that's concerning. I don't understand all of the other previous things that I've paid sometimes, but when I have called, you have been able to explain them to me. I am very lucky to have water as we all should realize that we are lucky to have water, so in general, I'm not a big one to complain about very silly things when there are a lot of countries that have no Nearby water source.

Very good and dependable water. However, it's gotten to be a lot more expensive than a short while back. | Lower water and sewer cost. I understand that the infrastructure both for water delivery and sewer is taking place now, but I think funding should be supported heavily by property tax base. | I'm happy with service. Just keep the water quality as it is now.

I mean it's pointless to ask this question since there's no other choice to get water. | Stop raising rates often

Comments
<p>I had a lot of issues for 2 years with low water pressure & too much chlorine. After reporting these issues to the KY AG last year, someone in a management position at Ky American Water called & did listen to my complaints. Someone from my local water site checked the water pressure for me that day & indicated that it was normal. I have to say that both issues have improved immensely. The pressure varies, but that is due to how many ppl are staying at their weekend houses up the road from me. Still, the pressure overall is better than it was. The chlorine smell is gone 99% of the time, which is great. I understand that you have to flush the pipes, so chlorine from time to time is ok, but not 24/7. So I finally got resolution, but it took too long to obtain, with your opaque customer service system. The bills are reasonable, however, so I can't complain about the cost of water here. I mark my calendar each month as to the due date on the bill, which was changed, so anticipate when to pay it. Overall better, but I gave a 7 because these issues totally irked me for 2 years, and that is unacceptable. The cost of water here is astronomically less than in Louisville KY. I appreciate that.</p>
<p>Construction on water lines been going on in the neighborhood for 2-3 months now and all the roads are tore up and everything STINKS!!!!!!! Get the work done on the lines they have been working on for the last 3-4 months and still not done yet.</p>
<p>crappy money-grabbing lying thieves not a damn thing turn the business over to a public entity</p>
<p>Bill to high</p>
<p>Sometimes the water smells yucky, and several water outages each year</p>
<p>The water is expensive and it stinks Make sure the water has less lime in it and doesn't smell like sulfur or sewage.</p>
<p>Service is great and water quality reports are provided to inform customers that the water meets quality standards</p>
<p>There isnt another choice. Water hardness is an issue. Make sure my water pressure is good. Figure out a way to soften the water a bit without having a house softener.</p>
<p>Good quality of water Nothing</p>
<p>Vivo en usa más de 23 años y nunca e tenido problemas si necesito algo el personal que trabaja en las oficinas ciempre estan disponible ise los agradezco que Dios les siga dando sabiduría en sus labores Very good Muy satisfecho</p>
<p>I waited 6.5 hours for a tech and apparently they came and checked the meter and left, no contact, nothing on the door, I just got an email saying my service was completed and my super high bill stood, and it was basically my problem to figure out why So far I've had a terrible experience with communication and service Better communication, respond to emails, connect with customer if they come for services, stay within the 3 hour window and if that needs to be adjusted, let me before just emailing me a different window time adding two hours because they were so late</p>
<p>Never have any problems. I have not had any problems till recently and have not been receiving my paper statements. Just start sending a copy of my bill so I can pay it on time.</p>
<p>Start cutting off people who don't pay and pass the savings on to though of us who do pay.</p>

Comments
major waterline repair done in front of our house(1952 Shadybrook Ln). Had to call MANY times to get bright orange porta-potty removed. Road torn up in front of mailbox, still not repaired respond to questions about repair work that has interfered with property.
Water quality isn't the best. Seems to have alot of rust and lime in it. A BETTER Filtering system. You can't drink this water.
Seems like the cost is very reasonable. Sometimes I wonder if my bill was estimated or actual. I'm not sure how to tell. Would be nice if that was easy to see in my bill email notices.
I haven't had any problems with them . Don't raise prices
Have always had trouble with billing through the years. Just had my service disconnected after not receiving bills nor shutoff notice in any form. Was charged \$56 reconnect and being charged a 2nd \$56 few it seems.
Scheduled a call back for yesterday 11a-11:59a and never received call yet. I don't know how to answer this. Water is not drinkable and I don't receive billings Communicate billing. Use better methods to purifying water
I have always had good service. When we had a leak in the water line from the main to our house ky American water adjusted our bill. I have not had a reason to complain or regrets about the service
Great service. Great water quality and delivery. They provide excellent service.
consistently good service at a fair price
Quick response
We constantly have low pressure issues. Currently we have had very low pressure since before Christmas. At best the water from a faucet is about the thickness of a pencil, measuring in the low 20s PSI. Nothing We have had low pressure problems for years with no permanent solution implemented
Very satisfied with both water quality and price As indicated earlier
The water is very hard. And I never get notifications about shutoffs in advance Not much The water is so full of calcium that it's ruining my appliances. I hate it.
I don't recommend water that I don't drink or bath in. I don't have a filter, on the house and am concerned about the health issues, so I only use filtered water for drinking. place a filter on my line of water coming in, since I can't afford to on my own.
Customer service has been great and attentive to my concerns of increase in water bill. Customer service Nothing other than my water cost going up lately
No one else to compare it to Personal service when you can get to a person More cleaning of underground drainage

Comments
No customer service available.
I need someone from upper management to call me immediately regarding an account issue that should NOT be an issue.
My water was scheduled to be turned on January 22nd. I checked the next day and it was not on, I called and was told that she 'saw that it was on' but it wasn't. She scheduled to have it turned on late last week. I waited until Sunday to check and it still wasn't on. Called yesterday and after a 20 minute call they put in an 'emergency order' and sent someone out. I heard from that gentleman (extremely nice) and said he couldn't understand why it was not turned on earlier, but it is on now. (I have not been back to the property, so hopefully he's correct). VERY unimpressed with customer service that truly doesn't have accurate information and twice gave me incorrect information. And in closing, they thanked me for 'choosing' Ky American Water which seemed funny because choice usually means multiple options.
I would rate a 10 but I recently replaced a dishwasher because of no inlet water pressure. Turns out that a bunch of black rubber debris had gotten onto the water lines and clogged the inlet line and filter. I have had to remove and clean all of the water faucet screens in my whole house. Most were at least half way blocked with the same debris. Alert customers of contaminates in the water lines that can cause water blockages or service interruptions.
Have been a customer since 10/2023 and no issues with delivery.
No local contacts. Have to mail payment check now. Poor upkeep of water reservoir and soil off all land around it for development. Feel like you just left the whole city.?? Clean water still there
I have no problem with your service The taste of the water The taste is great
Pfoa and pfas is still in the water presumably Again. My concern is PFOA and PFAS in the water system.
I have not experienced any issues with my water service
Who has such conversations? And it's not like there's a choice.
They continuity of information, billing and education about our water. They go beyond the basics of providing what customers should and need to know about our water. Also, KY American provides ways to help those customers who need assistance. I think KAW does a great job across the board keeping our knowledge, pricing/ cost and info always available and within our means. Keep up the educating of customers on how you are keeping our water system safe and secure, as well as our water quality.
Excellent service
Good tasting clean water with no interruption of service. And I don't remember any mention of an increase in price. Continue to communicate when any problems arise.
Water tastes good.
Terrible communication, no empathy, obviously that nobody cares or is willing to make anything right. Wish I had options. Haven't found anything yet Commutation, consistency, keeping your word

Comments
Water keeps coming out of the faucet. Water flows Less hard water
Reliable water and service Alert if using more water than normal. I had an underground line break over the summer. Luckily I caught it quickly but when I called they could not tell me how much water I had lost.
The water is disgusting
Extremely large bill for no reason and not willing to help Not much My bill I'm not consistent and I do not understand why. I have no leaks. Also they tore up my yard and took 6 months to fix it
I mean, we don't have a choice. But, y'all have misread my meter and that of a friend of mine from church. And you kept encouraging me to switch to paperless and the very month I agreed, I was late because y'all didn't actually email me. When one of their operators caused a problem by misreading our meter, they did fix it quickly and kindly Not misread our meters and make folks go hunting for leaks that don't exist.
What are my other choices.....dig my own well! They are the only show in my town...I have nothing to compare it to! ???
Reasonable Rates Reasonable price N/A
We have never had a issue with our service at all. Pricing Nothing
I am not given a choice on my provider. Seems like it's better than in Flint, MI.
Our water was hooked-up when we moved to Lexington, the automatic payment and online usability of login and email notification is great, and we always have water when we need it makes for a 5-star experience. I do not believe there are any other choices locally for water service so there's that. But seriously, there are no complaints and American Water provides excellent service. Thank you so much. Keep doing what you do, it is appreciated.
Monthly bills are inconsistent. I'll have bills that are consistent in cost for a few months and then some months are double or triple what I've been paying. Very frustrating. Consistent billing
Only available company
Only show in town
Only option! The gentleman that came and got our account fix at our house was amazing! Best customer service ever!!
What other option would there be? Is there another water company in the area?
I've never had an issue with American Water. I appreciate the high standards and great service. Consistently good service. I haven't had an outage for as long as I've been here.
The water tastes good, no chemical smell or taste Quality of water I have Auto payment and I pay it on two rental buildings and my home
Who else are they going to get

Comments
I don't appreciate having to argue for two months about an outrageous bill that had no basis, especially knowing that error affects not one but two major bills. If you can inform LexServe about a new service or correcting a bill, you can also inform them about a hold or investigation being completed. Also, be more clear about outside meters vs. inside meters.
It's the only source of water in area mute question
We drink a lot of water, and it always tastes good. The quality of the water and reliability of it. We are very pleased with the quality and taste of the water, and the tips that you email us.
I always have water I need to make sure when the water is treated that I know. I have aquariums
Reliable, quality
The office hasnt been accessible for about 3 1/2 years.
Provides good water service quality and reliability.
No problems with water quality
Reason for zero is that negative numbers were not an option
delicious tasting tap water, water bill never too high Obviously customer care is a high priority, as is clear communication, and ease of paying water bill I think I need to pay more attention to emails from American water, about conservation, water quality, I save these emails, need to go back and actually read them! Glad you care about your customers, thank you!
Received a call regarding. Changing meter. Couldn't understand message. Call me 859-749-7316
No water problems; taste, smell, clarity all good
I have had almost no problems with Kentucky Water is over 40 years of being a customer. I do not worry about my water supply and that indicates that I am satisfied. Since going to paperless billing, I have not always looked at my total bill, showing number of gallons. When you send me the email telling me my statement is available, just include the number of gallons along with the price.
Son muy responsables me gustan mucho
You have no choice Stop with all the crazy emails life's too busy Kentucky American used to be simple and very reasonably priced which it still is Stop with all the emails long as we get water that's all matters
Very pleasant to work with Costumers service Price
Good experience
Very good customer service and not too high on cost Answered my questions quickly and friendly Keep up the good work
Problem free so far. Dependable service.

Comments
There was a meter leak. The employee on the phone was EXCELLENT in communication. We didn't arrange the check and she was wonderful at letting us know at what was going on. The one who did the checking and now waiting on the cement to be replaced (that was jackhammered), the communication is not happening. Communication on next steps when there is a problem. Emailing something, a date. The plan.
Not sure why there is orangish color around faucets, bathtub, etc where water sits for awhile. Keep drinking water safe. Hopefully drinking water is safe
The water is clear and clean. Provide good water and service. Nothing.
Do I have a choice since you are the only supplier of water. Friend dish washer quite working, he found out that small stones had lodged the water supply in the dish washer.
I'd give a 10, except my bill went up over \$20/no in the last year. I barely use water. Except to wash laundry. Or I'd give a 10. I keep my leaky sinks turned off so that's not why it went up n stayed up. It's still a cheap water service th n I've had no problems. My water bill is much lower from rumored other companies water bills. Significantly. Keep it that way! Stop price hiking. Make website easier to pay. Also able to pay off any old accounts cus I've TRIED paying it online that \$80 something old bill my brother left me with but website would not let me pay it.
No one is perfect Really keep the water chemical fee as much as possible.
Tenant moved out of condo; American water turned the water meter off in spite of the fact that the bill they sent to me specified on the bill that there was an agreement in place between the landlord and american water for the bill to revert back into the tenants name for payment. After contacting American water to turn the water back on the still had not turned it back on by the appointed time because of issues concerning payment of a fee for turning the meter back on
No
Freezes up
I have disabilities, Ptsd and severe depression, I have chronic bronchitis that affects my breathing heavily. I also just lost my job. I talked to a representative about my issue of signing up for paper billing and that it affected me tremendously. If I don't see it I forget and it isn't intentional when my water was cut off I was devastated and scared, I still am intertwined to make a payment for the past due but losing my job has affected that as well. I need someone to follow up with metro get this arrangement best up so I can take care of this bill asap. Additionally because of my medical conditions and sons I did request for a medical extension paper that I know was sent over to my dr. Im in my house terrified wondering when will someone contact me and will my services be shut off again Someone please contact me Sincerely Aja Blaque

Comments
I received a shutoff notice due to not receiving a bill - I was wondering about it a few weeks ago that I haven't seen a bill. Lyman
Mailed payment 12/26/23
Im trying to email about account issues and can't get through
Never received a bill. Just looked and paid because I set a reminder for myself. ?????????? Not sure how you expect this to work?
If you are trying to get people to make their payments online, the company needs to stop charging a transaction fee for electronic check or by credit/debit cards. While automatic payments is an option (does it negate transaction fee?), a customer should be able to make their payment by by having an established connection with their checking account and ability to adjust their payment at that time. No different than someone paying their credit card account with a financial institution. The transaction fee is what discouraged me from paying online to begin with years ago. A customer shouldn't have to do this especially when you as a company is trying to drive everything to online - billing statements for an example to help reduce the cost of printing/mailing. I depended on the paper statement to remind me of bill payment because of email overload and things getting missed.
Can't figure out if my bill has been paid or not?
After numerous times to make the automated system try to understand that I only wanted to have my bill automatically paid by my bank. I was placed on hold for approximately 50 minutes. When I did reach a person my simple request was taken care of efficiently. After wasting 50 minutes that day I am now wasting another 10 minutes filling out this survey that will not be read by a human. But when you are the only water company in town why have customer service they can't get water anywhere else.
Can't log in to pay bill
I didn't feel like there were very good instructions and I wasn't sure of what I was doing. I just had some difficulty with the transaction.

Water Utility Residential Customer Satisfaction Drops as Prices Fluctuate, J.D. Power Finds

Significant Gap Between Highest- and Lowest-Ranked Utilities Highlights Opportunity to Improve Customer Communications

TROY, Mich.: 7 May 2025 — The average water bill for a typical household in the United States has risen sharply from \$95 in 2024 to \$101 per month in 2025. According to the J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction Study,SM released today, the increase in price has caused equal and opposite movements in customer satisfaction with the price paid to their local water utilities.

“Water utilities have been doing a better job of communicating and leveraging digital channels to connect with customers, but those improvements have been overshadowed by widespread customer frustration with huge price fluctuations,” said **John Hazen, managing director of utilities intelligence at J.D. Power**. “While some utilities are finding ways to overcome that challenge by communicating frequently and proactively about keeping water supplies safe and reliable, others are simply not communicating effectively, which results in extremely low levels of customer satisfaction.”

Following are some key findings of the 2025 study:

- **Declines in customer satisfaction driven by price fluctuations:** Overall customer satisfaction with water utilities is 515 (on a 1,000-point scale), down 2 points from the 2024 study. This is driven largely by an 8-point decline in satisfaction with cost. During the study period, the average monthly water bill increased by \$6.
- **Proactive efforts paying off to help customers lower their bills:** Overall satisfaction is 161 points higher when water utility customers believe their utility helped to lower their bill than when they say their utility did not help lower their bill. Additionally, customer awareness of utility efforts to improve the effect on the environment are associated with a 110-point increase in customer satisfaction.
- **Significant gap between utilities:** The gap in overall satisfaction scores between the top-performing utility in the study and the lowest-performing utility in the study is 212 points, highlighting how different approaches to customer engagement, communications and water delivery can result in significantly different customer experiences.

Study Rankings

The study measures customer satisfaction with water utilities in eight geographic regions. Highest-ranked utilities and scores, by region, are as follows:

- Midwest Large: **Greater Cincinnati Water Works** (558) (for a second consecutive year)

- Midwest Midsize: **Metropolitan Utilities District (Omaha)** (571) (for a second consecutive year)
- Northeast Large: **New Jersey American Water** (559) (for a second consecutive year)
- Northeast Midsize: **Regional Water Authority (Connecticut)** (568)
- South Large: **Fairfax Water** (573)
- South Midsize: **Cobb County Water System** (584) (for a third consecutive year)
- West Large: **Seattle Public Utilities** (569) (for a second consecutive year)
- West Midsize: **Irvine Ranch Water District** (574) (for a fourth consecutive year)

The U.S. Water Utility Residential Customer Satisfaction Study, now in its 10th year, measures satisfaction among residential customers of 91 water utilities that deliver water to populations of at least 400,000 and results are reported for eight geographic regions in two size categories: Midwest Large; Midwest Midsize; Northeast Large; Northeast Midsize; South Large; South Midsize; West Large; and West Midsize. Overall satisfaction is measured by examining eight core dimensions on a poor-to-perfect 6-point rating scale. Individual dimensions measured are (in order of importance): information provided; level of trust; quality and reliability; ease of doing business; total monthly costs; people; resolving problems or complaints; and digital channels. This year's study is based on the responses of 33,476 residential water utility customers and was conducted from May 2024 through March 2025.

For more information about the U.S. Water Utility Residential Customer Satisfaction Study, visit <https://www.jdpower.com/business/utilities/water-utility-residential-customer-satisfaction-study>.

See the online press release at <http://www.jdpower.com/pr-id/2025044>.

About J.D. Power

J.D. Power is a global leader in consumer insights, advisory services, and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 55 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

J.D. Power has offices in North America, Europe and Asia Pacific. To learn more about the company's business offerings, visit [JDPower.com/business](https://www.jdpower.com/business). The J.D. Power auto-shopping tool can be found at [JDPower.com](https://www.jdpower.com).

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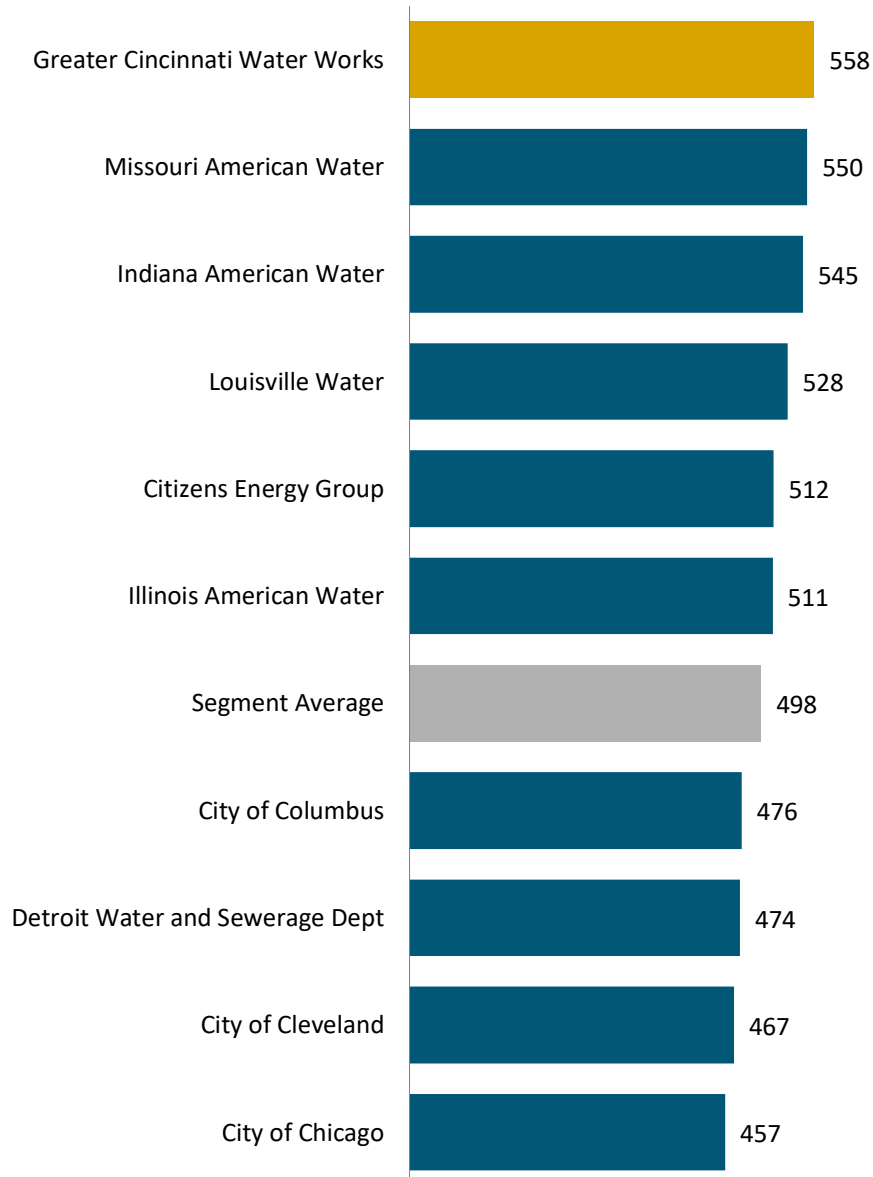
NOTE: Eight charts follow.

J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Midwest — Large



Source: J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

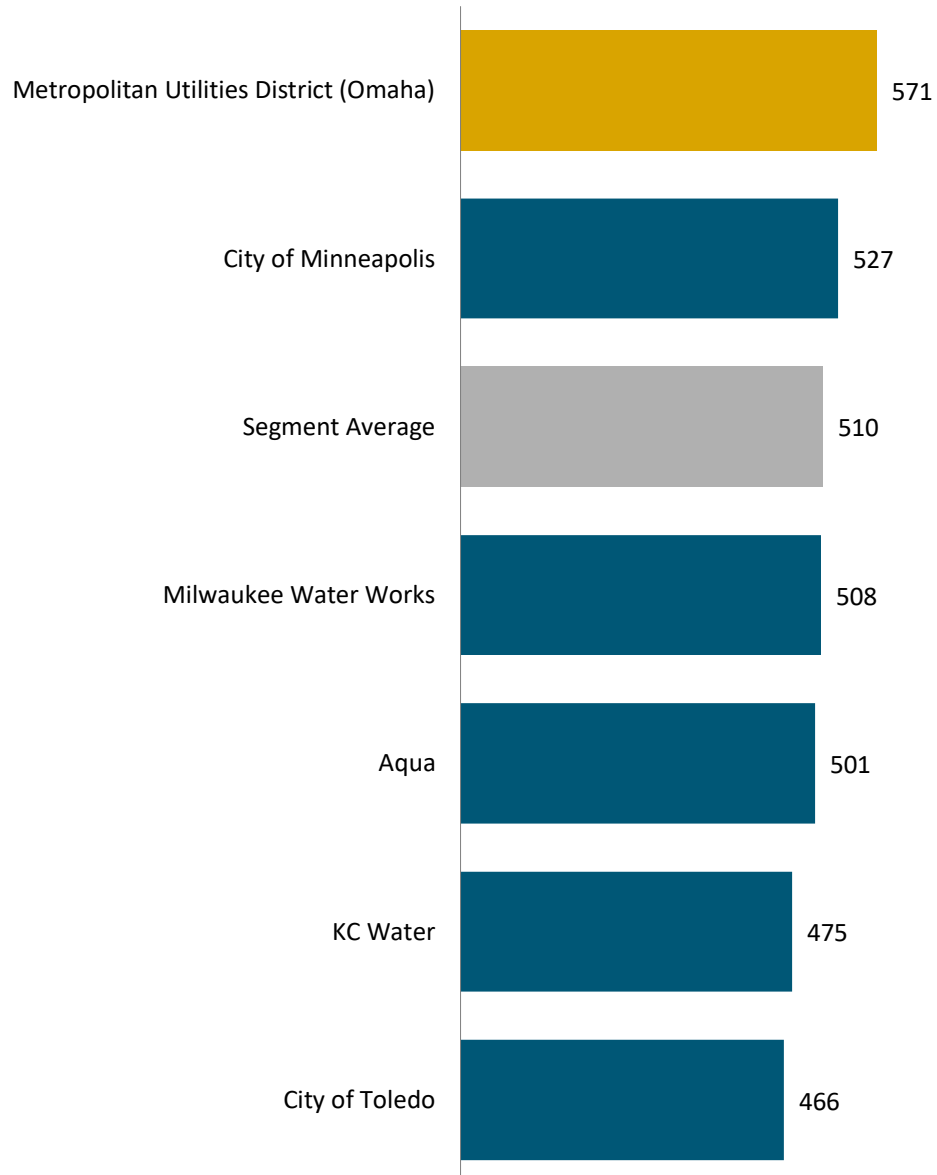
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J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Midwest — Midsize



Source: J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

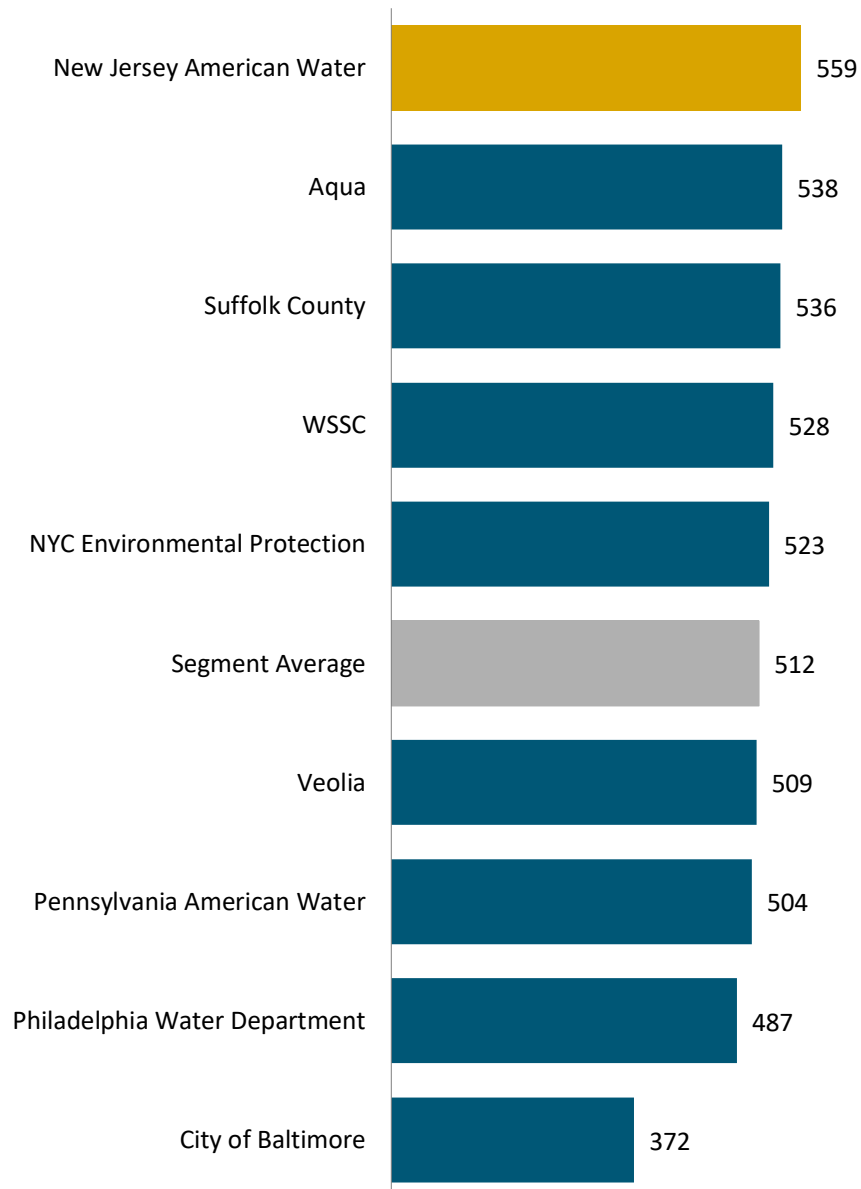
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J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Northeast — Large



Source: J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

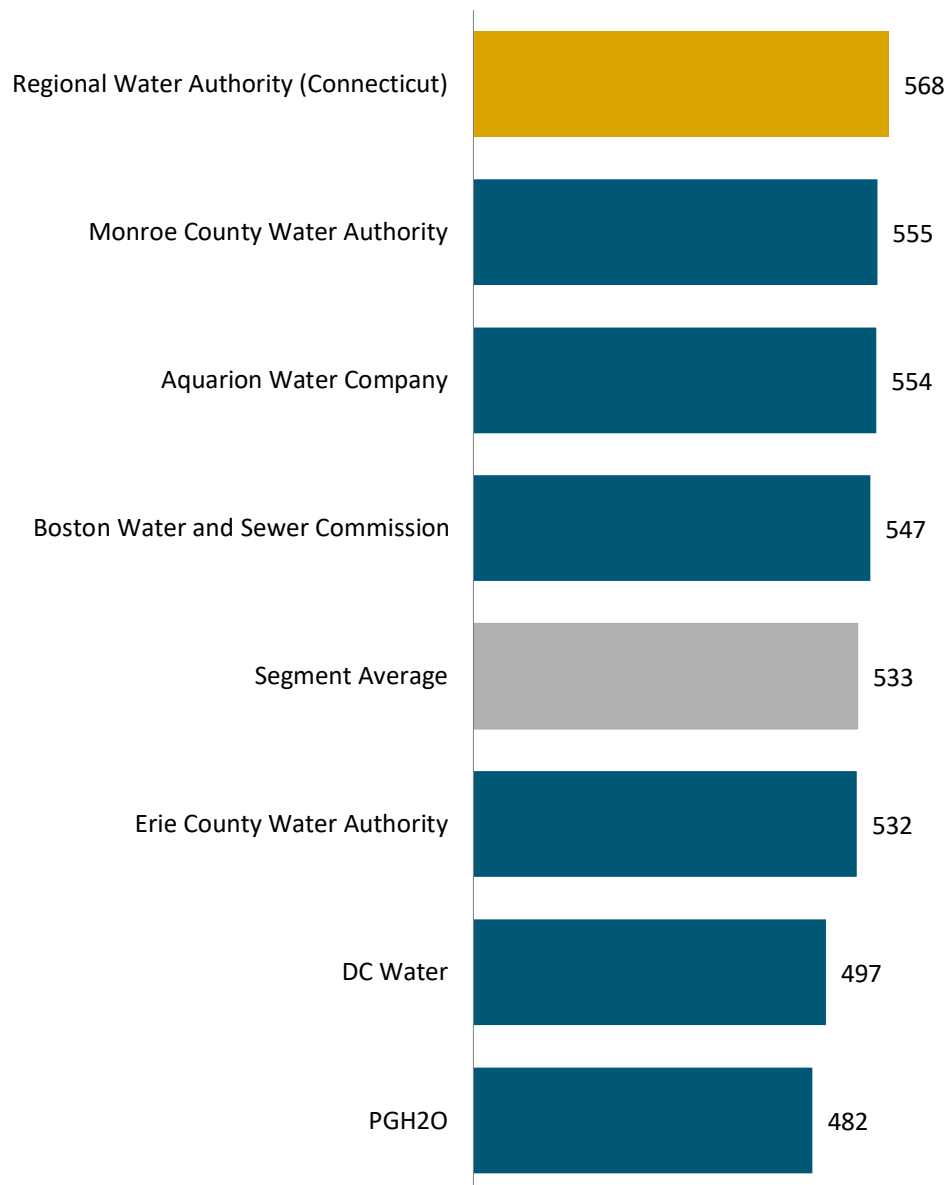
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J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Northeast — Midsize



Source: J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

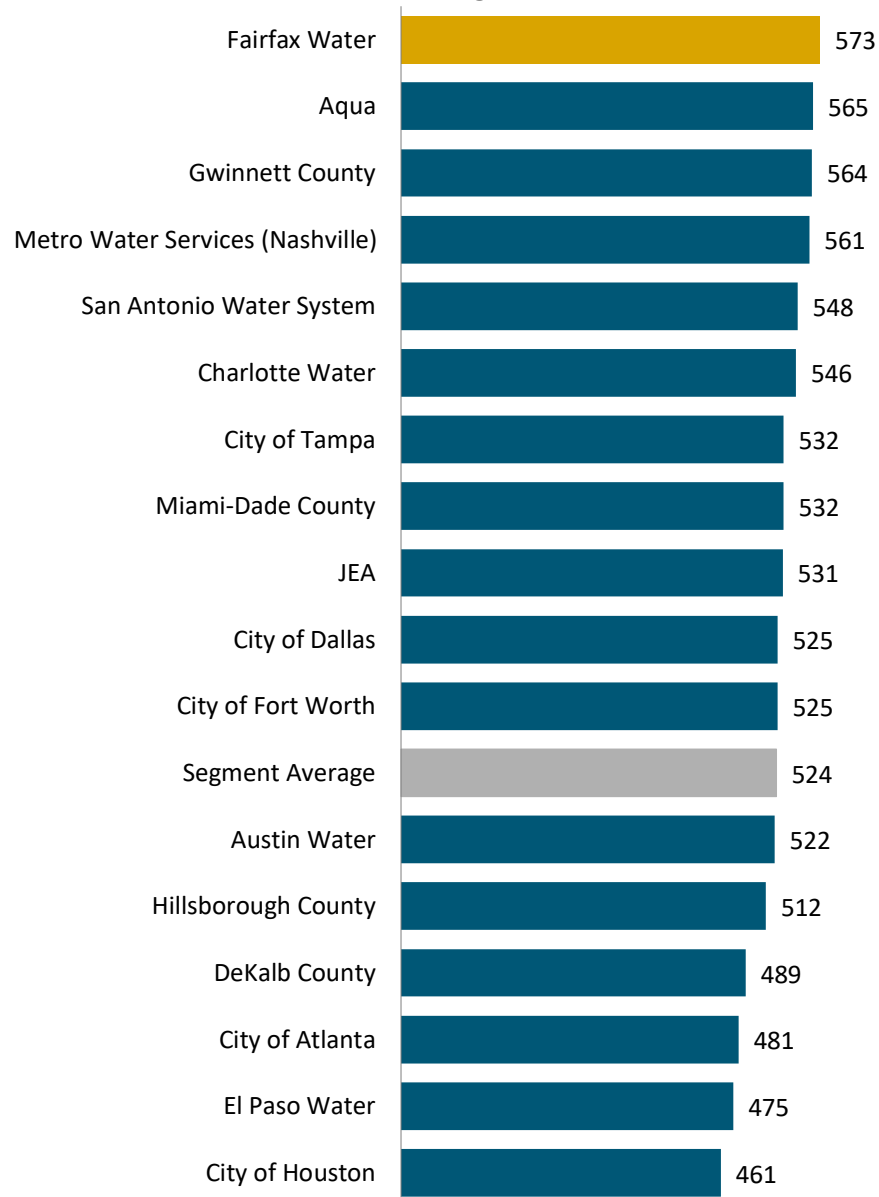
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J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

South — Large



Source: J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

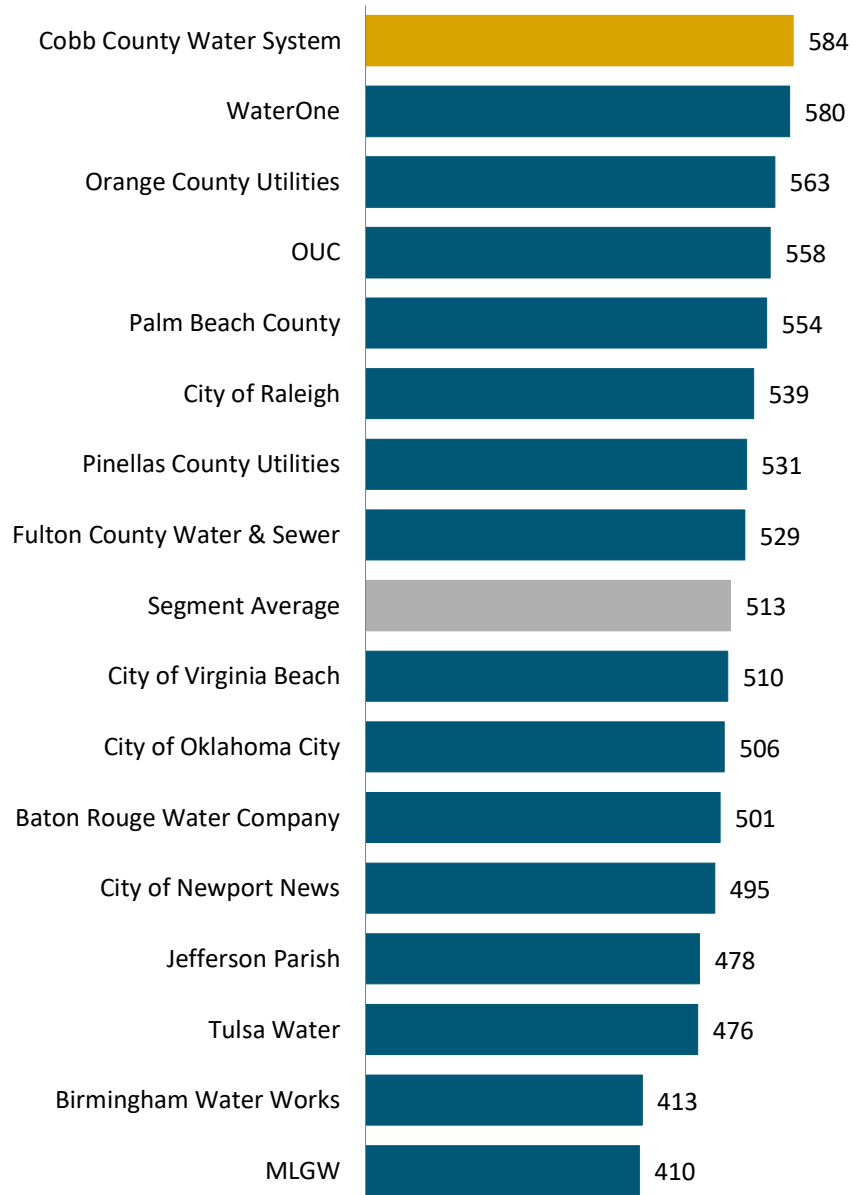
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J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

South — Midsize



Source: J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

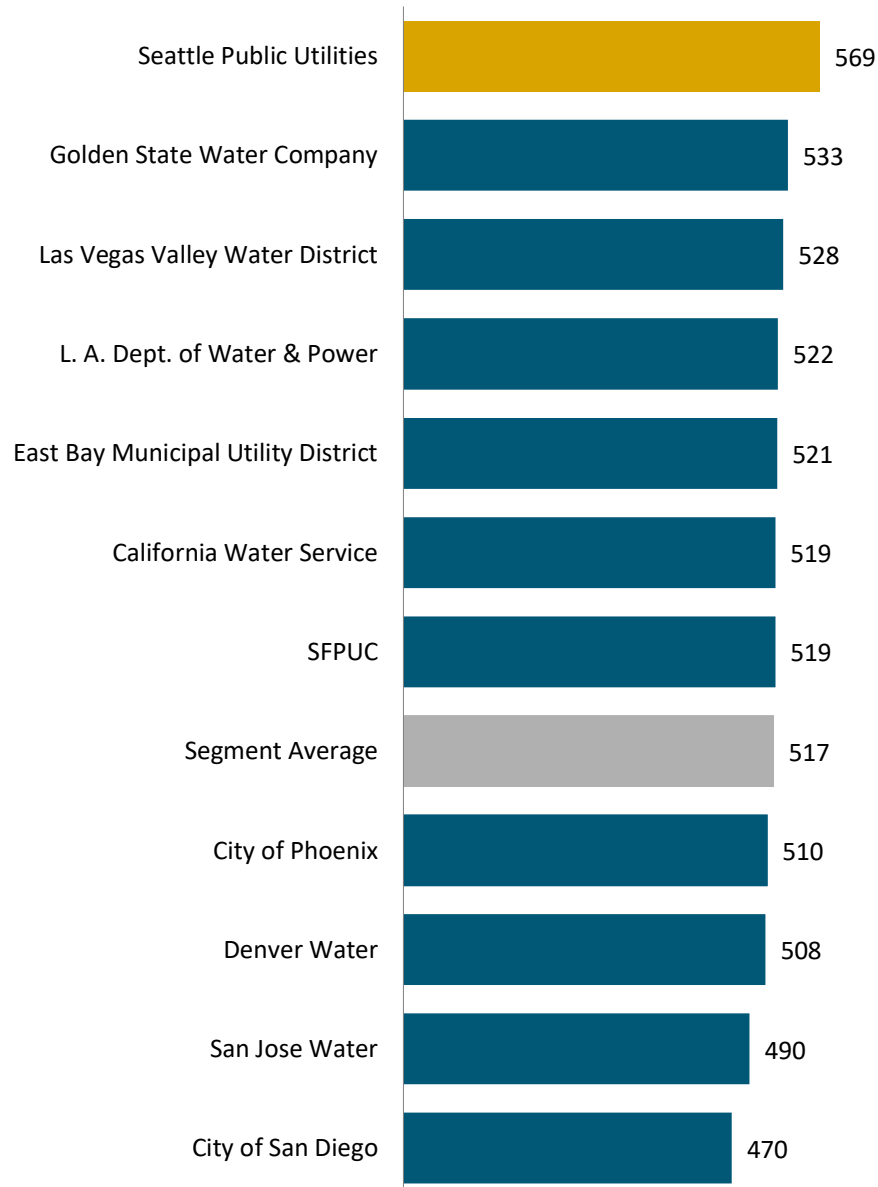
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J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

West — Large



Source: J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

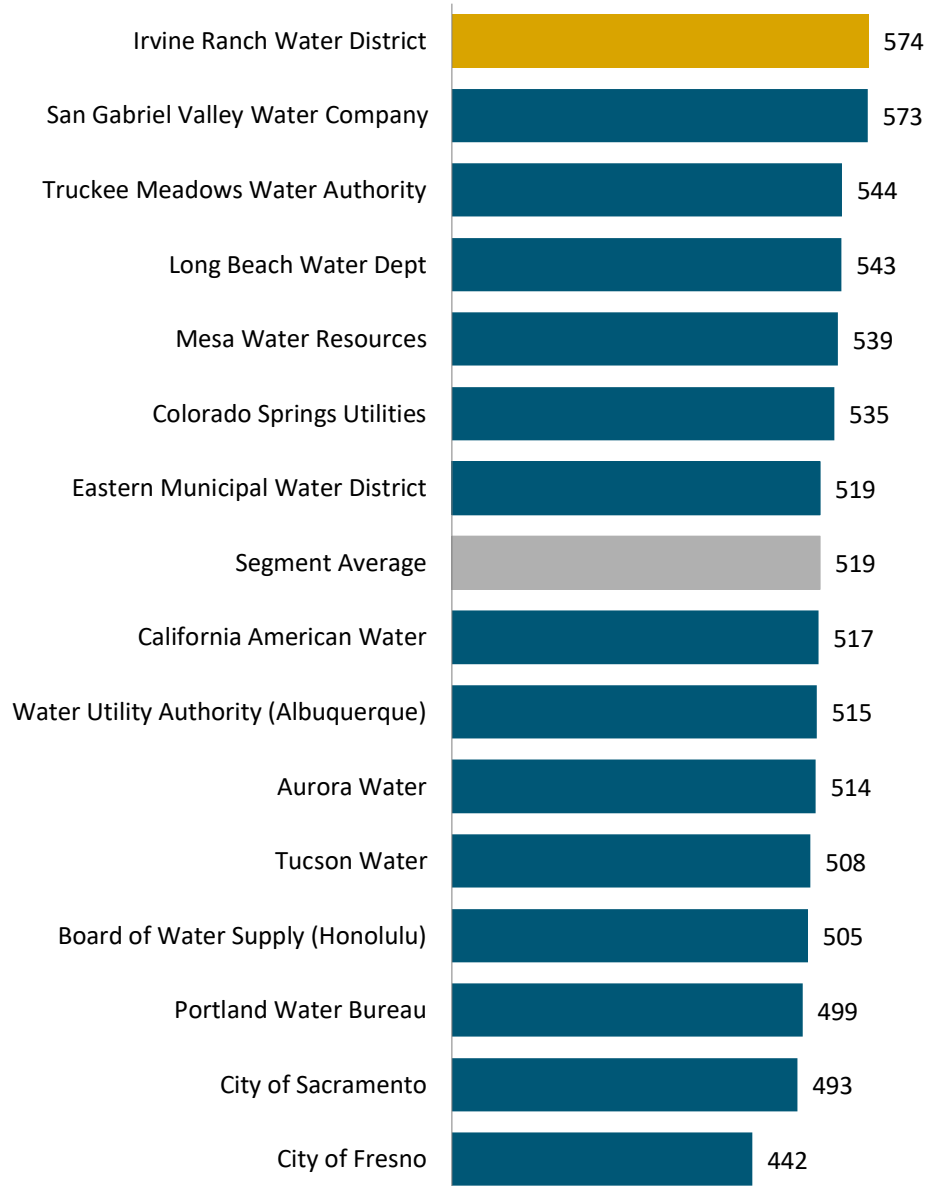
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J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

West — Midsize



Source: J.D. Power 2025 U.S. Water Utility Residential Customer Satisfaction StudySM

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

Witness: Michi Chao

10. Refer to Kentucky American's response to the Attorney General's First Request, Item 19. For all expenditures that are included in the requested revenue requirement, either provide KAW_R_AGDR1_NUM019_070725_Attachment 1, and include detailed descriptions of each expenditure, or identify all of the costs listed in said attachment related to dinners (including all holiday dinners), gifts, donations, flowers, membership dues, and annual meeting costs.

Response:

KAW_R_AGDR1_NUM019_070725_Attachment 1 (which was provided as an Excel file) includes the following costs that pertains to dinners, gifts, donations, flowers and annual meeting costs. For membership dues. Please refer to KAW_R_AGDR1_NUM022_070725.pdf and KAW_R_AGDR1_NUM089_070725.pdf for the organization list.

Vendor	Type	2024	YTD May 2025
CANTEEN OCS CAFE	Dinner	3,218	3,594
CITY BBQ CATERING	Flowers	2,223	-
ESTHERS FLOWERS & GIFTS	Flowers	106	-
FLOWERS BY NORA	Flowers	137	(137)

As stated in the response to AG 1-19, Kentucky-American did not forecast the Miscellaneous expense at a detail transaction level but applied the KAW 3-year growth factor of 5.16% to all Miscellaneous accounts for the test year.

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

Witness: Max McClellan

11. Refer to Kentucky American's response to the Attorney General's First Request, Items 26(a) – (f). Explain why Kentucky American believes it is fair to require the residential customers to pay the same monthly customer charge as commercial customers, but a higher volumetric water charge than the commercial customers. Explain the response in detail.

Response:

Residential customers pay the same monthly meter charge as commercial customers because the fixed costs are similar for both classes when served by the same meter size.

As stated in the Company's response to the Attorney General's First Request, Item 26(f), residential customers currently pay a higher volumetric rate than commercial customers. As described in my testimony, the Company is proposing in this case to adjust volumetric rates for each customer class to better align them with their respective class cost of service. This differentiation is consistent with cost-of-service principles, which recognize that the costs to serve each customer class may vary.

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

Witness: Deba Ather

12. Refer to Kentucky American's response to the Attorney General's First Request, Items 27(a) – (i).
- a. Explain in detail why Kentucky American finds it accurate to use a median household income of \$100,522 for its customers, when the highest median household income for the counties in which it serves is Scott County at \$83,660, and the lowest being in Jackson County at \$41,410.²
 - b. Explain in detail why it is reasonable to take what Kentucky American states is the median household income for the entire state (\$71,797) and multiply it by an adjustment factor of 1.4001, which increases the median household income from \$71,797 to \$100,522.
 - c. Explain in detail why it is reasonable for Kentucky American to state that its customers' median household income is over \$100,000, when based upon the United Census Bureau's information the customers' median household is much lower.³

Response:

- a. The median household income of \$100,522 is calculated for residential households that are direct customers of Kentucky-American Water Company across the

²<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>.

³<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>.

Company's service territory, which includes owner-occupied households and single-family renter-occupied households.

- b. The adjustment factor of 14.001 is used to produce a weighted average of the number of customers the Company serves in each community in the service territory and the median household income in each of those communities for owner-occupied and single-unit, renter-occupied homes as reported by data in the American Community Survey based on the most recent year's available data. The relationship between this service territory-specific figure and the MHI for the Commonwealth of Kentucky is then applied to historical MHI data for the Commonwealth of Kentucky to arrive at historical MHI data for the KAWC service territory.
- c. The MHI shown in Chart 1 of Ms. Ather's Direct Testimony and the MHI reported by the U.S. Census Bureau do not measure income for the same population of households and therefore are not comparable figures. The Company's MHI is based on an estimate of direct customers of the Company across the Company's service territory and is based on income of owner-occupied and renter-occupied single-family homes in the Company's service territory. The U.S. Census Bureau's figure represents all households across the state (which is different than the Company's analysis) and includes multi-family households not included in the Company's analysis.

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

Witness: Dominic DeGrazia

13. Refer to Kentucky American's response to the Attorney General's First Request, Items 31(c) and (d).
- a. Provide an updated chart reflecting the H2O account balances for each month for 2024 and 2025. Consider this an ongoing request throughout the pendency of the case.
 - b. Explain why there were such high account balances of H2O customer assistance program funds throughout 2024 and 2025.
 - c. Explain why there has been a significant decrease in the account balances of H2O customer assistance funds between January 2025 and May 2025.
 - d. Explain how Kentucky American notifies its customers of the H2O customer assistance program.

Response:

a.

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	\$81,406.46
July	\$82,763.00	
August	\$75,952.00	
September	\$73,356.00	
October	\$147,620.00	
November	\$141,736.34	
December	\$135,617.84	

- b. During the pandemic additional government-related grants were available for customers in need of water bill assistance, so many customers utilized those funds first. In addition, there was a moratorium on water service shut-offs during a portion of the pandemic, which removed temporarily the need for water bill assistance to maintain water service, thus a reduction in requests assistance. The company continued to fulfill its annual requirement per rate order to donate \$72,264 from shareholders to the customer assistance program during this time, therefore resulting in an accumulation of funds.
- c. The program has received more requests for assistance during January 2025 through May 2025 versus January 2024 through May 2024, which has resulted in more grant applications approved (333 versus 197). While the Company cannot be definitive regarding the reason of the decrease in account balances, Kentucky American did engage with a new customer assistance program administrator in October 2024. The next shareholder donation to the program is scheduled for October of 2025, which will add \$74,264 to the balance.
- d. The Company provides information about the H2O Help to Others program to customers directly via customer bills, emails and disconnection notices. Information about the program is also included on the Company's website, via social media channels and through media outreach.

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

Witness: William A. Lewis

14. Refer to Kentucky American's response to the Attorney Generals' First Request, Items 32 and 37, concerning water loss.
- a. Provide an updated monthly unaccounted-for water loss percentage for 2025.
Consider this an ongoing request during the pendency of this case.
 - b. Explain in detail how Kentucky American has reduced its overall water loss percentage from 21.59% in 2022 down to 17.96% in 2024.
 - c. Explain in detail why there are large swings in water loss percentages from month to month. For example, in 2024 the water loss percentage was 2.66% in September, which then climbed to 13.65% in October, back down to 7.83% in November, and then up to 30.87% in December. Similarly, in 2025, the water loss percentage was 21.35% in January, down to 8% in February, up to 24.65% in March, up to 30.35% in April, and back down to 13.39% in May.
 - d. In Case No. 2023-00191, Kentucky American stated that it had 270 special connection customers with over 90 miles of private mains connected to the Company's distribution system that were significant contributors to unaccounted-for water loss. In Case No. 2023-00191, Kentucky American further asserted that due to the special connections not having a water meter at the connection to the private main, the water loss was not the financial responsibility of the special connection customer, but instead was reflected as Kentucky American's water loss.

In Case No. 2023-00191, Kentucky American did not have a formal plan to address the water loss associated with the special connections. Explain whether Kentucky American now has a formal plan to address the water loss associated with special connection customers. If so, provide a copy of the same and a detailed description of the plan. If not, explain why not.

- e. Explain what steps Kentucky American has taken since Case No. 2023-00191 to address the water loss associated with the special connection customers. If no steps have been taken, explain in detail why not.

Response:

A. The following table reflects the most recent monthly UFW results available.

Monthly UFW												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2025	21.35	8.00	24.65	30.35	13.39	23.46						

12-Month Rolling Average UFW												
Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024	Dec 2024	12- mo. Ave
21.35	8.00	24.65	30.35	13.39	23.46	23.30	14.66	16.45	11.71	8.65	18.93	17.90

B. KAWC's state-wide water loss prevention program includes a formal water loss reduction plan and a comprehensive infrastructure improvement plan. KAWC compiles and analyzes distribution system performance and identifies, measures, prioritizes, and mitigates both real and apparent water loss through those plans.

Apparent Loss:

- a. Beginning in 2023, KAWC accelerated its Length of Service (LOS) meter replacement program by returning to a 10-year replacement strategy. This change is accelerating the replacement of the oldest water meters in the system thereby reducing the risk of water loss due to under registered usage.

- b. KAWC has increased its focus to evaluate the performance of master meters owned by both KAWC and wholesale providers to mitigate inaccuracies due to provider meter readings, the timing of those meter readings and the overall accuracy of purchased water meters.
- c. Beginning in 2025, KAWC will be replacing old venturi-style master meters at all three water treatment plants with new electromagnetic flow meters. The new meters are capable of accurately measuring water produced at each plant over a wider range of flow. This project will commence summer of 2025.

Real Loss:

- a. KAWC continues to execute its QIP program to identify and replace aging pipe infrastructure in the distribution system. Aging pipelines are the largest source of pipeline leakage and replacement mitigates water loss.
 - b. KAWC continues to deploy acoustical leak detection devices within the distribution system. This system provides our operations team the ability to detect and repair leaks earlier and/or before they surface as larger leaks.
 - c. KAWC continues to perform fire service water loss audits. This process reduces unmetered water loss from fire services.
 - d. KAWC continues to partner with its largest customers with the largest privately owned water systems. Some examples include the University of Kentucky and the Kentucky Horse Park. KAWC partners with these large customers to help identify areas of possible unmetered water loss.
 - e. KAWC has dedicated four full time employees to water loss control technician positions. This team works closely with the local operations team, using data from the acoustical leak detection system, customer water loss audits and other sources to proactively identify leaks earlier so that repair crews can make repairs sooner. Ultimately, reduction of leak run times reduce water loss.
 - f. The American Water Service Company continues to help KAWC with pipeline assessments of large diameter pipelines, pressure management reviews, and the development of pipeline replacement strategies that prioritize infrastructure improvements that are mitigating the potential for future water loss.
- C. The unaccounted-for water loss calculation is simply total water produced or purchased for the calendar month, minus total water supplied (sold) for the calendar month, less any other accounted for usage for water production, maintenance, public fire, fire services, etc. While the total volume of water produced by KAWC is easily measured for a calendar month, KAWC meter reading (customer usage) as well as water purchased by KAWC and meter reading by the wholesale provider do not align with the calendar month due to meter reading cycles. This inconsistency can be seen by the month-to-month variance in unaccounted-for water totals. For this reason, KAWC continues to promote the use of a rolling 12-month average (as set forth in the second table provided in response to part (a) above) as the best approach to minimize the

- inconsistent variances month to month and to measure the directional trend of water loss over a longer period of time.
- D. KAWC does not have specific formal written water loss reduction plans for each of the 270 separate special connections, as to do so would be resource intensive and impractical. All water infrastructure associated with a special connection is owned by the special connection customer and operation, maintenance and replacement of that infrastructure is the responsibility of the special connection customer, not KAWC. Therefore, KAWC cannot control the operation, maintenance or replacement of the special connection. Nevertheless, KAWC is working on various strategies to help address special connections. Strategically, different approaches are required for each special connection. For example, KAWC has been and continues to partner with the University of Kentucky to identify unmetered connections on campus and helped UK to partner with a water loss mitigation service provider to evaluate on campus water loss. By contrast, KAWC has been working diligently with the Kentucky Horse Park to install a district metering solution to quantify loss within the park, but has been unable to acquire the required easement from the Horse Park for the installation of the second water meter to complete this assessment. While there has been recent positive progress to acquire the easement, it has taken nearly two years of discussions with the park management team as well as with the KY Finance Cabinet to facilitate the easement, which as of the date of this response, has not been finalized. In most other cases, there are individual metered accounts downstream of the special connections that can't simply be eliminated in favor of a master meter at the special connection without further correspondence and possible edits to KAWC's existing tariff. These examples are offered here to illustrate the significant effort, political challenges, and the engineering complexities related to solving this problem. In all cases, the solutions will require several years of effort that will include legal, political, KAWC tariff, and engineering actions to resolve. Lastly, KAWC has a financial responsibility to evaluate the total cost of solving this issue and its impact on customers. Significant progress has been made over the past three years to reduce KAWC's unaccounted-for water loss through execution of the current water loss programs. KAWC will continue to pursue solutions to address the special connection challenge that make sense over the long-term but will focus its efforts on existing programs and strategies that are measurably reducing water loss in the short-term.
- E. Please reference response D above.

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

Witness: Dominic DeGrazia

15. Refer to Kentucky American's response to the Attorney General's First Request, Item 34(b).
- a. As originally requested, explain why the Company is requesting to amortize rate case expense over two years instead of three years pursuant to Commission precedent.
 - b. Provide attachment KAW_R_PSCDR2_NUM023_070725, which cannot be found in the case record.

Response:

- a. The response to AG 1-34(b) referred to KAW_R_PSCDR2_NUM023_070725. That response, which was to PSC 2-23, stated the following:

"The Company is requesting a two-year amortization timeframe to align with the amount of time since its last rate case filing."
- b. Please note that there was no separate attachment related to PSC 2-23.

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

Witness: Dominic DeGrazia

16. Refer to Kentucky American's response to the Attorney General's First Request, Items 34(c) – (e). Consider these original questions as ongoing requests throughout the pendency of this case.

Response:

There have been no additional costs incurred for rate case expense since the response to the Attorney General's First Request.

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

Witness: Dominic DeGrazia

17. Refer to Kentucky American's response to the Attorney General's First Request, Item 34(f). As originally requested, provide the estimated total rate case expense for the pending case. The referenced attachment was not accessible.

Response:

Please refer to the zip file with Excel files provided in KAW_R_PSCDR1_NUM001. Within that file, please refer to the file titled KAWC 2025 Rate Case – Regulatory Expense Exhibit.xlsx in the path KAWC 2025 Rate Case > Exhibits > Filed > O&M. On the sheet Workpaper 1, Line 16 represents the estimated total rate case expense for the pending case of \$1,218,404 and Line 28 shows the proposed amortization.

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

Witness: William A. Lewis

18. Refer to Kentucky American's response to the Attorney General's First Request, Item 36.

No substantive answer was provided.

- a. Refer to the Direct Testimony of Mr. 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 enhancement or improvements in water treatment facilities and distribution systems. Since the filing of Mr. Lewis' testimony, explain whether he, or any other employee, has determined that a specific rule/regulation and/or law that he discussed in his testimony is affected by a Presidential Executive Order, modification, withdrawal, etc. Consider this to be an ongoing request throughout the pendency of the case.
- b. If no substantive answer is provided to (a), explain why Mr. Lewis filed testimony concerning new and emerging environmental standards requiring enhancements and improvements to water treatment facilities and distribution systems, but is not reviewing and determining whether said environmental standards have been modified, withdrawn, etc.

Response:

- a. Mr. Lewis leverages the expertise of American Water's Environmental Policy and Planning team to stay up to date on environmental regulations. The Environmental Policy and Planning team is responsible for providing input into the development of Federal rules, including drafting comments on proposed regulations and participating on industry work groups (such as those organized by American Water Works Association (AWWA)). Environmental Policy and Planning also provides summaries of final rules and creates an enterprise-wide implementation plan so

American Water systems, such as those in Kentucky American Water, meet applicable compliance dates.

American Water has recently submitted comments on the following:

- American Water's comments on Ideas for Rules to be Rescinded or Replaced (Docket ID No. OMB-2025-0003-0001)
- American Water's comments on the Lead and Copper Rule Improvements (Docket ID No. EPA-HQ-OW-2022-0801)
- American Water's comments on the PFAS drinking water standards (Docket ID No. EPA-HQ-OW-2022-0114)
- American Water's comments on the development of draft Clean Water Act water quality criteria for three PFAS (Docket ID No. EPA-HQ-OW-2024-0454)
- American Water's comments on the draft sewage sludge assessment for PFOA and PFOS (Docket ID No. EPA-HQOW-2024-0504)
- American Water's comments on the definition of Waters of the United States (Docket ID No. EPA-HQ-OW-2025-0093)

As noted in response to AG Second Request No. 2, Item 21, at this time we are not aware of any specific EPA proposed rulemaking or related actions to rescind or revise any applicable rule. However, there is active litigation challenging some rules that American Water is tracking. In addition, there are some statements attributed to EPA suggesting they are considering proposed changes in the future. To the extent that future proposed rules lead to final revised rules on any of these issues, then KAWC will proceed accordingly to help ensure compliance. See response to AG Second Request No. 2, Item 21.

- b. Not applicable.

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Witness: William A. Lewis

19. Refer to Kentucky American's response to the Attorney General's First Request, Item 38(b). If the current headcount as of July 1, 2025, is 148, and the highest the headcount in the past five years was 150 in 2023, as originally requested, explain in detail why Kentucky American is forecasting 168 employees, or an additional 25 employees.

Response:

Please reference Case No. 2023-00191 and the approved headcount of 156. KAWC is forecasting a total of 168 employees, or an additional 12 employees.

Please reference Lewis testimony pages 35-39 and KAW_R_AGDR1_NUM137_070725. Mr. Lewis's written testimony provides an explanation for the forecasted employee count above that which was approved in the last general rate case. The table on page 38-39 reflects 20 new positions that are forecasted, but due to position eliminations and changes, the actual net total headcount increase above previously approved headcount is 12 FTE's.

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Witness: William A. Lewis

20. Refer to Kentucky American’s response to the Attorney General’s First Request, Item 39(a). Provide an updated chart indicating the status of the proposed new positions at Kentucky American. Consider this a continuing request during the pendency of this case.

Response:

See chart below for status as of July 25, 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

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Witness: William A. Lewis

21. Refer to Kentucky American's response to the Attorney General's First Request, Item 39(b). Provide all updates that the United States EPA, or any other federal/state agency, has provided to Kentucky American/American Water with regard to intent to modify rules/regulations as a result of policy or litigation. Consider this a continuing request during the pendency of this case.

Response:

Mr. Lewis leverages the expertise of professionals across the American Water organization to stay up to date on environmental regulations. American Water routinely tracks EPA efforts under the Safe Drinking Water Act, Clean Water Act, and other statutes that govern our operations and also considers the potential impact of Executive Orders. At this time, we are not aware of any specific EPA proposed rulemaking or related actions to rescind or revise any applicable rule. However, there is active litigation challenging some rules that American Water is tracking. In addition, there are some statements attributed to EPA suggesting they are considering proposed changes in the future.

- On May 14, EPA Administrator Zeldin [announced](#) that the agency intends to: retain the drinking water limits of 4.0 ppt for PFOA and PFOS; extend the compliance deadline and establish a federal exemption framework; and rescind the limits and reconsider the regulatory determinations for PFHxS, PFNA, HFPO-DA (commonly known as GenX), and the Hazard Index mixture of these three PFAS plus PFBS to ensure the determinations and any resulting drinking water regulation follow the Safe Drinking Water Act process.
- American Water Works Association (AWWA), the Association of Metropolitan Water Agencies (AMWA), and other groups filed petitions for a judicial review of the EPA's recently finalized PFAS Drinking Water Rule. On October 7, 2024, AWWA and AMWA filed a joint Opening Brief. The AWWA-AMWA petition, opening brief, and related materials are available on AWWA's website. With the change in administration EPA has requested and received a series of stays. At present the stay is effective until June 4, 2025.
- AWWA [filed a petition](#) for judicial review of the Lead and Copper Rule Improvements in December 2024. With the change in administration EPA requested and received a series of stays; the most recent extending to July 1, 2025.
- In June, EPA announced it was extending the schedule for the proposal of the microbial/disinfection byproducts (M/DBP) rulemaking. EPA's new timeline was included

in filings in the ongoing legal case ([letter](#) and [exhibit](#)) Waterkeeper Alliance v EPA. After a previous delay for the National Drinking Water Advisory Council M/DBP Working Group process, the [settlement](#) called for a proposed rule by July 31. The filing resets the deadline for signature of the proposed rule to July 30, 2027. This modification does not change the current deadline for the agency to finalize the rule (Oct. 2, 2028). Waterkeeper Alliance agreed to this change, so the court is expected to accept it.

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Witness: Robert Prendergast

22. Refer to Kentucky American's response to the Attorney General's First Request, Item 40(b). Kentucky American asserts that there is \$933,537 of Annual Performance Plan ("APP") and \$913,156 of Long-Term Performance Plan ("LTTP") tied to financial measures within the revenue requirement. If the Commission disallows the incentive compensation tied to financial measures pursuant to extensive precedent, provide the monetary amount reduction to the requested revenue requirement.

Response:

If the Commission were to disallow a portion of KAWC's total market-based compensation that is tied to financial measures, the impact would be a \$1,910,029 reduction to the \$163,496,192 requested revenue requirement. This total represents \$933,547 (APP) and \$913,156 (LTTP), plus impacts on other expenses, income tax, and KAWC's gross up factor.

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Witness: Robert Prendergast

23. Refer to Kentucky American's response to the Attorney General's First Request, Item 41(b). The Company asserts that the contribution breakdown for single employee health insurance is 84% paid by the Company and 16% paid by the employee. The Company further states that non-union cost shares will mirror the union cost share.
- a. Explain whether the non-union cost shares always mirror the union cost shares for employee insurance (single and family coverage).
 - b. If so, explain whether by using the same cost shares for non-union employees as what is negotiated for union employees, creates a conflict for the non-union employees who actively negotiate the union contract. Explain the response in detail.

Response:

- a. American Water is self-insured for Medical, Rx, Dental and Vision claims. Plan expenses/experience (claim costs, monthly ASO fees, Rx rebates, etc.) are tracked separately for the union and non-union populations and are used to set contributions each year. As a result, the actual contribution amounts are not the same for union versus non-union employees. However, it has been the Company's practice to apply the same cost-share percentages that were negotiated for the union population to the non-union population. Thus, while the dollar amounts may differ, the percentage split remains consistent.
- b. The non-union employees who are actively negotiating the union National Benefits contract are Benefits and HR professionals. Because they are negotiating on behalf of the Company and its interest, and further, are implementing the Company-wide practice to apply the same cost-share percentages, there is no conflict of interest as implied by the question. By maintaining the same cost-sharing percentage across union and non-union employees, the Company promotes consistency and transparency. This approach reinforces trust in that all employees equally share in the costs, regardless of whether they are union or non-union.

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Witness: Robert Prendergast

24. Refer to Kentucky American's response to the Attorney General's First Request, Item 41(d). As originally requested, provide the average percentage share of premiums paid by Kentucky American for family coverage employee health insurance. The attachment referred to in the response was confidential, and did not contain this information.

Response:

Please see KAWC's response to AG 1-41(b). Kentucky American's average percentage share of employees' family coverage health insurance is 84%.

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Witness: Robert Prendergast

25. Refer to Kentucky American's response to the Attorney General's First Request, Item 42(b). The Company asserts that no list of rejected allocated cost/expense are maintained.
- a. Explain whether Kentucky American has refused or rejected any allocated cost/expense in the past five years.
 - b. Provide specific examples of any refused or rejected allocated cost/expense from the past five years.

Response:

- a. As stated in Kentucky American's response to the Attorney General's First Request, Item 42(b), 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 and therefore would not be able to say with certainty whether Kentucky American has refused or rejected any allocated cost/expense in the past five years.
- b. While the Company cannot state with certainty whether any allocated cost/expense has been refused or rejected in the past five years, an example of a refused or rejected allocated cost/expense is labor related/time-charging issues.

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Witness: John Magner

26. Refer to Kentucky American's response to the Attorney General's First Request, Item 43(a). Kentucky American states that construction work exceeding \$250,000 in value are competitively bid except for specific circumstances.
- a. Identify and explain what the specific circumstances are for construction work exceeding \$250,000 to not be competitively bid.
 - b. Explain why construction work under \$250,000 is not competitively bid.
 - c. If some construction work under \$250,000 is competitively bid, explain the policy as to why some work under \$250,000 is competitively bid while other work is not.

Response:

- a. Please see Kentucky American Water's ("KAW") response to the Attorney General's First Request, Item 43(a), subparts i through iv, for discussion regarding circumstances that may result in construction work exceeding \$250,000 not being competitively bid.
- b. The competitive bidding process requires resources to prepare bidding documents, respond to bidder questions, and manage other administrative tasks associated with bidding capital projects. In order to obtain the greatest cost reductions associated with competitively bidding capital projects, KAW prioritizes utilizing available resources for bidding projects exceeding \$250,000. However, KAW does competitively bid some capital construction projects that are under \$250,000.
- c. KAW does not have an official policy regarding competitively bidding projects under \$250,000. KAW evaluate these projects on individual basis based on factors such as the favorability of pricing established under existing master service agreements, the number of potential bidders, and construction schedule impacts associated with going through the competitive bidding process.

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Witness: William A. Lewis

27. Refer to Kentucky American's response to the Attorney General's First Request, Item 45. Provide copies of inspections for 2025 when received, and identify if any deficiencies are found. Consider this a continuing request during the pendency of this case.

Response:

As of the date of this response, no water system inspections have been conducted by the KY Division of Water.

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Witness: Robert Prendergast

28. Refer to Kentucky American's response to the Attorney General's First Request, Item 48(d). The response refers to an attachment that cannot be found in the case record. As originally requested, explain whether Kentucky American awards the same raise to non-union employees that the union employees receive. If not, explain how Kentucky American negotiates with the union versus non-union employees on wage/benefit increases. Additionally, provide the attachment that was originally referred to in this response.

Response:

Kentucky American's response to Attorney General's First Request, Item 48(d) referred to KAWC's response to AG 1-12, as opposed to a separate attachment. KAWC's response to AG 1-12 is replicated below for convenience:

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.

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Witness: Robert Prendergast

29. Refer to Kentucky American's response to the Attorney General's First Request, Item 49(a). Explain whether on the fifth line of the response, it should state "union employees hired after January 1, 2006" instead of "non-union employees." If so, provide a corrected response to the original question. If not, explain why not.

Response:

Yes, it should have stated the wording provided in this question. KAW will file a corrected response to AG 1-49 in the near future.

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Witness: Robert Prendergast

30. Refer to Kentucky American's response to the Attorney General's First Request, Item 49(b).
- a. Explain in detail the Company's Employee Stock Purchase Plan.
 - b. Confirm that the Commission removed the Employee Stock Purchase Plan expense from the revenue requirement in the Company's last rate case, Case No. 2023-00191, because it is not reasonable to recover from ratepayers as they do not benefit from the program. If not confirmed, explain in detail why not.

Response:

- a. Please refer to the testimony of Robert Prendergast (page 4, 7-18, generally, and page 9 specifically).
- b. Confirmed, but the Company disagrees with decision and the basis for it.

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Witness: Robert Prendergast

31. Refer to Kentucky American's response to the Attorney General's First Request, Items 49(a) and (b).
- a. Explain whether any current Kentucky American employee is participating in the Defined Benefit Pension Plan and the Defined Contribution Plan.
 - b. If so, provide the monetary amount that Kentucky American included in the revenue requirement associated with the defined contribution plan retirement contributions.
 - c. Provide the monetary amount that Kentucky American included in the revenue requirement associated with the Employee Stock Purchase Plan.

Response:

- a. There are no employees of the Company that are currently earning benefits in both the Defined Benefit Pension Plan and the Defined Contribution Plan (DCP). As noted in the response to AG 1-49 part a, it states:

“Union employees hired between January 1, 2001 and December 31, 2005 had their pension benefit frozen and were moved to the DCP as of January 1, 2006.”

Currently, there is one employee of the Company that had their benefit frozen for their service during that time frame and they no longer accrue benefits under the pension plan as they were moved to the DCP as of January 1, 2006.
- b. Not applicable.
- c. Kentucky American included Employee Stock Purchase Plan costs of \$37,482 in the revenue requirement.

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Witness: Linda Schlessman

32. Refer to Kentucky American's response to the Attorney General's First Request, Item 50.
- a. Confirm that the Corporate Alternative Minimum Tax ("CAMT") is generally only applied to large corporations with an average annual financial statement income exceeding \$1 billion. If not confirmed, explain in detail why not.
 - b. Confirm that Kentucky American, as a standalone company not affiliated with its parent company American Water, would not have an average financial statement income exceeding \$1 billion. If not confirmed, explain in detail why not.
 - c. Confirm that Kentucky American, as a standalone company, would not be subject to the CAMT 15% minimum tax. If not confirmed, explain in detail why not.

Response:

- a. Please refer to page 5 of Ms. Schlessman's testimony for a discussion on corporations that are subject to CAMT.
- b. As stated on page 5 of Ms. Schlessman's testimony, Kentucky American is below the \$1 billion threshold; however, because American Water Works Company is a single employer group and each corporation that is part of the single employer group is considered an applicable corporation for CAMT purposes, Kentucky American is separately subject to CAMT.
- c. Please see response to Part b. As a standalone company who is an applicable corporation within the single employer group of American Water Works Company, Kentucky American is separately subject to CAMT.

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Witness: Michi Chao

33. American Water Works Association (“AWWA”) Dues. Refer to Kentucky American’s response to the Attorney General’s First Request, Item 133. Explain in detail why the AWWA dues are called an amortization.

Response:

American Water Works Association (“AWWA”) dues are called an amortization because the membership dues are billed on an annual basis and booked as a Prepaid expense to Current Assets. The Company amortizes that annual bill as a monthly expense.

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Witness: Michi Chao

34. Membership Dues. Refer to Kentucky American's response to the Attorney General's First Request, Item 89, AW_R_AGDR1_NUM089_070725_Attachment.

- a. Identify all organizations that are affiliates to Kentucky American.
- b. Identify all employees of Kentucky American, its parent company, or affiliates that are members of committees or boards of directors of the organizations listed.

Response:

- a. No organization listed on AW_R_AGDR1_NUM089_070725_Attachment are affiliates of KAWC.
- b. Please see attached KAW_R_AGDR2_NUM034_080425_Attachment.

KAW_R_AGDR2_NUM034_080425_Attachment

List of organizations on AG1-089 attachment for which American Water employees are members of committees or boards of directors.

<u>Organization</u>	<u>American Water Employee</u>	<u>Organization Position</u>
American Water Works Association	There are no AWWA board members who are American Water employees. American Water does not keep an active list of other participants, which may include committee members or other volunteers.	
Commerce Lexington	Robert Burton, President, KAWC	Board Member, Regional Leadership Council Member
Commerce Lexington	Susan Lancho, Sr. Manager Gov't and External Affairs, KAWC	Public Policy Council Member.
Kentucky Association of Mapping Professionals	Charles Altendorf, Sr. GIS Specialist, KAWC	President and Communications Chair
Kentucky Chamber of Commerce	Robert Burton, President, KAWC	Board Member
Leadership LEX Alumni	Ellen Williams, Specialist External Affairs, KAWC	Board Member

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Witness: Dominic DeGrazia

35. Interest expense. Refer to the Application generally. Identify the forecast test period of interest expense for purposes of calculating interest synchronization.

Response:

Please see the calculation below for the interest expense used for calculating interest synchronization. The \$15,106,448 is included as a book deduction to calculate the book pre-tax income as shown on KAW_APP_EX37E_051625, Schedule E-1.3 (Line 8) and Schedule E-1.4 (Line 8). Interest expense reduces taxable income and therefore reduces income tax expense.

Interest Expense	Forecast Test Period
Rate Base	\$674,394,979
Weighted Pre-Tax Cost of Debt	2.21%
Weighted Pre-Tax Cost of Preferred Stock	0.03%
Interest Expense	\$15,106,448

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Witness: William A. Lewis

36. Payroll Expense. Refer to Kentucky American's response to the Commission Staff's First Request for Information ("Staff's First Request"), Item 28. Explain in detail why in 2023, the Company lowered its budgeted employee count in 2023 over the prior years shown and then increased it in 2024.

Response:

The Company's response to the Commission Staff's First Request for Information ("Staff's First Request"), Item 28 contained data errors related to the budgeted headcount for 2023 and 2024. Please see the revised response to the Commission Staff's First Request for Information ("Staff's First Request"), Item 28 which shows that the budgeted headcount increased from December 2022 to December 2023.

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Witness: Robert Prendergast

37. Payroll Expense. Provide each of the following requested for recovery in the forecasted test period: total payroll expense (Kentucky American payroll and allocated shared services payroll), total benefits expense (Kentucky American and allocated shared services benefits) and total payroll tax expense (Kentucky American and allocated shared services payroll tax).

Response:

Kentucky American forecasted payroll expense is as follows:

Total payroll expense: \$9,528,061

Total benefits expense, including pension, OPEB, group insurance and other: \$2,205,924

Total payroll tax expense: \$708,794

The Service Company forecasted labor and benefits is not projected on an account basis. Therefore, the payroll, benefits and payroll tax expenses below are based on allocations derived from the base year expense.

The Service Company forecasted payroll expense allocated to Kentucky American is as follows:

Total payroll expense: \$7,427,227

Total benefits expense, including pension, OPEB, group insurance and other: \$1,344,607

Total payroll tax expense: \$530,244

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Witness: Robert Prendergast

38. Payroll Expense. Refer to KAW_APP_EX37D_063023, Schedule D-2, page 4 of 8, in Case No. 2023-00191. Confirm that the total payroll expense amount requested and authorized was \$8,967,621. If not, provide the total amount authorized.

Response:

The \$8,967,621 on Schedule D-2, page 4 of 8 in KAW_APP_EX37D_063023 is the total Salaries and Wages expense requested. This amount does not include Group Insurance, Pension, OPEB, Other Benefits, and Payroll Taxes. These requested amounts can be found in KAW_APP_EX37C_063023 and KAW_APP_EX37D_063023. The amounts for the labor and related expenses authorized by the commission in Case No. 2023-00191 are a matter of public record.

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Witness: Robert Prendergast

39. Payroll Expense. Refer to KAW_APP_37D_112818, Schedule D-2, page 4 of 7, in Case No. 2018-00358. Confirm that the total payroll expense amount requested and authorized was \$7,802,450. If not, provide the total amount authorized.

Response:

The \$7,802,450 on Schedule D-2, page 4 of 7 in KAW_APP_EX37D_112818 is the total Salaries and Wages expense requested. This amount does not include Group Insurance, Pension, OPEB, Other Benefits, and Payroll Taxes. These requested amounts can be found in KAW_APP_EX37C_112818 and KAW_APP_EX37D_112818. The amounts for the labor and related expenses authorized by the commission in Case No. 2018-00358 are a matter of public record.

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Witness: Robert Prendergast

40. Payroll Expense. Refer to Kentucky American's response to the Attorney General's First Request, Item 145. Provide the American Water Service Company O&M payroll expense approved by the Commission for each of the years shown.

Response:

For the period 2020 through 2024, Kentucky American had authorized expenses in place from Case No. 2023-00191 and Case No. 2018-00358. The Commission did not specifically approve or authorize the American Water Service Company O&M payroll expense but rather authorized the Service Company or Support Services expense total with adjustments listed in each case's final order. The Service Company or Support Services expense authorized amounts from Case No. 2023-00191 and Case No. 2018-00358 are a matter of public record.

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Witness: Robert Prendergast

41. Payroll Expense. Refer to Kentucky American's response to the Attorney General's First Request, Item 145. Confirm that the Kentucky American O&M labor is the amount that is requested on Schedule D-2 and W/P 3-1 in Case Nos. 2023-00191 and 2018-00358. If not confirmed, explain in detail why not.

Response:

The Kentucky American O&M labor expense amounts requested can be found on Schedule D-2 and W/P 3-1 in Case Nos. 2023-00191 and 2018-00358.

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Witness: Robert Prendergast

42. Payroll. Refer to Kentucky American's response to the Attorney General's First Request, Item 145. Explain the reason for the budget to actual variances each year.

Response:

Please be aware that the Kentucky American O&M Labor and Capitalized Labor payroll expense included in Kentucky American's response to the Attorney General's First Request, Item 145 is inclusive of Salaries & Wages, Group Insurance, Pension, OPEB, Other Benefits, and Payroll Taxes. As noted below, the primary driver of the Kentucky American labor variances is the fact that the budget does not include the non-service pension and OPEB expenses.

Kentucky American does not have a budget to actual variance analysis for its portion of Service Company expense. The response below is for total Service Company as the analysis is only performed at the consolidated level.

Year	Kentucky American Labor Total Variance	Kentucky American Variance Explanations	Total Service Company O&M Labor Variance	Total Service Company Explanations
2020	\$(2,588,232)	<ul style="list-style-type: none"> • Non-Service Pension and OPEB expenses not included in Budget • Vacancies 	\$ (295,224)	<ul style="list-style-type: none"> • Severance expense • Increased overtime • Higher Pension Service cost • High number of vacancies
2021	\$(3,864,300)	<ul style="list-style-type: none"> • Non-Service Pension and OPEB expenses not included in Budget • Vacancies 	\$ (292,643)	<ul style="list-style-type: none"> • Higher Pension Service Cost, mainly contributed by 57 basis point decrease in the discount rate • Vacancies offset by increased overtime and lower capitalization vs. budget • Severance Expense • High number of vacancies
2022	\$(2,631,108)	<ul style="list-style-type: none"> • Non-Service Pension and OPEB expenses not included in Budget 	\$ 1,443,631	<ul style="list-style-type: none"> • High number of vacancies

		<ul style="list-style-type: none"> • Compensation increases not in budget • State President transferred from Service Co to KY • Higher Cap Rate 		
2023	\$(1,714,603)	<ul style="list-style-type: none"> • Non-Service Pension and OPEB expenses not included in Budget • Additional Headcount added after budget • Higher OT • Higher Cap Rate 	\$ 593,254	<ul style="list-style-type: none"> • High number of vacancies
2024	\$(2,625,432)	<ul style="list-style-type: none"> • Non-Service Pension and OPEB expenses not included in Budget • Vacancies 	\$ (462,235)	<ul style="list-style-type: none"> • Centralization efforts resulting in increased Service Company Headcount • Higher Pension Service Cost, net of capitalization, mainly contributed by 36 basis point decrease in the discount rate

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ATTORNEY GENERAL'S SECOND REQUEST FOR INFORMATION

Witness: Robert Prendergast

43. Payroll. Refer to the Application generally. Did the Company calculate its payroll expense in this case using the same method as in the prior rate case, Case No. 2023-00191? If not, provide a detailed explanation of the change in methodology.

Response:

The Company calculated its payroll expense using the same methodology from the prior rate case, Case No. 2023-00191.

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Witness: Robert Prendergast

44. Employee Stock Purchase Plan. Refer to Kentucky American's response to the Attorney General's First Request, Item 49(b). Provide the current number of Kentucky American employees.

Response:

There are 150 Kentucky American Water employees as of July 25, 2025.

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Witness: Robert Prendergast

45. Employee Stock Purchase Plan. Refer to Kentucky American's response to the Attorney General's First Request, Item 92.
- a. Are all employees eligible for the Employee Stock Purchase Plan discount? If not, state which employees are eligible for the same.
 - b. Describe the ratepayer benefits associated with the Employee Stock Purchase Plan, and provide all supporting documentation.

Response:

- a. Yes. The Employee Stock Purchase Plan ("ESPP") is a form of employee benefit that is open to all active, full and part-time, employees of American Water Works Company, Inc. and its subsidiaries, including KAWC.
- b. The ESPP provides an opportunity for employees to purchase American Water Works Company stock, at a discounted rate, which links employees' ownership interest with the Company's performance. This benefit attracts new employees, encourages employee retention and engagement, and also facilitates workforce motivation, continuity, and stability, in turn helping to contribute to O&M efficiencies. In this way, much like performance pay, ESPP aligns the interests of customers, employees, and investors. Employees look for opportunities for efficiencies that benefit customers because they have a vested interest in the Company's financial health. As Company witness Lewis explains in his testimony, a financial healthy utility benefits the Company as well as customers.

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Witness: Robert Prendergast

46. Incentive Compensation. Refer to Kentucky American's response to the Attorney General's First Request, Items 116 and 144, page 2 of 2. Explain and reconcile the difference in the incentive compensation amounts for the forecasted test period.

Response:

Kentucky American's response to Attorney General's First Request Item 116 contains both direct and allocated APP and LTPP, while the response to Item 144 only includes Kentucky American's direct APP and LTPP.

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Witness: Robert Prendergast

47. Growth Factor. Refer to Kentucky American's response to the Attorney General's First Request, Item 103. Provide the total dollar amount reduction to the base period and forecasted test period by removing the growth factor for each of the categories shown.

Response:

Please see the below table for the total dollar amount reductions to the base period and forecasted test period to remove the growth factor for each of the categories show in Kentucky American's response to the Attorney General's First Request, Item 103.

It should be noted that in Kentucky American's response to the Attorney General's First Request, Item 80, the Company agreed to remove the growth factor adjustment to Customer Accounting expense and use the 2024 level of expense, adjusted for an anticipated decline in the bank service charges.

Expense Category	Forecasted	
	Base Period	Test Period
Support Services	\$0	\$244,429
Contracted services	20,596	111,262
Building maintenance and services	19,405	104,830
Telecommunication expenses	3,884	20,982
Office supplies and services	4,482	24,212
Employee related expense	2,817	15,218
Miscellaneous expenses	13,846	74,786
Rents	793	4,282
Customer accounting, other	1,432	7,734
Maintenance supplies and services	16,729	90,373
Total	\$83,984	\$698,109

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Witness: Robert Prendergast

48. Lobbying. Refer to Kentucky American's response to the Attorney General's First Request, Item 56(b). Provide the total amount of salary and reimbursements for both of these two individuals that is included in the forecasted test period.

Response:

Please refer to Kentucky American's response to Attorney General's First Request, Item 56(b), and its columns referencing "Future Test Year" as the amounts pertaining to the forecasted test period.

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Witness: Robert Prendergast

49. Business development expenses. Refer to Kentucky American's response to the Attorney General's First Request, Item 56(a).
- a. Provide a detailed listing and description of the business development expenses that will be incurred in the forecast test period and specify which expenses that are specific to Kentucky. Also, for each state whether the expense is directly incurred by Kentucky American or allocated by the service company.
 - b. Provide an explanation of how these expenses benefit Kentucky ratepayers, and include all supporting documentation.
 - c. Are the salary and reimbursement amounts provided in subpart (b) included in the Kentucky American and shared services amounts for business development, government affairs, and regulatory policy expenses provided in subpart (a) of this response?

Response:

- a. Please see the table below:

Incurring by	Salary	Benefits	Travel & Company Reimbursement
Kentucky American	\$158,993	\$52,910	\$31,934
Service Company	\$104,559	\$64,063	\$5,239

- b. Business development expenses benefit Kentucky customers because the Company is able to gain professional knowledge to provide more efficient and effective service through the utilization of latest trends and techniques. This ultimately results in a more reliable water supply that is of higher quality.

Business Development provides coordination, tools, training, and support to affiliates by assisting in identifying opportunities that facilitate orderly and continued growth as well as other appropriate business opportunities that can benefit the affiliates and their customers through creation of synergies and economies of scale. Business Development engages in competitor and water market trend research, direct pursuit of strategic growth opportunities, development, and communication of company growth strategy.

- c. Yes, the salary and reimbursement amounts provided AG 1-56(b) are included in the Kentucky American portion of the response to AG 1-56(a).

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Witness: Robert Prendergast

50. Healthcare Expense. Refer to Kentucky American's response to the Attorney General's First Request, Items 41(a) – (d). Provide the dollar amount reduction to the forecasted test period healthcare expense by using the Bureau of Labor Statistics' average of 80% for single coverage and 68% for family coverage employee insurance premiums.

Response:

The forecasted test period healthcare expense would be reduced approximately \$315,000 if the Bureau of Labor Statistics' average of 80% for single coverage and 68% for family coverage were to be applied rather than the Company's actual coverages.

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Witness: Robert Prendergast

51. Defined benefit program. Refer to Kentucky American's response to the Attorney General's First Request, Item 96. Explain in detail whether the Company's defined benefit plans are locked and/or frozen and to which employees. Also provide the dates when each plan was locked and/or frozen.

Response:

The Company's pension plan was closed to non-union new hires hired on or after January 1, 2006. The Company's pension plan was closed to union new hires hired on or after January 1, 2006. Union employees hired between January 1, 2001 and December 31, 2005 had their pension benefit frozen and were moved to the Defined Contribution Plan as of January 1, 2006.

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Witness: Dominic DeGrazia

52. Regulatory Expense. Refer to the Excel file titled KAWC 2025 Rate Case – Regulatory Expense Exhibit, tab titled “Summary By Account” provided in Kentucky American’s response to Staff’s First Request, Item 1.
- a. Is the \$332,246 unamortized rate case expense from the 2023 rate case? If not, explain what this amount represents.
 - b. Provide the date when the 2023 rate case expense will be fully amortized.
 - c. Confirm that the 2023 rate case expense will continue to be collected until the order in the next rate case. If not confirmed, explain in detail why not.

Response:

- a. Yes, it is from the 2023 rate case.
- b. The 2023 Rate Case expense will be fully amortized January 31, 2027.
- c. Confirmed, as proposed it will be collected until the order in the next rate case.

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Witness: William A. Lewis

53. Unaccounted-for Water. Refer to Kentucky American’s response to the Attorney General’s First Request, Item 173.

- a. Provide the calculations showing how the 17.5% unaccounted-for water was derived.
- b. Explain why the Company used 2025 year-to-date data to calculate the unaccounted-for water percentage.

Response:

a. Please see the below chart showing how the 12 month average unaccounted-for-water percentage was calculated. The monthly unaccounted-for-water percentages and underlying data are provided to the Commission on a monthly basis under Case No. 2007-00134.

	2025	2025	2025	2025	2025	2024	2024	2024	2024	2024	2024	2024	12 Month
	January	February	March	April	May	June	July	August	September	October	November	December	Average
UFW %	21.35%	8.00%	24.65%	30.35%	13.39%	26.21%	13.71%	15.98%	2.66%	13.65%	7.83%	31.97%	17.48%

b. The Company’s response to the Attorney General’s First Request, Item 173 mistakenly labeled the 17.5% unaccounted-for-water percentage as “2025 year to date”. The 17.5% is the unaccounted-for-water 12 month average as of May 2025. The Company used this data to calculate the unaccounted-for-water percentage because it is the most current unaccounted for water data.

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Witness: Robert Prendergast

54. Fuel and Power Expense. Refer to the Excel file titled KAWC 2025 Rate Case – Fuel and Power Exhibit W/P 3-3 tab titled “Link In” provided in Kentucky American’s response to Staff’s First Request, Item 1.
- a. Explain in detail what the large increase in spending in 2022 over the prior year levels was attributed to.
 - b. Provide the 2018 and 2019 actual amounts by subaccount.

Response:

- a. The increase in spending in 2022 over the prior year’s levels was attributable to multiple factors: (1) System Delivery increased from 14,972,451 to 15,713,364 resulting in greater energy consumption from processing and delivering greater volumes of water; (2) The transfer pump usage at Richmond Road Station increased approximately 100 percent due to lower reservoir levels due to weather conditions, which resulted in additional pumping from lower source water; (3) A new booster pump was installed as part of a project to extend KAWC water production to customers in a section of the service area that was historically serviced by purchased water; and (4) Kentucky Utilities implemented a rate increase in Case No. 2020-00349 as authorized by the Kentucky Public Service Commission’s June 30, 2021 Order in that case.
- b. Please see the chart below for the KAWC - Water Only - Fuel and Power Expense 2018 and 2019 actuals by subaccount.

Account	Account Description	NARUC	2018 Act	2019 Act
51510000	Purchased Power - Natural Account	615.8	\$0	\$0
51510011	Purchased Power - Source of Supply	615.1	161,828	124,762
51510012	Purchased Power - Pumping	615.1	476,404	517,148
51510013	Purchased Power - Water Treatment	615.3	3,214,648	3,435,912
51510014	Purchased Power - Transmission & Distribution	615.5	26,349	48,717
51520000	Fuel for Power Production	616.1	17,495	(47)
			\$3,896,724	\$4,126,493

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Witness: Robert Prendergast

55. Fuel and Power Expense. Refer to the Excel file titled KAWC 2025 Rate Case – Fuel and Power Exhibit W/P 3-3 provided in Kentucky American's response to Staff's First Request, Item 1. Confirm that the forecasted 6.5% increase for Kentucky Utilities pending rate case yields an increase of \$485,567 in the forecasted test period. If not, provide the dollar amount of the increase in the forecasted test period related to the 6.5%.

Response:

Confirm. As filed, the 6.5% increase yielded a \$485,567 increase in the forecasted test period which contributed to an overall forecasted test period Fuel & Power expense of \$6,040,520.

The 6.5% escalation factor used for Fuel and Power Expense was based on the revenue increase authorized in Kentucky Utilities' ("KU") most recent general rate case (Case No. 2020-00349), and as summarized by S&P Pro Capital (see KAWC's response to AG 2-56). At the time the modeling was developed, KAWC had received the standard customer notice indicating KU's intent to file a rate case. Because KU had not filed a general rate case in over five years, KAWC anticipated a material increase, and applied the 6.5% to reflect historical Commission approval trends.

Upon further review for this request, KAWC identified that the 6.5% escalation was applied to both the base period and the forecasted test year. This compounding effect is a misapplication to KAWC's Fuel and Power Expense. The cumulative impact of this correction will be a downward adjustment of approximately \$318,000 to the Fuel and Power Expense in the forecasted test year. KAWC's revised Fuel and Power expense in the forecasted test year will be adjusted to \$5,721,873. KAWC will reflect this revised Fuel and Power Expense in its update to the revenue requirement.

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Witness: Robert Prendergast

56. Purchased Power. Refer to Kentucky American's response to the Attorney General's First Request, Item 149.
- a. Provide the calculations used to derive the 6.5% increase. Include all support.
 - b. Specify which customer class rate the 6.5% increase applies to.
 - c. Explain in detail why the Company is assuming Kentucky Utilities will receive a 6.5% increase in its current rate case.

Response:

- a. KAWC did not perform a mathematical calculation to derive its 6.5% Fuel and Power expense growth factor. KAWC utilized S&P Capital IQ's C-2020-00349 Kentucky Utilities Company ("KU") Rate Case Profile, which provided an average 6.5% rate increase was authorized by the Commission on 6/30/2021 in KU's 2020 rate case, Case No. 2020-00349.
- b. See subpart a. The 6.5% escalation is not intended to reflect a rate increase applicable to a specific KU customer class.
- c. KAWC takes no position as to the amount of the revenue increase KU will be authorized by the Commission; however, KAWC does anticipate that KU will be granted some portion of its rate increase request. As such, in developing its forecasted Fuel & Power expense KAWC relied on data from S&P's analysis of KU's last authorized general rate case in Docket No. 2020-00349. This percentage served as a logical, reasonable, conservative and supportable reference point to help KAWC model and forecast its Fuel and Power expense.

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Witness: Max McClellan

57. Other Revenues. Refer to Kentucky American's response to the Attorney General's First Request, Item 132, Attachment.
- a. Explain the type of revenue included in Account 40310250 Other Rev Rent I/C
 - b. Explain the type of revenue included in Account 40319900 Other Rev Misc serv.
 - c. Explain the reason for the large decrease to the base period and forecast test period for Account 40310250 Other Rev Rent I/C.
 - d. Explain why the Company did not forecast any revenue in the forecast test period for Account 40319900 Other Rev Misc serv.
 - e. Explain why there was no revenue in 2021 Account 40319900 Other Rev Misc serv.

Response:

- a. The revenue included in Account 40310250 is intercompany rent.
- b. The revenue included in Account 40319900 represented the amortization of deferred billed revenue over a two-year period related to the closure of an industrial customer as approved by the Commission in Case No. 2018-00358. The two-year period ended July 2024; therefore, this account's revenues were set to \$0.00 in the forecast test period.
- c. The decrease for Account 40310250 is because the forecast test period reflects the lease agreements in place as of early 2025.
- d. Please see the answer to subpart (b).
- e. Please see the answer to subpart (b). There was no revenue in 2021 for Account 40319900 as the amortization of deferred billed revenue over a two-year period had not begun at that time.

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Witness: Robert Prendergast

58. Service Company Charges. Refer to Kentucky American's response to the Attorney General's First Request, Item 159. The response states that the allocation percentage is primarily driven by customer count. Given that the Company expects the customer count to be the same in the base year and test year as 2024, explain the reason for the increase to service charges allocation percentage in the forecasted test period over the prior year shown.

Response:

The forecasted allocation percent for 2025 and 2026 of 4.98% provided in AG 01-159 was projected using a 5-year average from 2020-2024. Although the customer count is projected to remain flat between the base year and test year (2024 to 2025), the use of a multi-year average captures variations in customer levels and associated allocations over a greater period in time. The actual allocation percent that will be utilized is presently unknown, and therefore, using a 5-year average extrapolates the information over a period of 5 years instead of a singular data point in time. This approach was utilized to provide a more stable and accurate forecast of the projected allocation percentage.

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Witness: Robert Prendergast

59. Cafeteria. Refer to Kentucky American's response to Attorney General's First Request, Item 93.
- a. Provide the address of American Water's headquarters.
 - b. Explain why Kentucky ratepayers should be responsible for the employee cafeteria cost.
 - c. Explain what types of expenses comprise the amounts shown.

Response:

- a. The address of American Water's headquarters is: 1 Water Street Camden NJ, 08102.
- b. The cafeteria located at American Water's headquarters is available to all employees of American Water affiliates, including KAWC, when working at or visiting the American Water headquarters. Cafeterias in the workplace offer numerous benefits, including increased productivity, improved employee well-being, and a stronger sense of community. They can serve as a social hub, fostering a sense of community and collaboration among colleagues. Having an onsite cafeteria provides a convenient and cost-effective way to access meals, eliminating the need to travel off-site for meals, which helps to save time and reduce potential stress associated with lunch breaks. This can lead to increased job satisfaction and a more positive work environment. Employee satisfaction and retention is an important component of maintaining a work force that continues to support the provision of safe, reliable and affordable water service and avoiding the cost of employee turnover. This, along with increased productivity, directly benefits KAWC customers.
- c. The expenses include Contract Services as the cafeteria is run by a third-party vendor, meals and miscellaneous expenses.

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Witness: Michi Chao

60. Penalties/Fines. Refer to Kentucky American's response to the Attorney General's First Request, Item 148, Attachment. Identify the dollar amount of penalties and fines incurred in 2024, including descriptions of each. Also identify the workpapers where these are removed from the base year and forecast test period.

Response:

There is no attachment to AG 1-148. In 2024, Kentucky-American did not incur any Penalties and fines (direct & allocated).

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Witness: Robert Prendergast

61. Property Tax. Refer to Kentucky American's response to the Attorney General's First Request, Item 155.
- a. Explain the reason for the large decrease to property tax expense in 2022.
 - b. Explain the significant increase to property tax expense in 2023 over the 2022 level.
 - c. Explain the reason for the decrease in expense in 2024 over the 2023 level.
 - d. Explain the reason for the increase to the forecast test period over the 2024 and base year levels shown.

Response:

- a. The decrease in 2022 expense was due to a \$2.3M benefit recorded due to the settlement of 2020 and 2021's assessments.
- b. The increase in 2023 expense is due to an additional accrual \$1.4M recorded because of the legislative change to water pipeline classifications. There was also an additional \$1.5M true-up booked for the 2020-21 assessment.
- c. The decrease in 2024 expense is due to the 2022 settlement benefit \$1M recorded and also a downward accrual adjustment of \$417k was recorded.
- d. The increase to the forecast test period over the 2024 and base year expense levels is driven by increases to the Company's Net UPIS and the Company's initial property tax assessment of \$1,033,910,440.

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Witness: Robert Prendergast

62. Employee related expenses. Refer to Excel file titled KAWC 2025 Rate Case – Employee Related Expense Exhibit, tab titled “Link In” provided in Kentucky American’s response to the Staff’s First Request, Item 1. Explain why a three-year average is more appropriate than a five-year average for accounts Employee Expenses, Conferences & Registration, Meals Deductible, and Meals Non-Deductible.

Response:

The Company has not analyzed the effect of using a three-year average versus a five-year average or other period average to be able to opine on what may be “more appropriate”. The Company has consistently utilized a three-year average in this proceeding in certain areas where averaging is reasonable.

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Witness: Robert Prendergast

63. Investor relations. Refer to Kentucky American's response to the Attorney General's First Request, Item 121. Provide a description of what is included in this expense.

Response:

Primarily, investor relations expense is comprised of labor expense, contract service expense, miscellaneous expense, and group insurance expense.

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Witness: Dominic DeGrazia

64. QIP. Refer to the Direct Testimony of Dominic DeGrazia (“DeGrazia Testimony”), Exhibit DD-3. Provide all revenue requirement schedules and workpapers in excel supporting the requested revenue increase without QIP for the forecast test period.

Response:

Please refer to KAW_R_PSCDR2_NUM022_070725_Attachment.

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Witness: Dominic DeGrazia

65. QIP. Refer to the DeGrazia Testimony, Exhibit DD-3. Does the third column titled "Forecast Period without QIP Ending December 31, 2026" include any 2026 forecasted QIP plant additions and corresponding revenues and expenses? If so, provide the amounts in a similar format as column 2 which is titled "QIP Ending December 31, 2025" including all supporting schedules and workpapers in excel format with all formulas intact.

Response:

This application seeks the recovery of the forecasted capital investment from January 1, 2026 to December 31, 2026 and uses the forecasted December 31, 2025 balance as the beginning balance for the average.

The "Forecast Period without QIP Ending December 31, 2026" which is based on the 13-month average rate base for that time period includes 2026 projects that would meet the definition of QIP eligible, however those project additions and corresponding expenses have been proposed for general base rate case treatment and included in the overall rate base in this application.

The beginning month of December 2025 of the 13-month average ending December 31, 2026 also includes the QIP eligible additions balance forecasted at that point in time and those balances along with the 2026 activity have been sought for general base rate case treatment in this application.

Please see response to KAW_R_AGDR2_NUM070_080425 for the plant additions that would meet the definition of QIP eligible and our included in the forecasted plant additions.

For further clarity the amounts including the revenues shown in column 2 titled "QIP Ending December 31, 2025" are based on the QIP 6 authorized amounts excluding the QIP 4 balancing adjustments. The amounts from QIP 6 are based on the 13-month balance of QIP eligible plant ending December 31, 2025 and associated expenses and revenues. The reconciliation of forecasted versus actual capital for the period of January 1, 2025 to December 31, 2025 would take place with QIP 6 balancing adjustment, however due to the inclusion of the forecasted ending balance in the rate case KAWC does not plan on reconciling the capital for this time period. Please see the testimony of Dominic DeGrazia, generally, on QIP treatment..

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Witness: Dominic DeGrazia

66. QIP. Refer to the Application generally. Explain why the Company is proposing to roll in the QIP plant in this case as the roll-in was denied in Case No. 2023-00191.

Response:

Please refer to the direct testimony of Dominic DeGrazia (page 22, 3-8).

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Witness: Dominic DeGrazia

67. QIP. Refer to page 23 of the Commission's May 3, 2024 Order in Case No. 2023-00191, which states that Kentucky American stated that the QIP will delay rate cases. The Company filed its 2023 rate case on 6/23/2023 and the current case on 5/16/2025, less than two years apart. The Company stated that the current case is primarily driven by capital expenditures. If the Company is going to file frequent rate cases, explain why the QIP Rider should be continued.

Response:

While QIP allows the Company to recover the replacement of some of its aging pipeline infrastructure, the current reduced scope of the QIP is very limited and does not permit KAWC to replace other aging infrastructure at the pace necessary to continue providing safe and reliable water service to our customers in the most affordable manner over the long term. The timing of any future case filings is based on a variety of factors, including timely cost recovery of capital investments to continue to provide safe, reliable and affordable water service. The QIP program should be continued because it is a valuable tool that provides more timely recovery of certain infrastructure investments in between general rate cases, providing for more gradual increases for customers. Importantly, under the reduced scope of assets that are currently QIP eligible, KAWC must evaluate the filing of base rate cases as needed to fully and timely recover the total capital investment made.

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Witness: Dominic DeGrazia

68. QIP. Refer to page 83 of the Commission's June 27, 2019 Final Order in Case No. 2018-00358.
- a. Identify O&M savings or where those were reported in Case No. 2023-00191.
 - b. Provide the annual O&M savings by category for each year that the QIP has been in effect.

Response:

a. & b. KAWC does not have identifiable O&M savings related to the current QIP program. However, cost savings and cost mitigation measures related to capital were addressed in Krista Citron's KAWC direct testimony (Page 8, 18-24) in Case No. 2013-00191. Further, as Company witness Magner explains in his direct testimony (p. 13-14) in this case, planned and proactive replacement of aging mains, as opposed to replacing them after they've reached a point of failure, reduces pipe replacement costs. Based on an analysis completed by KAWC in 2023, the cost for repairing a main break is over \$1,000 per linear foot, whereas replacing main as part of a planned main replacement project costs approximately \$330 per linear foot.

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Witness: Dominic DeGrazia

69. QIP. Refer to page 22 of the DeGrazia Testimony which states that the roll-in of the current QIP will lessen the administrative burden of tracking the current level of QIP projects and the separation of costs. Explain how the burden will be lessened if the QIP mechanism continues and costs will still need to be tracked.

Response:

KAWC has filed 6 QIP applications along with balancing adjustments since the Commission approved KAWC's QIP in Case No. 2018-00358. As designed, this requires a roll forward and the continued tracking of the QIP projects and the costs of capital, depreciation, expenses and taxes associated with qualified infrastructure investment, in each of the filings to account for and be able to calculate the averaging of the rate base, respective to each filing and time period covered. The roll-in of QIP into base rates would therefore be a reset of the historical QIP filings and tracking of the filings, which would result in less administrative burden.

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Witness: Dominic DeGrazia/John Magner

70. Plant Additions. Refer to KAW_APP_EX37B_051625, Page 5 of 54, Schedule B-2.
- a. Provide the actual plant additions (excluding QIP projects) for the each of the years 2015 through 2024, and the projected plant additions for the base period and forecasted test period.
 - b. Provide all documentation supporting the forecasted test period plant additions.

Response:

- a. Please refer to KAW_R_AGDR2_NUM070_080425_Attachment. Please note the amounts reflect the exclusion of projects that would meet the definition of QIP eligible in the base period and forecasted test period. The Application in this case includes all forecasted additions in the total rate base for general rate case treatment as filed.
- b. A detailed breakdown of plant additions in the forecasted test period is provided in the workpapers provided by Kentucky American Water (“KAW”) in the response to PSC’s First Request, Item 1. The relevant information is provided on the “Actv PlacedInServc” tab of the “KAWC 2025 Rate Case – Capital-Depr Exp” Excel file provided in the Rate Base folder in the “Excel_Files.zip” file. Forecasted capital spend for the forecasted test period is provided in Exhibit JM-1 to the Direct Testimony of John Magner.

Descriptions of capital projects projected to occur during the forecasted test period are provided in the Direct Testimony of John Magner, pages 6-9 and 23-24. Supporting documentation for projected capital spend occurring in the forecasted test period is provided in KAW’s response to the Attorney General’s First Request, Number 073.

KENTUCKY-AMERICAN WATER COMPANY

Actual									
2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
18,421,121	50,137,369	28,439,420	29,274,755	47,457,389	45,450,929	28,781,855	20,978,071	35,162,736	53,613,943

Plant Additions excluding QIP Projects

Base Period
92,646,393

Forecasted Test Period
76,059,778

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Witness: Dominic DeGrazia

71. Plant Additions. Refer to Kentucky American’s response the Attorney General’s First Request, Item 154. Provide the plant balances in similar format excluding QIP projects for the years shown and the base period and forecasted test period.

Response:

QIP Plant balances are calculated on a 13-month average and reconciled at terminal values. Completing this analysis in a similar format to Kentucky American’s response to the Attorney General’s First Request, Item 154 is very difficult due to the response to 154 being a year-end balance and a 13-month average balance as of year. The QIP periods have primarily been based on a July through June timing, which makes comparison and analysis difficult. Please find below the authorized plant balances at the end of each QIP period, which, in theory, can be subtracted from the totals provided in response to AG 1-154, but, because of the practical difference in timing, will not result in a perfect comparison. Kentucky American filed QIP 6 in Case No. 2024-00272 with a forecasted 13-Month Average Rate Base of \$82,249,891 for the period January through December 2025.

	Case No. 2021-00376	Case No. 2022-00328	Case No. 2023-00300	Case No. 2024-00272	Case No. 2025-00099	
	QIP 1	QIP 2	QIP 3	QIP 4	QIP 5	
	As of June 30, 2021	As of June 30, 2022	As of June 30, 2023	13 Mo. Avg. Ended June 30, 2024	4 Mo. Avg. Ended December 31, 2024	
	July 2020 - June 2021	July 2021 - June 2022	July 2022 - June 2023	July 2023 - June 2024	September 2024 - December 2024	Total
QIP Plant Additions	\$9,328,645	\$19,931,459	\$28,150,400	\$13,613,867	\$0	\$71,024,370
Retirements	(633,049)	(414,148)	(524,527)	(617,297)	0	(\$2,189,021)
Net Change to Gross Plant	\$8,695,596	\$19,517,311	\$27,625,873	\$12,996,570	\$0	\$68,835,350

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ATTORNEY GENERAL'S SECOND REQUEST FOR INFORMATION

Witness: John Magner

72. Contingencies. Refer to Kentucky American's response to the Attorney General's First Request, Items 60 and 73, KAW_R_AGDR1_NUM073_070725 page 6 of 10. The Company's response to Item 60 states that Kentucky American does not include contingencies for specific projects but does apply them to some recurring projects. Item 73, page 6 of 10, identifies contingency amounts for several projects. Provide the dollar amount included in the forecasted plant in service, that excludes QIP, for contingencies, which was requested in Item 60.

Response:

As discussed in Kentucky American Water's ("KAWC") response to the Attorney General's First Request, Item 60, KAWC does not include contingencies for specific projects. The information presented in KAW_R_AGDR1_NUM073_070725 page 6 of 10 is from a cost estimate developed by an engineering consultant for KAWC. Engineering consultants sometimes include contingency items in their estimates to capture costs that may not explicitly be captured in other items of the cost estimate.

While KAWC does utilize these consultant-provided cost estimates when estimating costs for projects, KAWC does not directly use the consultant-provided cost for forecasting capital expenditures. KAWC employees utilize the consultant's estimate along with their own experience and expertise to forecast capital expenditures. The capital expenditures that are ultimately forecasted by KAWC reflect KAWC's estimate for actual capital expenditures and do not include contingencies.

KAWC's response to the Attorney General's First Request, Item 60, part b, discusses RP items that could be considered "contingent" on external factors that are out of the control of KAWC. The intent of this discussion was not to indicate that specific contingencies are applied to the forecasted capital expenditures for these RP items. Rather, KAWC wished to highlight that these items are heavily influenced by external factors, which presents challenges for accurate forecasting. Specific costs for contingencies have not been included in the forecasted plant in-service.

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Witness: John Magner

73. Advanced Metering Infrastructure (“AMI”) Capital Expenditures. Refer to the Application generally. Identify the total amount of AMI expenditures included in the base period and the forecasted test period, including all corresponding amounts (e.g., including but not limited to ADIT, taxes, amortization, depreciation expense, accumulated depreciation, interest synchronization, O&M expenses, etc.).

Response:

The cost and expenditures presented by Kentucky American Water (“KAW”) in this Application generally are independent of the metering technology implemented by KAW. KAW does not anticipate material changes to capital or O&M expenditures in the base period or forecasted test period if KAW is approved to implement advanced metering technology (“AMI”) instead of automated meter reading (“AMR”) technology.

Total capital expenditures for meter replacements are \$11,192,071 for the base period and \$10,538,425 for the forecasted test period.

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Witness: John Magner

74. Capital Expenditures. Refer to Kentucky American's response to Staff's First Request, Item 14, page 22.
- a. Explain the reason for the substantial increase in spending in 2022 over the 2021 level.
 - b. Explain the reason for the substantial increase in spending in 2023 over the 2022 level.
 - c. Explain the reason for the substantial increase in spending in 2024 over the 2023 level.

Response:

- a. The primary factor resulting in increased capital expenditures in 2022 over 2021 was \$13 million in additional spend for the replacement of aging water mains as part of the QIP program.
- b. The primary factors resulting in increased capital expenditures in 2023 over 2022 were approximately \$4 million in capital spend for the construction of UV treatment systems at two water treatment plants, \$1.6 million in capital spend for the replacement of an existing underground booster station, \$2.6 million in additional capital spend related to meter replacements, \$1.5 million in additional capital spend related to valve and hydrant replacements, and \$1.5 million in additional capital spend related to the replacement of aging water mains as part of the QIP program.
- c. The largest factor resulting in increased capital expenditures in 2024 over 2023 was approximately \$19.4 million in capital spend associated with the construction of the Millersburg Transmission Main project, which is a significant regional water supply project. The construction of water main projects of this magnitude are not common for KAW and resulted in increased capital expenditures during 2024. Additionally, KAW invested approximately \$8.9 million in the KRS1 Gravity Thickener project, which involved a significant upgrade at KAW's largest water treatment plant.

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Witness: John Magner

75. Capital Expenditures. Refer to Kentucky American’s response to Staff’s First Request, Item 14, page 22.

- a. Provide the budgeted amounts and actual amounts for each of the following categories for each of the years 2015-2024: recurring projects excluding QIP, QIP projects, investment projects, and enterprise projects.
- b. Explain why the Company calculates the slippage factor including QIP projects since the QIP projects are accounted for outside of base rates.
- c. Explain in detail the types of projects that are included in enterprise projects and whether the Company considers them to be recurring or investment projects.

Response:

a. Please see the table provided below.

Year	Recurring Projects, Excluding QIP and Enterprise Projects		QIP Projects		Investment Projects		Enterprise Projects	
	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual
2015	\$ 11,699,775	\$15,440,019	\$ -	\$ -	\$15,614,020	\$18,585,805		
2016	\$ 11,569,947	\$12,102,788	\$ -	\$ -	\$ 7,460,398	\$13,322,400	\$ -	\$ -
2017	\$ 14,473,565	\$15,195,390	\$ -	\$ -	\$ 7,995,885	\$ 9,516,762	\$ -	\$ -
2018	\$ 10,699,078	\$16,529,565	\$ 5,000,000	\$ -	\$ 7,797,021	\$10,543,567	\$2,246,655	\$3,219,912
2019	\$ 12,552,623	\$17,935,120	\$ 3,625,000	\$ -	\$16,255,502	\$30,955,579	\$3,390,750	\$3,386,334
2020	\$ 12,065,184	\$14,896,138	\$ 3,000,000	\$ 1,607,763	\$13,500,002	\$16,352,831	\$3,502,019	\$2,324,465
2021	\$ 11,338,738	\$14,586,654	\$13,558,051	\$10,000,000	\$ 3,198,574	\$ 2,385,235	\$3,432,000	\$2,722,102
2022	\$ 16,017,866	\$16,567,837	\$19,700,000	\$26,520,289	\$ 5,653,271	\$ 1,744,258	\$3,141,643	\$2,775,500
2023	\$ 22,794,475	\$24,790,718	\$19,700,000	\$28,063,727	\$ 9,477,314	\$ 7,957,434	\$2,996,000	\$3,129,077
2024	\$ 34,878,913	\$38,611,412	\$20,684,950	\$16,006,772	\$28,709,543	\$35,962,599	\$3,414,260	\$3,182,358

b. The Staff’s First Request, Item 14a requests information for “each construction project that started during the last ten calendar years.” The request does not make a distinction between projects

that are accounted for within or outside of rate base, therefore Kentucky American Water (“KAW”) included QIP projects in the calculations.

KAW notes that we are not seeking the application of slippage factors as part of this general rate case.

c. Enterprise Solutions projects are listed under our recurring projects. Enterprise Solutions projects include the implementation, upgrades, and enhancements to the core IT infrastructure, customer systems, operations and business support systems, and security-related systems necessary to continue to provide customers with service that is reliable and efficient. See response to PSC Set 3, Item 37 for additional information regarding enterprise solutions projects. In addition, in some instances, there are individual projects that have more detail than some of the more routine upgrades and enhancements.

For example, in 2025 the Enterprise Solutions projects include a Data Center Replacement. Historically, two data centers were leased to house the American Water-owned routers, switches, firewalls, storage systems, servers, and application-delivery controllers required to house the electronic information necessary to service customers. The primary data center space was leased from IBM/Kyndryl (“IBM”). IBM informed American Water that its data center location and infrastructure has reached end-of-life and that American Water must exit the facility by October 31, 2025. The loss of its primary data center created an opportunity for American Water to evaluate its data center structure ownership model. Reviewing the various options, American Water elected to transition to the cloud-based approach at the termination of its lease. A cloud-based approach was selected because it provided a variety of benefits, including a scalable platform with the flexibility and scalability to increase or decrease the environment as business needs change. It also enhanced efficiency, has security benefits, and affords access to a modern toolset that can help bring in more automation. It also enhances IT delivery capacity by removing infrastructure overhead, allowing for enhanced focus on strategic projects for the business, as well as directional alignment to future software vendors. Another example is the transition from SAP to S/4 Hana, which is required because the current SAP system is nearing its end of life and will no longer be supported.

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Witness: John Magner

76. Slippage factor. Refer to pages 12 – 13 of the Commission’s June 27, 2019 Order in Case No. 2018-00358 where the Commission applied separate slippage factors for recurring projects and investment projects.
- a. Explain why the Company did not calculate separate slippage factors for recurring projects and investment projects in this case.
 - b. Provide separate slippage factors for investment and recurring projects excluding QIP projects based on the last ten years of calendar data (2015-2024).

Response:

- a. Kentucky American Water (“KAW”) is not seeking the application of slippage factors in this general rate case and therefore did not calculate separate slippage factors for recurring and investment projects.
- b. Separate slippage factors for recurring and investment projects are provided below.

Year	Investment Project Slippage Factor	Recurring Project Slippage Factor, Excluding QIP Projects
2015	119.033%	131.969%
2016	178.575%	104.605%
2017	119.021%	104.987%
2018	135.226%	152.556%
2019	190.431%	133.732%
2020	121.132%	110.621%
2021	74.572%	117.183%
2022	30.854%	104.875%
2023	83.963%	108.256%
2024	125.264%	109.142%

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Witness: Harold Walker

77. Lead Lag. Refer to Kentucky American's response to the Attorney General's First Request, Item 63.
- a. State whether the Company is paying for services before they are completed.
 - b. Provide copies of the 2023 and 2024 invoices for service company charges and provide the dates when each invoice was paid.

Response:

- A. Please see the Company's response to the Attorney General's First Request, Item 63, sub part b.
- B. Please see KAW_R_AGDR2_NUM077_080425_Attachment 1 and KAW_R_AGDR2_NUM077_080425_Attachment 2 for copies of Service Company invoices for the years 2023 and 2024, respectively. Below is a table with the corresponding payment dates for the invoices provided.

	2023	2024
January	1/12/2023	1/11/2024
February	2/9/2023	2/12/2024
March	3/9/2023	3/12/2024
April	4/12/2023	4/11/2024
May	5/10/2023	5/9/2024
June	6/9/2023	6/25/2024
July	7/12/2023	7/9/2024
August	8/10/2023	8/5/2024
September	9/12/2023	9/11/2024
October	10/12/2023	10/9/2024
November	11/9/2023	11/22/2024
December	12/12/2023	12/5/2024

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 01/2023

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 191,532.81	\$ 187,776.05	\$ 379,308.86
Central Lab	4,777.46	4,538.15	9,315.61
SC-Central Lab	4,777.46	4,538.15	9,315.61
334517 Central Lab	4,777.46	4,538.15	9,315.61
Customer Service Organization (CSO)	132,585.82	126,755.39	259,341.21
Customer Billing and Collections	34,155.50	1,238.04	35,393.54
334079 Billing & Collection	34,155.50	1,200.09	35,355.59
334071 CCA-Billing	0.00	37.95	37.95
Customer Care	52,027.55	13,826.64	65,854.19
337073 CCP-Oper & Spprt	22.50	1,315.63	1,338.13
337070 CCP-Call Handling	4.87	354.30	359.17
334078 Customer Care	51,977.50	11,316.68	63,294.18
334070 CCA-Call Handling	22.68	41.67	64.35
334073 CCA-Oper & Perform	0.00	798.36	798.36
SC-Customer Experience	17,848.54	5,113.30	22,961.84
332045 Customer Experience	17,848.54	4,259.86	22,108.40
334005 CCA-Administration	0.00	857.69	857.69
337005 CCP-Administration	0.00	4.25-	4.25-
SC-Customer Relations	28,554.23	567.88	29,122.11
335203 CORP-CR-Area2-MainBV	25,659.47	350.38	26,009.85
335303 CORP-CR-Area1-MainWB	2,894.76	217.50	3,112.26
Technology and Innovation (TI)	41,966.61	49,639.25	91,605.86
SC - Tech Investment and Exp Mngmt	6,611.28	6,184.81	12,796.09
332071 CORP-ITS Admin	6,611.28	6,184.81	12,796.09
SC - CTIO Customer Enablement	12,095.67	32,437.32	44,532.99
332083 CORP-ITS-BAD-FSA	12,095.67	32,437.32	44,532.99
SC - CTIO Technology Enablement	23,259.66	10,713.39	33,973.05
332079 CORP-ITS-BAD-Middle	7,387.07	6,413.90	13,800.97
332080 CORP-ITS-BAD-Back	10,425.31	3,482.69	13,908.00
332081 CORP-ITS-BAD-Q&M	5,447.28	816.80	6,264.08
Supply Chain	12,202.92	6,843.26	19,046.18
SC-Supply Chain	12,202.92	6,843.26	19,046.18
332310 National Categories	4,685.36	81.86-	4,603.50
332410 Supplier Diversity	900.77	5,925.82	6,826.59
332010 CORP-Sply Chain-Src	1,660.93	792.50	2,453.43
332110 Supply Chain Support	2,955.22	30.44	2,985.66
332210 State Procurement	2,000.64	176.36	2,177.00
Shared Governance & Service Fees	\$ 329,124.56	\$ 179,269.68	\$ 508,394.24
Corporate Security	46,545.76	50,710.82	97,256.58
SC-Corporate Security	46,545.76	50,710.82	97,256.58
332077 CORP-Security Ops	46,545.76	50,710.82	97,256.58
Safety and Environmental Compliance	6,172.78	442.35	6,615.13
SC-Environmental Compliance	6,172.78	442.35	6,615.13
332166 Environmental Comp	6,172.78	442.35	6,615.13
Regulated Operations	35,596.60	3,820.13	39,416.73
SC - Regulated Ops - MWD	2,167.27	1,470.16	3,637.43
335205 CD - Admin & Gen	41.76	1,340.41	1,382.17
336011 WD-Environmentl Mgmt	2,125.51	99.92	2,225.43
335212 CD - Rates	0.00	68.36	68.36
335214 CD - Engineering	0.00	38.53-	38.53-
SC - CORP-Regulated Operations	8,434.94	529.30	8,964.24
332026 CORP-Regulated Ops	8,434.94	529.30	8,964.24
SC - Regulated Ops - MAD	15.07	267.34	282.41
335312 MAD - Rates	12.39	22.20	34.59
335305 MAD - Admin & Generl	2.68	245.14	247.82

SC - Regulated Ops - NED		9.75		59.19
335405 NED - Admin & Gen		9.75	7.18	2.57
335412 NED - Rates		0.00	42.79	42.79
335414 NED - Engineering		0.00	199.41	199.41
SC - Operations Excellence		4,819.96	356.18	5,176.14
332044 Operation Excellence		4,819.96	356.18	5,176.14
SC - Regulated Ops - SE		20,149.61	1,047.71	21,197.32
336205 SE - Admin & Gen		20,149.61	714.37	20,863.98
336214 SE - Engineering		0.00	333.34	333.34
Facilities		1,638.80	27,002.91	28,641.71
SC-Facilities		1,638.80	27,002.91	28,641.71
337650 One Water St-Non Div		3.47	3,869.98	3,873.45
337640 One Water St - Div		3.80	2,034.41	2,038.21
337600 One Water Street		1,631.53	21,098.52	22,730.05
Health and Safety		2,293.76	315.63	2,609.39
SC-Health & Safety		2,293.76	315.63	2,609.39
332019 CORP-Operatiol Risk		2,293.76	315.63	2,609.39
Legal		35,720.98	2,493.45	38,214.43
SC-Legal		35,720.98	2,493.45	38,214.43
336215 SE - Legal		10,247.65	1,435.88	11,683.53
335315 MAD - Legal		28.88	379.78	408.66
335215 CD - Legal		260.94	246.67	507.61
332415 Corp Secretary-Legal		3,149.94	252.93	2,897.01
332315 Legal-Contracts&Comm		3,097.32	221.15	2,876.17
332215 Legal - Rates & Reg		421.63	125.43	547.06
332115 Legal-Ethics & Compl		4,845.60	1,429.34	6,274.94
332015 CORP-Legal		13,669.02	758.35	12,910.67
335415 NED - Legal		0.00	48.81	48.81
335815 MBB - Legal		0.00	59.97	59.97
Investor Relations		3,251.59	3,492.12	6,743.71
SC-Investor Relations		3,251.59	3,492.12	6,743.71
332037 CORP-Investr Relatn		3,251.59	3,492.12	6,743.71
Water Research and Dev		4,485.27	6,359.22	1,873.95
SC-Water Research & Dev		4,485.27	6,359.22	1,873.95
332066 CORP-Innov&Env Stwd		4,485.27	6,359.22	1,873.95
HR Comp and Benefits		12,051.61	5,208.58	17,260.19
SC-HR Comp & Benefits		12,051.61	5,208.58	17,260.19
332520 CORP-HTR HR Svc Adm		347.27	30.08	377.35
332518 CORP- HTR HR Svc CC		128.18	0.00	128.18
332014 CORP-Benefit Svc Ctr		5,890.02	6,685.87	12,575.89
332013 Core HR Admin&OrgMgt		3,724.40	150.41	3,874.81
332002 CORP-HR Comp/Benefit		1,961.74	1,657.78	303.96
Talent Mgmt and Org Effectiveness		11,547.96	1,974.32	13,522.28
SC-Talent Mgmt & Org Effectiveness		11,547.96	1,974.32	13,522.28
336518 Talent Acquisition		5,946.68	1,427.33	7,374.01
332082 CORP-Oper. Education		48.36	351.95	400.31
332003 CORP-HR Talent Dev		5,552.92	195.04	5,747.96
HR Business Partners		30,120.70	2,872.85	32,993.55
SC-Human Resources Old		7,655.33	866.82	8,522.15
332058 CORP-HR Admin		6,514.74	699.59	7,214.33
332048 CORP-HR Hlth&Well		1,140.59	167.23	1,307.82
SC-HR Business Partners		22,465.37	2,006.03	24,471.40
336218 SE - Human Resources		119.88	571.14	451.26
332018 CORP-Human Resources		17,997.17	1,247.35	19,244.52
332006 CORP-Business Ctr HR		4,588.08	152.76	4,740.84
334018 CCA-Human Resources		0.00	17.10	17.10
335218 CD - Human Resources		0.00	17.68	17.68
Labor Relations		3,706.94	822.81	4,529.75
SC-Labor Relations		3,706.94	822.81	4,529.75
332004 CORP-HR Labor Relatn		3,706.94	822.81	4,529.75
Finance		122,804.81	11,747.26	134,552.07
SC-Treasury		11,148.64	454.73	10,693.91
332519 CORP-HTRClaims Mgmnt		1,548.53	43.56	1,592.09
332057 CORP-Treasury		1,433.07	752.63	680.44
332021 Treasury Admin		5,147.30	161.81	5,309.11

332575	CORP-PTP Cash Oper	3,019.74	12.27	
Strategic Integration		2,729.67	629.41	3,359.08
332517	CORP-Plan & Rptg	2,729.67	629.41	3,359.08
SC-Regulatory, Corp Tax, Finance Tech		2,435.10	53.40	2,488.50
332617	Reg, CorpTax, FinTec	2,435.10	53.40	2,488.50
Regulatory Services		22,249.75	1,865.22	24,114.97
332574	Regulatory Reporting	22,249.75	1,865.22	24,114.97
FSPDS		22,641.98	1,470.15	24,112.13
335307	MAD - F P & A	2,934.97	28.35	2,963.32
335605	Corp FP&A - Admin	995.41	3.85	999.26
335607	T&I Finance	1,174.44	4.07-	1,170.37
336207	SE - FP & A	17,537.16	1,306.47	18,843.63
335207	CD - FP & A	0.00	147.95	147.95
335407	NED - F P & A	0.00	12.40-	12.40-
SC-Corporate Finance		5,656.47	186.15	5,842.62
337777	CORP-CFO	5,656.47	186.15	5,842.62
Budgeting & Internal Reporting (BIRS)		12,083.60	705.42	12,789.02
332017	CORP-ServCo FP&A	12,083.60	705.42	12,789.02
SC-Controller's Organization		43,859.60	7,292.24	51,151.84
332573	Ext Rprtng & Tech Ac	5,509.15	508.47-	5,000.68
332570	CORP-RTR Acctg & Rep	10,100.26	683.35	10,783.61
332047	CORP-Income Tax	9,687.83	4,980.01	14,667.84
332007	CORP-Finance	5,907.15	1,226.71	7,133.86
332584	CORP-PTPAcct Payable	5,522.80	1,400.12-	4,122.68
332581	CORP-RTRPayroll Acct	5,970.45	2,243.77	8,214.22
332577	CORP-Util Plant Acct	1,161.96	63.87	1,225.83
332571	CORP-PTP General Tax	0.00	3.12	3.12
Engineering		8,008.06	415.83	8,423.89
SC-Asset Performance		3,412.24	576.41	3,988.65
332016	CORP-Arc Flash	3,412.24	576.41	3,988.65
SC-Asset Management		4,595.82	182.40-	4,413.42
336551	CORP-COE-Tech Srvcs	2,139.06	68.78-	2,070.28
336550	CORP-COE-Engineering	557.09	59.13-	497.96
332065	CORP-Asset Mgmnt	1,899.67	54.49-	1,845.18
External Affairs and Public Policy		11,866.68	4,634.06	16,500.74
SC-Communication & Federal Affairs		11,866.68	4,616.18	16,482.86
332022	CORP-Govt Affairs	7.76	0.00	7.76
332085	CORP-External Comm	9,007.49	3,525.82	12,533.31
332086	CORP-Internal Comm	2,778.25	1,044.62	3,822.87
335225	CD - Externl Affairs	73.18	39.16	112.34
335325	MAD - Externl Affrs	0.00	6.58	6.58
Business Development		5,022.93	1,125.90	6,148.83
SC-Business Development		5,022.93	1,125.90	6,148.83
335220	CD - Business Dev	35.42	6.58	42.00
332020	CORP-Corp Bus Dev	4,987.51	1,125.90	6,113.41
Audit		9,261.34	9,018.41	18,279.75
SC-Audit		9,261.34	9,018.41	18,279.75
332061	CORP-ERM	2,366.39	109.51	2,475.90
332060	CORP-Audit	6,894.95	8,908.90	15,803.85
Administration - Corporate		20,972.01-	59,535.36	38,563.35
SC-Corporate Admin		20,972.01-	59,535.36	38,563.35
332595	CORPAdm-Depr-NDiv	329.88	1,353.59	1,683.47
332099	Cap of Admin	6,655.27	0.00	6,655.27
332098	CORP-Non-Depart Cost	55.09-	11,183.97-	11,239.06-
332095	CORP-Admin	8,417.68	43,046.16	51,463.84
332090	Cap Admin Credits	45,653.58-	0.00	45,653.58-
332070	CORP-SharedBusSvcAdm	125.01	0.00	125.01
332001	CORP CEO & BOARD	9,208.82	11,648.99	20,857.81
332041	CORP-Legal BOD	0.00	14,640.78	14,640.78
332089	CORP-AWE Pass-Thru	0.00	29.81	29.81
Total O & M Billing		\$ 520,657.37	\$ 367,045.73	\$ 887,703.10
CAPEX				
B12-01-8011	- 10780110 - Eng Dist Clear	99,633.63	27,969.97	127,603.60

B12-01-8017	- 10780170 - T&I Indirect OH Clr	8,332.00	KAW_R_AGDR2	NUM077_080425	51.64
R12-02S1.22-P-0007-99	- CPS Update service company	1,992.44			2,014.38
T12-0112-P-1000	- Enterprise Mapcall	465.92			480.44
T12-0113-P-1000	- Meter Ops	10.38-			10.38-
T12-0113-P-2000	- MeterOps Enhancements 2021	43.19			743.73
T12-011L-P-1000	- Enterprise Network Upgrade	1.88			1.88
T12-011O-P-2000	- Test Global Automation - Phase 2	3.21			139.30-
T12-011R-P-1000	- e-Builder	250.34			1,072.54
T12-011T-P-1000	- Application Architecture Upgrade 2021	20.22-			97.27-
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	208.05			7.04-
T12-012C-P-1000	- Advanced Analytics Program	19.73			16.36
T12-012E-P-1000	- Business Analytics Program	47.31-			230.12-
T12-012F-P-1000	- Business HyperAutomation Program	30.77-			30.77-
T12-012H-P-1000	- Contract Management System	635.76			1,142.41-
T12-012I-P-1000	- Customer Digital Channels-Phase 1	57.36-			1,226.80
T12-012I-P-2000	- Customer Digital Channels Tech Design	30.96-			30.96-
T12-012J-P-1000	- Data Analytics Platform	143.02-			821.30
T12-012L-P-1000	- Enterprise Data Governance - 2022	56.51-			151.05-
T12-012M-P-1000	- One Map - 2022	8.77-			35.46-
T12-012N-P-1000	- HR Case Management	85.74			103.71
T12-012P-P-1000	- MapCall Enh - 2022	3,144.62			4,261.11
T12-012Q-P-1000	- MyAccess Enh - 2022	43.01-			43.01-
T12-012R-P-1000	- myWater v2 Enh - 2022	317.00			703.73-
T12-012S-P-1000	- New Service Inquiry (NSI) Process Auto	284.67			484.36
T12-012U-P-1000	- Passive Vulnerability Scan-SCADA-2022	87.84-			87.84-
T12-012V-P-1000	- Payment Assistance Portal	14.60			65.79
T12-012W-P-1000	- Platform v2 Enh - 2022	136.05			141.30
T12-012Y-P-1000	- Qualtrics Integration-CX Insights	0.38			40.94-
T12-0132-P-2000	- Enterprise MDM Platform v2	74.93			74.93
T12-0138-P-1000	- Platform v2.0	389.44			461.26
T12-013B-P-1000	- SAP Enhancements - MTC - 2022	317.68			2,998.12
T12-013B-P-2000	- SAP Enhancements - ERP - 2022	3.47			924.07-
T12-013B-P-3000	- SAP Enhancements - EAM - 2022	9.36-			306.44
T12-013B-P-4000	- SAP Enhancements - HTR - 2022	6.51-			6.51-
T12-013B-P-5000	- SAP Enhancements - Device - 2022	11.86-			303.94
T12-013D-P-1000	- SIEM Enhancements - 2022	42.15-			42.15-
T12-013F-P-1000	- Work 1 View Enhancements - 2022	85.56			415.55
T12-013G-P-1000	- WQ Compliance Management System	356.92			578.33
T12-013K-P-1000	- Risk Rate Phase 2	7.24			95.44
T12-013L-P-1000	- Ask HR	233.63			670.68
T12-013M-P-1000	- SAP Upgrade	52.88			867.97
T12-013M-P-2000	- SAP S4 Design	7.80-			20.52-
T12-013M-P-3000	- NonProd Enterprise System Migration	9.61-			60.49-
T12-013N-P-1000	- PMO Tool	6.05			1,479.45
T12-013O-P-1000	- amwater.com Enh 2022	75.17			1,175.44-
T12-013P-P-1000	- Paradox 2022	2.54-			62.59
T12-013Q-P-0001	- PowerPlant Upgrade	624.23			1,149.18
T12-013R-P-0001	- Payment Assistance Portal	311.85			16,967.72
T12-013S-P-1000	- Analytics 2023	3,635.23			8,697.98
T12-013T-P-1000	- Enterprise GIS 2023	1,982.36			2,359.47
T12-013X-P-1000	- Platform V2 Enhancements 2023	2,943.89			3,518.56
T12-014A-P-0001	- Meter Data Management System	1,728.94			4,538.27
T12-014A-P-0002	- MDMS: Release 1	62.48-			53.01-
T12-014A-P-0003	- MDMS: Release 2	1,920.45			17,648.39
T12-014C-P-1000	- Mapcall 2023	3,108.24			8,388.77
T12-014D-P-1000	- myWater V2 Enhancements 2023	1,890.16			17,336.83
T12-014E-P-1000	- SAP Enhancements - MTC 2023	1,049.92			2,739.38
T12-014E-P-2000	- SAP Enhancements - ERP 2023	82.45			846.38
T12-014E-P-4000	- SAP Enhancements - EAM 2023	37.23			223.72
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	442.66			905.44
T12-014F-P-1000	- SuccessFactors Optimization 2023	215.62			1,374.10
T12-014G-P-1000	- Work1 View 2023	602.47			11,139.47
T12-014I-P-1000	- Test Global Automation - Ph3	156.73			1,888.64
T12-014J-P-1000	- PMO Process Tool Enhancement 2023	525.11			1,322.43
T12-014L-P-1000	- 3PL Implementation	223.87			623.19
T12-014M-P-1000	- Data Platform 2023	1,830.35			10,186.46
T12-0176-P-0003	- Opentext Extream Phase 2	6.51-			6.51-
T12-017A-P-1000	- Doc Mgmt System Implementation	69.90-			2,260.52

T12-0185-P-1000	- New Authentication Platform (Okta)	45.28		45.28
T12-018A-P-0001	- Data Privacy Technology Enhancements	19.63	7.72-	11.91
B12-01-0058	- KY 2023 Rate Case - Other Costs	0.00	1,676.37	1,676.37
T12-0105-P-0001	- App Dynamics	0.00	6,755.00	6,755.00
T12-0111-P-1000	- Work 1 View	0.00	226.67	226.67
T12-0115-P-1000	- Alerts 1 View	0.00	19.98	19.98
T12-0119-P-2000	- myWater v2 - Customer	0.00	1,650.10-	1,650.10-
T12-011Q-P-1000	- Nuance IVR Enhancements 2021	0.00	14,256.53	14,256.53
T12-013I-P-1000	- Treasury Cash Ops Automation	0.00	121.61	121.61
T12-013J-P-1000	- DSP Tool Enh 2022	0.00	0.49-	0.49-
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	0.00	732.67	732.67
T12-014B-P-1000	- Intelligent Automation 2023	0.00	9,358.94	9,358.94
T12-014E-P-3000	- SAP Enhancements - HTR 2023	0.00	932.45	932.45
T12-014H-P-1000	- DSP Tool Enhancements 2023	0.00	20.01	20.01
T12-014K-P-1000	- Enterprise Data Governance 2023	0.00	52.85	52.85
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	0.00	478.27	478.27
T12-019A-P-0001	- Sabrix Enhancements 2021	0.00	27.48	27.48
Total Capex Billing		\$ 139,783.98	\$ 154,861.01	\$ 294,644.99
Total Service Company Billing - Current Month		\$ 660,441.35	\$ 521,906.74	\$ 1,182,348.09
Less: Payment - Prior estimated billing				- \$ 1,564,980.62
Net Amount Payable (Receivable) - Current month				\$ -382,632.53
Plus: Est. Current month billing				\$ 1,182,348.09
Total Due				\$ 799,715.56

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 02/2023

		Labor, Taxes & Benefits	Other	Total
Shared Business Services		\$ 196,835.87	\$ 194,601.80	\$ 391,437.67
Central Lab		2,987.32	2,389.77	5,377.09
SC-Central Lab		2,987.32	2,389.77	5,377.09
334517	Central Lab	2,987.32	2,389.77	5,377.09
Customer Service Organization (CSO)		160,318.19	129,514.42	289,832.61
Customer Billing and Collections		65,819.49	3,100.50	68,919.99
334079	Billing & Collection	65,819.49	3,074.52	68,894.01
334072	CCA-Collections	0.00	25.98	25.98
Customer Care		48,071.92	13,328.48	61,400.40
334070	CCA-Call Handling	153.61	16.62	170.23
334078	Customer Care	47,855.90	14,794.26	62,650.16
337070	CCP-Call Handling	0.37	278.76-	278.39-
337073	CCP-Oper & Spprt	62.04	1,629.94-	1,567.90-
334073	CCA-Oper & Perform	0.00	426.30	426.30
SC-Customer Experience		16,463.32	4,045.01	20,508.33
332045	Customer Experience	16,362.86	3,970.04	20,332.90
334005	CCA-Administration	100.46	67.84	168.30
337005	CCP-Administration	0.00	7.13	7.13
SC-Customer Relations		29,963.46	765.35	30,728.81
335303	CORP-CR-Area1-MainWB	7,510.54	253.00	7,763.54
335203	CORP-CR-Area2-MainBV	22,452.92	512.35	22,965.27
Technology and Innovation (TI)		22,222.86	61,546.16	83,769.02
SC - Tech Investment and Exp Mngmt		3,056.22	11,505.80	14,562.02
332071	CORP-ITS Admin	3,056.22	11,505.80	14,562.02
SC - CTIO Customer Enablement		5,739.55	37,845.73	43,585.28
332083	CORP-ITS-BAD-FSA	5,739.55	37,845.73	43,585.28
SC - CTIO Technology Enablement		13,427.09	12,113.19	25,540.28
332079	CORP-ITS-BAD-Middle	5,593.74	8,882.75	14,476.49
332080	CORP-ITS-BAD-Back	3,188.15	2,327.05	5,515.20
332081	CORP-ITS-BAD-Q&M	4,645.20	903.39	5,548.59
Supply Chain		11,307.50	1,151.45	12,458.95
SC-Supply Chain		11,307.50	1,151.45	12,458.95
332010	CORP-Spply Chain-Src	1,818.56	380.21	2,198.77
332110	Supply Chain Support	2,262.15	158.19	2,420.34
332210	State Procurement	1,965.06	142.51	2,107.57
332310	National Categories	4,515.02	165.99	4,681.01
332410	Supplier Diversity	746.71	304.55	1,051.26
Shared Governance & Service Fees		\$ 360,820.44	\$ 201,681.08	\$ 562,501.52
Corporate Security		39,550.82	51,433.11	90,983.93
SC-Corporate Security		39,550.82	51,433.11	90,983.93
332077	CORP-Security Ops	39,550.82	51,433.11	90,983.93
Safety and Environmental Compliance		6,609.84	412.29	7,022.13
SC-Environmental Compliance		6,609.84	412.29	7,022.13
332166	Environmental Comp	6,609.84	412.29	7,022.13
Regulated Operations		86,074.96	7,117.69	93,192.65
SC - Regulated Ops - MWD		1,992.86	2,713.41	4,706.27
336011	WD-Environmentl Mgmt	1,951.56	1,438.91	3,390.47
335205	CD - Admin & Gen	41.30	1,106.52	1,147.82
335212	CD - Rates	0.00	58.01	58.01
335214	CD - Engineering	0.00	109.97	109.97
SC - CORP-Regulated Operations		13,331.68	1,162.47	14,494.15
332026	CORP-Regulated Ops	13,331.68	1,162.47	14,494.15
SC - Regulated Ops - MAD		13.25	256.20	269.45
335312	MAD - Rates	10.89	29.85	40.74
335305	MAD - Admin & Generl	2.36	226.35	228.71

SC - Regulated Ops - NED		0.00	KAW R AGDR2	NUM077	080425	05.08
335405	NED - Admin & Gen	0.00		22.04		22.04
335412	NED - Rates	0.00		104.82		104.82
335414	NED - Engineering	0.00		378.22		378.22
SC - Operations Excellence		4,751.31		774.30		5,525.61
332044	Operation Excellence	4,751.31		774.30		5,525.61
SC - Regulated Ops - SE		65,985.86		1,706.23		67,692.09
336205	SE - Admin & Gen	65,985.86		1,223.66		67,209.52
336214	SE - Engineering	0.00		482.57		482.57
Facilities		1,512.12		27,460.29		28,972.41
SC-Facilities		1,512.12		27,460.29		28,972.41
337650	One Water St-Non Div	3.47		3,864.18		3,867.65
337640	One Water St - Div	3.80		2,034.14		2,037.94
337600	One Water Street	1,504.85		21,561.97		23,066.82
Health and Safety		3,637.29		2,321.02		5,958.31
SC-Health & Safety		3,637.29		2,321.02		5,958.31
332019	CORP-Operatioln Risk	3,637.29		2,321.02		5,958.31
Legal		39,053.04		9,364.80		48,417.84
SC-Legal		39,053.04		9,364.80		48,417.84
336215	SE - Legal	11,572.58		2,466.87		14,039.45
335315	MAD - Legal	25.40		128.75		154.15
335215	CD - Legal	152.56		294.76		447.32
332415	Corp Secretary-Legal	3,192.45		2,952.65		6,145.10
332315	Legal-Contracts&Comm	3,442.16		450.80		3,892.96
332215	Legal - Rates & Reg	421.67		146.33		568.00
332115	Legal-Ethics & Compl	4,714.04		689.91-		4,024.13
332015	CORP-Legal	15,532.18		3,471.79		19,003.97
335415	NED - Legal	0.00		83.35		83.35
335815	MBB - Legal	0.00		59.41		59.41
Investor Relations		3,154.10		4,229.89		7,383.99
SC-Investor Relations		3,154.10		4,229.89		7,383.99
332037	CORP-Investr Relatn	3,154.10		4,229.89		7,383.99
Water Research and Dev		4,010.35		1,548.18-		2,462.17
SC-Water Research & Dev		4,010.35		1,548.18-		2,462.17
332066	CORP-Innov&Env Stwd	4,010.35		1,548.18-		2,462.17
HR Comp and Benefits		10,776.12		3,906.37		14,682.49
SC-HR Comp & Benefits		10,776.12		3,906.37		14,682.49
332520	CORP-HTR HR Svc Adm	25.88-		1,725.53		1,699.65
332014	CORP-Benefit Svc Ctr	5,490.45		2,312.32		7,802.77
332013	Core HR Admin&OrgMgt	3,385.56		203.09		3,588.65
332002	CORP-HR Comp/Benefit	1,925.99		334.57-		1,591.42
Talent Mgmt and Org Effectiveness		11,071.21		2,294.01		13,365.22
SC-Talent Mgmt & Org Effectiveness		11,071.21		2,294.01		13,365.22
336518	Talent Acquisition	5,760.28		922.75		6,683.03
332082	CORP-Oper. Education	79.28		300.79		380.07
332003	CORP-HR Talent Dev	5,231.65		1,070.47		6,302.12
HR Business Partners		28,531.13		2,220.96		30,752.09
SC-Human Resources Old		6,427.05		1,069.19		7,496.24
332058	CORP-HR Admin	5,295.66		1,403.93		6,699.59
332048	CORP-HR Hlth&Well	1,131.39		334.74-		796.65
SC-HR Business Partners		22,104.08		1,151.77		23,255.85
336218	SE - Human Resources	136.66		78.53-		58.13
332018	CORP-Human Resources	17,359.00		976.43		18,335.43
332006	CORP-Business Ctr HR	4,608.42		234.04		4,842.46
334018	CCA-Human Resources	0.00		19.83		19.83
Labor Relations		3,875.76		1,423.60		5,299.36
SC-Labor Relations		3,875.76		1,423.60		5,299.36
332004	CORP-HR Labor Relatn	3,875.76		1,423.60		5,299.36
Finance		110,518.74		22,582.80		133,101.54
SC-Treasury		8,617.41		6,335.72		14,953.13
332575	CORP-PTP Cash Oper	2,897.39		390.66		3,288.05
332519	CORP-HTRClaims Mgmnt	1,449.12		74.76		1,523.88
332057	CORP-Treasury	1,276.34		5,645.32		6,921.66
332021	Treasury Admin	2,994.56		224.98		3,219.54
Strategic Integration		2,272.64		170.38		2,443.02

332517	CORP-Plan & Rptg	2,272.64	43.02	
SC-Regulatory, Corp Tax, Finance Tech		2,495.45	61.21	2,556.66
332617	Reg, CorpTax, FinTec	2,495.45	61.21	2,556.66
Regulatory Services		23,158.87	1,690.46	24,849.33
332574	Regulatory Reporting	23,158.87	1,690.46	24,849.33
FSPDS		17,419.11	1,542.35	18,961.46
336207	SE - FP & A	16,884.67	1,297.45	18,182.12
335307	MAD - F P & A	2,781.50	45.94	2,827.44
335605	Corp FP&A - Admin	1,480.29-	3.85	1,476.44-
335607	T&I Finance	766.77-	6.81	759.96-
335207	CD - FP & A	0.00	167.52	167.52
335407	NED - F P & A	0.00	20.78	20.78
SC-Corporate Finance		5,445.31	145.69	5,591.00
337777	CORP-CFO	5,445.31	145.69	5,591.00
Budgeting & Internal Reporting (BIRS)		12,796.16	837.25	13,633.41
332017	CORP-ServCo FP&A	12,796.16	837.25	13,633.41
SC-Controller's Organization		38,313.79	11,799.74	50,113.53
332007	CORP-Finance	5,981.93	1,008.19	6,990.12
332047	CORP-Income Tax	8,443.94	7,423.24	15,867.18
332570	CORP-RTR Acctg & Rep	8,522.88	746.57	9,269.45
332571	CORP-PTP General Tax	1.17	46.07	47.24
332573	Ext Rprtng & Tech Ac	4,399.48	1,074.79	5,474.27
332577	CORP-Util Plant Acct	1,128.30	63.27	1,191.57
332581	CORP-RTRPayroll Acct	5,350.93	1,749.90	7,100.83
332584	CORP-PTPAcct Payable	4,485.16	312.29-	4,172.87
Engineering		6,351.95	1,053.08	7,405.03
SC-Asset Performance		1,956.51	681.85	2,638.36
332016	CORP-Arc Flash	1,956.51	681.85	2,638.36
SC-Asset Management		4,395.44	266.67	4,662.11
332065	CORP-Asset Mgmt	1,975.80	100.53	2,076.33
336551	CORP-COE-Tech Srvcs	1,863.55	117.85	1,981.40
336550	CORP-COE-Engineering	556.09	48.29	604.38
External Affairs and Public Policy		14,844.80	2,399.14	17,243.94
SC-Communication & Federal Affairs		14,010.93	2,414.28	16,425.21
332086	CORP-Internal Comm	2,891.06	91.58	2,982.64
335225	CD - Externl Affairs	72.36	44.82	117.18
332085	CORP-External Comm	9,914.92	2,261.80	12,176.72
332022	CORP-Govt Affairs	1,132.59	0.00	1,132.59
335325	MAD - Externl Affrs	0.00	16.08	16.08
SC-External Affairs & Public Policy		833.87	15.14-	818.73
332050	CORP-EA & Pblc Plcy	833.87	15.14-	818.73
Business Development		5,109.71	4,607.45	9,717.16
SC-Business Development		5,109.71	4,607.45	9,717.16
335220	CD - Business Dev	35.04	0.00	35.04
332020	CORP-Corp Bus Dev	5,074.67	4,607.45	9,682.12
Audit		8,333.19	1,768.03	10,101.22
SC-Audit		8,333.19	1,768.03	10,101.22
332061	CORP-ERM	2,808.86	134.06	2,942.92
332060	CORP-Audit	5,524.33	1,633.97	7,158.30
Administration - Corporate		22,194.69-	58,634.73	36,440.04
SC-Corporate Admin		22,194.69-	58,634.73	36,440.04
332595	CORPAdm-Depr-NDiv	330.66	1,344.01	1,674.67
332099	Cap of Admin	6,655.27	0.00	6,655.27
332098	CORP-Non-Depart Cost	118.39	8,799.13-	8,680.74-
332095	CORP-Admin	6,977.81	57,542.19	64,520.00
332090	Cap Admin Credits	48,139.80-	0.00	48,139.80-
332070	CORP-SharedBusSvcAdm	124.41	0.00	124.41
332001	CORP CEO & BOARD	11,738.57	7,692.94	19,431.51
332041	CORP-Legal BOD	0.00	854.72	854.72
Total O & M Billing		\$ 557,656.31	\$ 396,282.88	\$ 953,939.19
CAPEX				
B12-01-8011	- 10780110 - Eng Dist Clear	82,366.31	27,940.68	110,306.99
B12-01-8017	- 10780170 - T&I Indirect OH Clr	12,239.23	9,414.39	21,653.62

Item ID	Description	Value 1	Value 2	Value 3
R12-02S1.22-P-0007-99	- CPS Update service company	1,704.55	26.58	26.58
T12-0108-P-2000	- Customer 1 View v2.0	34.39	0.00	34.39
T12-0112-P-1000	- Enterprise Mapcall	80.98	3.85	84.83
T12-0113-P-2000	- MeterOps Enhancements 2021	12.97-	1,623.93-	1,636.90-
T12-0119-P-2000	- myWater v2 - Customer	197.69	49.06-	148.63
T12-0110-P-2000	- Test Global Automation - Phase 2	0.00	30.91-	30.91-
T12-011R-P-1000	- e-Builder	124.83	7,291.31	7,416.14
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	63.04	2,681.69-	2,618.65-
T12-012E-P-1000	- Business Analytics Program	42.62	33.92	76.54
T12-012F-P-1000	- Business HyperAutomation Program	4.45	174.65	179.10
T12-012H-P-1000	- Contract Management System	731.90	5,053.25-	4,321.35-
T12-012J-P-1000	- Data Analytics Platform	42.62	187.04	229.66
T12-012N-P-1000	- HR Case Management	322.29	96.24	418.53
T12-012P-P-1000	- MapCall Enh - 2022	2,649.63	309.57	2,959.20
T12-012R-P-1000	- myWater v2 Enh - 2022	65.10	678.96	744.06
T12-012S-P-1000	- New Service Inquiry (NSI) Process Auto	239.28	628.70	867.98
T12-012V-P-1000	- Payment Assistance Portal	0.11-	56.38-	56.49-
T12-012W-P-1000	- Platform v2 Enh - 2022	0.00	21.20	21.20
T12-012Y-P-1000	- Qualtrics Integration-CX Insights	0.00	374.89	374.89
T12-0132-P-2000	- Enterprise MDM Platform v2	98.62-	0.00	98.62-
T12-0138-P-1000	- Platform v2.0	318.89-	0.00	318.89-
T12-013B-P-1000	- SAP Enhancements - MTC - 2022	288.75	571.36	860.11
T12-013B-P-2000	- SAP Enhancements - ERP - 2022	0.00	1,956.53-	1,956.53-
T12-013B-P-3000	- SAP Enhancements - EAM - 2022	0.00	1,035.42-	1,035.42-
T12-013B-P-4000	- SAP Enhancements - HTR - 2022	0.00	2,702.92-	2,702.92-
T12-013B-P-5000	- SAP Enhancements - Device - 2022	0.00	1,035.42-	1,035.42-
T12-013F-P-1000	- Work 1 View Enhancements - 2022	8.30	331.30-	323.00-
T12-013G-P-1000	- WQ Compliance Management System	353.41	337.68	691.09
T12-013K-P-1000	- Risk Rate Phase 2	0.00	97.36-	97.36-
T12-013L-P-1000	- Ask HR	387.57	8,330.27	8,717.84
T12-013M-P-1000	- SAP Upgrade	389.03	1,733.71	2,122.74
T12-013M-P-2000	- SAP S4 Design	0.00	21.20	21.20
T12-013M-P-3000	- NonProd Enterprise System Migration	0.00	84.80	84.80
T12-013N-P-1000	- PMO Tool	57.08	3,410.62	3,467.70
T12-013O-P-1000	- amwater.com Enh 2022	101.10-	0.00	101.10-
T12-013P-P-1000	- Paradox 2022	40.54	119.06	159.60
T12-013Q-P-0001	- PowerPlant Upgrade	1,236.06	666.77	1,902.83
T12-013R-P-0001	- Payment Assistance Portal	1,329.76	2,052.00	3,381.76
T12-013S-P-1000	- Analytics 2023	2,624.57	5,781.42	8,405.99
T12-013T-P-1000	- Enterprise GIS 2023	2,034.65	1,395.72	3,430.37
T12-013V-P-1000	- MyAccess Enhancements 2023	61.65	772.07	833.72
T12-013W-P-1000	- Passive Vulnerability Analysis 2023	201.76	90.66	292.42
T12-013X-P-1000	- Platform V2 Enhancements 2023	2,453.74	861.37	3,315.11
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	103.65	859.42	963.07
T12-014A-P-0001	- Meter Data Management System	2,880.83	7,266.36	10,147.19
T12-014A-P-0002	- MDMS: Release 1	105.79	9.43	115.22
T12-014A-P-0003	- MDMS: Release 2	4,538.95	22,217.60	26,756.55
T12-014B-P-1000	- Intelligent Automation 2023	619.96	9,046.24	9,666.20
T12-014C-P-1000	- Mapcall 2023	3,769.49	6,828.89	10,598.38
T12-014D-P-1000	- myWater V2 Enhancements 2023	2,763.43	6,693.16	9,456.59
T12-014E-P-1000	- SAP Enhancements - MTC 2023	1,158.72	1,017.31-	141.41
T12-014E-P-2000	- SAP Enhancements - ERP 2023	150.85	667.27-	516.42-
T12-014E-P-4000	- SAP Enhancements - EAM 2023	41.82	178.15-	136.33-
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	931.47	38.96-	892.51
T12-014F-P-1000	- SuccessFactors Optimization 2023	349.20	1,567.46	1,916.66
T12-014G-P-1000	- Work1 View 2023	880.82	7,457.22	8,338.04
T12-014I-P-1000	- Test Global Automation - Ph3	122.40	1,694.70	1,817.10
T12-014J-P-1000	- PMO Process Tool Enhancement 2023	168.14	807.52	975.66
T12-014K-P-1000	- Enterprise Data Governance 2023	12.06	58.41	70.47
T12-014L-P-1000	- 3PL Implementation	330.59	784.33	1,114.92
T12-014M-P-1000	- Data Platform 2023	2,046.57	4,890.49	6,937.06
T12-0185-P-1000	- New Authentication Platform (Okta)	53.83-	0.00	53.83-
T12-018A-P-0001	- Data Privacy Technology Enhancements	5.38-	0.00	5.38-
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	370.07	958.66	1,328.73
T12-0105-P-0001	- App Dynamics	0.00	1,371.49	1,371.49
T12-011Q-P-1000	- Nuance IVR Enhancements 2021	0.00	381.54	381.54
T12-013I-P-1000	- Treasury Cash Ops Automation	0.00	137.06	137.06
T12-014E-P-3000	- SAP Enhancements - HTR 2023	0.00	890.77-	890.77-

T12-014H-P-1000	- DSP Tool Enhancements 2023	0.00	KAW R AGDR2	NUM077	080425	56.41
Total Capex Billing		\$ 133,129.69	\$ 127,245.90			\$ 260,375.59
Total Service Company Billing - Current Month		\$ 690,786.00	\$ 523,528.78			\$ 1,214,314.78
Less: Payment - Prior estimated billing						- \$ 1,182,348.09
Net Amount Payable (Receivable) - Current month						\$ 31,966.69
Plus: Est. Current month billing						\$ 1,214,314.78
Total Due						\$ 1,246,281.47

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 03/2023

		Labor, Taxes & Benefits	Other	Total
Shared Business Services		\$ 218,379.46	\$ 173,021.68	\$ 391,401.14
Central Lab		9,865.35	7,853.35	17,718.70
SC-Central Lab		9,865.35	7,853.35	17,718.70
334517	Central Lab	9,865.35	7,853.35	17,718.70
Customer Service Organization (CSO)		149,762.22	123,252.78	273,015.00
Customer Billing and Collections		49,621.47	1,789.78	51,411.25
334079	Billing & Collection	49,621.47	1,777.70	51,399.17
334071	CCA-Billing	0.00	12.08	12.08
Customer Care		52,381.71	9,970.34	62,352.05
334070	CCA-Call Handling	102.65	13.43	116.08
334078	Customer Care	52,247.84	9,321.10	61,568.94
337070	CCP-Call Handling	7.24	19.21	26.45
337073	CCP-Oper & Spprt	23.98	159.31	183.29
334073	CCA-Oper & Perform	0.00	457.29	457.29
SC-Customer Experience		19,940.54	5,730.88	25,671.42
332045	Customer Experience	19,808.51	4,920.39	24,728.90
334005	CCA-Administration	132.03	805.89	937.92
337005	CCP-Administration	0.00	4.60	4.60
SC-Customer Relations		27,818.50	755.47	28,573.97
335303	CORP-CR-Area1-MainWB	4,081.74	441.64	4,523.38
335203	CORP-CR-Area2-MainBV	23,736.76	313.83	24,050.59
Technology and Innovation (TI)		45,081.29	40,221.66	85,302.95
SC - Tech Investment and Exp Mngmt		7,466.01	13,495.59	20,961.60
332071	CORP-ITS Admin	7,466.01	13,495.59	20,961.60
SC - CTIO Customer Enablement		13,544.88	17,666.60	31,211.48
332083	CORP-ITS-BAD-FSA	13,544.88	17,666.60	31,211.48
SC - CTIO Technology Enablement		24,070.40	8,724.38	32,794.78
332079	CORP-ITS-BAD-Middle	7,719.80	6,129.35	13,849.15
332080	CORP-ITS-BAD-Back	10,203.26	1,723.94	11,927.20
332081	CORP-ITS-BAD-Q&M	6,147.34	871.09	7,018.43
Supply Chain		13,670.60	1,693.89	15,364.49
SC-Supply Chain		13,670.60	1,693.89	15,364.49
332010	CORP-Spply Chain-Src	2,662.37	287.58	2,949.95
332110	Supply Chain Support	2,429.84	180.09	2,609.93
332210	State Procurement	1,994.05	85.19	2,079.24
332310	National Categories	5,609.33	180.42	5,789.75
332410	Supplier Diversity	975.01	960.61	1,935.62
Shared Governance & Service Fees		\$ 453,141.57	\$ 248,126.92	\$ 701,268.49
Corporate Security		45,917.21	82,557.60	128,474.81
SC-Corporate Security		45,917.21	82,557.60	128,474.81
332077	CORP-Security Ops	45,917.21	82,557.60	128,474.81
Safety and Environmental Compliance		14,183.12	756.51	14,939.63
SC-Environmental Compliance		14,183.12	756.51	14,939.63
332166	Environmental Comp	14,183.12	756.51	14,939.63
Regulated Operations		50,009.03	7,526.29	57,535.32
SC - Regulated Ops - MWD		2,221.36	191.74	2,413.10
336011	WD-Environmentl Mgmt	2,177.02	784.87	2,961.89
335205	CD - Admin & Gen	44.34	719.59-	675.25-
335212	CD - Rates	0.00	77.82	77.82
335214	CD - Engineering	0.00	48.64	48.64
SC - CORP-Regulated Operations		22,433.37	2,537.88	24,971.25
332026	CORP-Regulated Ops	22,433.37	2,537.88	24,971.25
SC - Regulated Ops - MAD		28.62	427.96	456.58
335312	MAD - Rates	23.98	49.15	73.13
335305	MAD - Admin & Generl	4.64	378.81	383.45

SC - Regulated Ops - NED		0.00	KAW R AGDR2	NUM077	080425	41.22
335405	NED - Admin & Gen	0.00		31.23		31.23
335412	NED - Rates	0.00		80.33		80.33
335414	NED - Engineering	0.00		1,629.66		1,629.66
SC - Operations Excellence		6,687.36		524.10		7,211.46
332044	Operation Excellence	6,687.36		524.10		7,211.46
SC - Regulated Ops - SE		18,638.32		2,103.39		20,741.71
336205	SE - Admin & Gen	18,638.32		1,566.45		20,204.77
336214	SE - Engineering	0.00		536.94		536.94
Facilities		1,820.23		28,377.35		30,197.58
SC-Facilities		1,820.23		28,377.35		30,197.58
337650	One Water St-Non Div	3.47		3,849.79		3,853.26
337640	One Water St - Div	3.80		2,117.73		2,121.53
337600	One Water Street	1,812.96		22,409.83		24,222.79
Health and Safety		4,710.77		816.37-		3,894.40
SC-Health & Safety		4,710.77		816.37-		3,894.40
332019	CORP-Operatioln Risk	4,710.77		816.37-		3,894.40
Legal		64,048.13		7,124.09		71,172.22
SC-Legal		64,048.13		7,124.09		71,172.22
336215	SE - Legal	20,975.19		1,542.45		22,517.64
335315	MAD - Legal	55.20		218.42		273.62
335215	CD - Legal	259.92		312.72		572.64
332415	Corp Secretary-Legal	3,515.45		1,388.59		4,904.04
332315	Legal-Contracts&Comm	3,756.24		246.09		4,002.33
332215	Legal - Rates & Reg	403.23-		2,760.45		2,357.22
332115	Legal-Ethics & Compl	6,114.31		1,705.07		7,819.38
332015	CORP-Legal	29,775.05		1,223.93-		28,551.12
335415	NED - Legal	0.00		111.71		111.71
335815	MBB - Legal	0.00		62.52		62.52
Investor Relations		4,118.62		1,856.78		5,975.40
SC-Investor Relations		4,118.62		1,856.78		5,975.40
332037	CORP-Investr Relatn	4,118.62		1,856.78		5,975.40
Water Research and Dev		4,895.52		1,492.46		6,387.98
SC-Water Research & Dev		4,895.52		1,492.46		6,387.98
332066	CORP-Innov&Env Stwd	4,895.52		1,492.46		6,387.98
HR Comp and Benefits		13,451.14		10,097.29		23,548.43
SC-HR Comp & Benefits		13,451.14		10,097.29		23,548.43
332520	CORP-HTR HR Svc Adm	0.05		1,855.41		1,855.46
332014	CORP-Benefit Svc Ctr	6,702.54		4,240.75		10,943.29
332013	Core HR Admin&OrgMgt	4,226.31		1,367.31		5,593.62
332002	CORP-HR Comp/Benefit	2,522.24		2,633.82		5,156.06
Talent Mgmt and Org Effectiveness		13,194.91		2,714.97		15,909.88
SC-Talent Mgmt & Org Effectiveness		13,194.91		2,714.97		15,909.88
336518	Talent Acquisition	6,041.61		1,278.03		7,319.64
332082	CORP-Oper. Education	55.03		311.28		366.31
332003	CORP-HR Talent Dev	7,098.27		1,125.66		8,223.93
HR Business Partners		43,821.93		5,565.50		49,387.43
SC-Human Resources Old		15,212.41		2,331.33		17,543.74
332058	CORP-HR Admin	13,811.60		1,529.33		15,340.93
332048	CORP-HR Hlth&Well	1,400.81		802.00		2,202.81
SC-HR Business Partners		28,609.52		3,234.17		31,843.69
336218	SE - Human Resources	0.00		1,498.99		1,498.99
332018	CORP-Human Resources	23,698.43		1,434.87		25,133.30
332006	CORP-Business Ctr HR	4,911.09		245.15		5,156.24
334018	CCA-Human Resources	0.00		30.54		30.54
335218	CD - Human Resources	0.00		24.62		24.62
Labor Relations		4,742.22		977.91		5,720.13
SC-Labor Relations		4,742.22		977.91		5,720.13
332004	CORP-HR Labor Relatn	4,742.22		977.91		5,720.13
Finance		152,403.64		25,595.58		177,999.22
SC-Treasury		787.93		3,520.34		4,308.27
332575	CORP-PTP Cash Oper	3,587.94		157.53		3,745.47
332519	CORP-HTRClaims Mgmnt	1,747.78		70.04		1,817.82
332057	CORP-Treasury	1,460.99		3,118.88		4,579.87
332021	Treasury Admin	6,008.78-		173.89		5,834.89-

Strategic Integration		3,637.04	148.29	3,785.33
332517	CORP-Plan & Rptg	3,637.04	148.29	3,785.33
SC-Regulatory,Corp Tax,Finance Tech		6,557.45	62.32	6,619.77
332617	Reg, CorpTax, FinTec	6,557.45	62.32	6,619.77
Regulatory Services		30,739.98	6,023.46	36,763.44
332574	Regulatory Reporting	30,739.98	6,023.46	36,763.44
ESPDS		22,726.98	1,836.78	24,563.76
336207	SE - FP & A	18,186.67	1,546.88	19,733.55
335307	MAD - F P & A	4,015.57	66.38	4,081.95
335605	Corp FP&A - Admin	438.69	4.05	442.74
335607	T&I Finance	86.05	4.40	90.45
335207	CD - FP & A	0.00	159.53	159.53
335407	NED - F P & A	0.00	55.54	55.54
SC-Corporate Finance		17,208.07	134.44	17,342.51
337777	CORP-CFO	17,208.07	134.44	17,342.51
Budgeting & Internal Reporting (BIRS)		18,310.39	1,676.90	19,987.29
332017	CORP-ServCo FP&A	18,310.39	1,676.90	19,987.29
SC-Controller's Organization		52,435.80	12,193.05	64,628.85
332007	CORP-Finance	8,765.49	1,965.00	10,730.49
332047	CORP-Income Tax	13,071.79	7,741.62	20,813.41
332570	CORP-RTR Acctg & Rep	11,193.31	1,084.16	12,277.47
332571	CORP-PTP General Tax	19.19	73.80	92.99
332573	Ext Rprtng & Tech Ac	5,909.17	461.07	6,370.24
332577	CORP-Util Plant Acct	1,237.83	66.58	1,304.41
332581	CORP-RTRPayroll Acct	6,792.16	4,756.79	11,548.95
332584	CORP-PTPAcct Payable	5,446.86	3,955.97-	1,490.89
Engineering		7,199.06	913.16	8,112.22
SC-Asset Performance		2,563.17	182.72	2,745.89
332016	CORP-Arc Flash	2,563.17	182.72	2,745.89
SC-Asset Management		4,635.89	475.91	5,111.80
332065	CORP-Asset Mgmt	2,106.14	248.24	2,354.38
336551	CORP-COE-Tech Srvcs	1,673.35	167.26	1,840.61
336550	CORP-COE-Engineering	856.40	60.41	916.81
External Affairs and Public Policy		24,215.47	6,061.27	30,276.74
SC-Communication & Federal Affairs		24,228.26	6,056.87	30,285.13
332086	CORP-Internal Comm	4,203.18	1,391.08	5,594.26
335225	CD - Externl Affairs	78.17	42.94	121.11
332085	CORP-External Comm	18,146.25	3,235.22	21,381.47
332022	CORP-Govt Affairs	1,800.66	1,365.00	3,165.66
335325	MAD - Externl Affrs	0.00	22.63	22.63
SC-External Affairs & Public Policy		12.79-	4.40	8.39-
332050	CORP-EA & Pblc Plcy	12.79-	4.40	8.39-
Business Development		7,399.51	2,066.70	9,466.21
SC-Business Development		7,399.51	2,066.70	9,466.21
335220	CD - Business Dev	37.81	0.00	37.81
332020	CORP-Corp Bus Dev	7,361.70	2,066.70	9,428.40
Audit		12,115.61	1,843.22	13,958.83
SC-Audit		12,115.61	1,843.22	13,958.83
332061	CORP-ERM	4,047.15	120.69	4,167.84
332060	CORP-Audit	8,068.46	1,722.53	9,790.99
Administration - Corporate		15,104.55-	63,416.61	48,312.06
SC-Corporate Admin		15,104.55-	63,416.61	48,312.06
332595	CORPAdm-Depr-NDiv	331.44	1,334.41	1,665.85
332099	Cap of Admin	19,475.44	0.00	19,475.44
332098	CORP-Non-Depart Cost	46.16-	11,111.88-	11,158.04-
332095	CORP-Admin	6,098.32-	64,117.70	58,019.38
332090	Cap Admin Credits	61,886.32-	0.00	61,886.32-
332070	CORP-SharedBusSvcAdm	145.97	0.00	145.97
332001	CORP CEO & BOARD	32,973.40	7,558.65	40,532.05
332041	CORP-Legal BOD	0.00	1,511.64	1,511.64
332089	CORP-AWE Pass-Thru	0.00	6.09	6.09
Total O & M Billing		\$ 671,521.03	\$ 421,148.60	\$ 1,092,669.63
CAPEX				

B12-01-8011	- 10780110 - Eng Dist Clear	93,381.80	KAW_R_AGDR2_NUM077_080425	96.74
B12-01-8017	- 10780170 - T&I Indirect OH Clr	10,664.25	36,072.57	46,736.82
R12-02S1.22-P-0007-99	- CPS Update service company	566.97	4.35	571.32
T12-0108-P-2000	- Customer 1 View v2.0	14.08-	0.00	14.08-
T12-0112-P-1000	- Enterprise Mapcall	749.49	19.85	769.34
T12-0113-P-2000	- MeterOps Enhancements 2021	0.00	260.11-	260.11-
T12-0119-P-2000	- myWater v2 - Customer	124.32	4.57	128.89
T12-011R-P-1000	- e-Builder	28.41-	200.46	172.05
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	125.30	99.04-	26.26
T12-012E-P-1000	- Business Analytics Program	0.00	27.13	27.13
T12-012F-P-1000	- Business HyperAutomation Program	3.51-	4.53-	8.04-
T12-012H-P-1000	- Contract Management System	209.22	2,432.40	2,641.62
T12-012I-P-1000	- Customer Digital Channels-Phase 1	0.00	1,182.11-	1,182.11-
T12-012J-P-1000	- Data Analytics Platform	0.00	513.01-	513.01-
T12-012L-P-1000	- Enterprise Data Governance - 2022	0.00	76.48	76.48
T12-012N-P-1000	- HR Case Management	207.82	30.55	238.37
T12-012P-P-1000	- MapCall Enh - 2022	1,259.63	34.62	1,294.25
T12-012R-P-1000	- myWater v2 Enh - 2022	77.26	0.00	77.26
T12-012S-P-1000	- New Service Inquiry (NSI) Process Auto	2,354.50	2,179.28	4,533.78
T12-012V-P-1000	- Payment Assistance Portal	7.79-	0.00	7.79-
T12-012W-P-1000	- Platform v2 Enh - 2022	0.00	46.64	46.64
T12-0132-P-2000	- Enterprise MDM Platform v2	230.80	19.58	250.38
T12-013B-P-1000	- SAP Enhancements - MTC - 2022	366.82	400.96	767.78
T12-013B-P-2000	- SAP Enhancements - ERP - 2022	0.00	244.98	244.98
T12-013B-P-3000	- SAP Enhancements - EAM - 2022	0.00	63.98-	63.98-
T12-013B-P-4000	- SAP Enhancements - HTR - 2022	0.00	201.13-	201.13-
T12-013B-P-5000	- SAP Enhancements - Device - 2022	0.00	63.98-	63.98-
T12-013F-P-1000	- Work 1 View Enhancements - 2022	8.77-	147.64-	156.41-
T12-013G-P-1000	- WQ Compliance Management System	565.72	199.14	764.86
T12-013L-P-1000	- Ask HR	564.68	14,264.75	14,829.43
T12-013M-P-1000	- SAP Upgrade	500.30	2,185.18	2,685.48
T12-013M-P-2000	- SAP S4 Design	0.00	46.64	46.64
T12-013M-P-3000	- NonProd Enterprise System Migration	0.00	1,624.92-	1,624.92-
T12-013N-P-1000	- PMO Tool	26.17	1,489.72	1,515.89
T12-013P-P-1000	- Paradox 2022	76.87	253.18	330.05
T12-013Q-P-0001	- PowerPlant Upgrade	1,251.84	3,190.50	4,442.34
T12-013R-P-0001	- Payment Assistance Portal	574.63	2,298.98	2,873.61
T12-013S-P-1000	- Analytics 2023	3,764.69	6,488.31	10,253.00
T12-013T-P-1000	- Enterprise GIS 2023	2,192.05	2,639.08	4,831.13
T12-013V-P-1000	- MyAccess Enhancements 2023	83.52	1,165.35	1,248.87
T12-013W-P-1000	- Passive Vulnerability Analysis 2023	82.21	30.55	112.76
T12-013X-P-1000	- Platform V2 Enhancements 2023	3,288.00	763.37	4,051.37
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	0.00	839.52	839.52
T12-013Z-P-1000	- SIEM Enhancements 2023	7.89	0.00	7.89
T12-014A-P-0001	- Meter Data Management System	1,103.91	7,809.86	8,913.77
T12-014A-P-0002	- MDMS: Release 1	27.61-	0.00	27.61-
T12-014A-P-0003	- MDMS: Release 2	10,575.01	9,424.56	19,999.57
T12-014B-P-1000	- Intelligent Automation 2023	552.25	8,922.24	9,474.49
T12-014C-P-1000	- Mapcall 2023	4,861.69	12,922.05	17,783.74
T12-014D-P-1000	- myWater V2 Enhancements 2023	4,049.40	26,804.14	30,853.54
T12-014E-P-1000	- SAP Enhancements - MTC 2023	311.75	4.28-	307.47
T12-014E-P-2000	- SAP Enhancements - ERP 2023	103.34	2.80-	100.54
T12-014E-P-3000	- SAP Enhancements - HTR 2023	56.21	41.68-	14.53
T12-014E-P-4000	- SAP Enhancements - EAM 2023	32.55	8.34-	24.21
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	260.45-	16.67-	277.12-
T12-014F-P-1000	- SuccessFactors Optimization 2023	487.50	1,020.84	1,508.34
T12-014G-P-1000	- Work1 View 2023	954.52	14,653.55	15,608.07
T12-014I-P-1000	- Test Global Automation - Ph3	111.24	1,515.82	1,627.06
T12-014J-P-1000	- PMO Process Tool Enhancement 2023	132.77	103.14	235.91
T12-014K-P-1000	- Enterprise Data Governance 2023	16.41	55.63	72.04
T12-014L-P-1000	- 3PL Implementation	679.57	792.18	1,471.75
T12-014M-P-1000	- Data Platform 2023	3,089.64	6,207.32	9,296.96
T12-0185-P-1000	- New Authentication Platform (Okta)	28.72	0.00	28.72
T12-018A-P-0001	- Data Privacy Technology Enhancements	5.30	0.00	5.30
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	510.45	760.68	1,271.13
T12-0105-P-0001	- App Dynamics	0.00	1,160.39-	1,160.39-
T12-011Q-P-1000	- Nuance IVR Enhancements 2021	0.00	2,591.60-	2,591.60-
T12-012S-P-1001	- New Service Install Ph 1	0.00	23,017.52	23,017.52

T12-013G-P-1001	- Waterly Enhancements 2023	0.00		336.85
T12-013I-P-1000	- Treasury Cash Ops Automation	0.00	1,366.53	1,366.53
T12-014H-P-1000	- DSP Tool Enhancements 2023	0.00	180.12	180.12
T12-014N-P-1000	- Alerts 1 View - Phase 4	0.00	270.00	270.00
T12-014O-P-1000	- Sample 1 View	0.00	168.75	168.75
T12-014Q-P-1000	- Meter Validation & Asset Creation	0.00	904.66	904.66
Total Capex Billing		\$ 150,608.36	\$ 213,513.86	\$ 364,122.22
Total Service Company Billing - Current Month		\$ 822,129.39	\$ 634,662.46	\$ 1,456,791.85
Less: Payment - Prior estimated billing				- \$ 1,214,314.78
Net Amount Payable (Receivable) - Current month				\$ 242,477.07
Plus: Est. Current month billing				\$ 1,456,791.85
Total Due				\$ 1,699,268.92

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 04/2023

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 177,021.61	\$ 169,857.66	\$ 346,879.27
Central Lab	5,868.01	3,397.17	9,265.18
SC-Central Lab	5,868.01	3,397.17	9,265.18
334517 Central Lab	5,868.01	3,397.17	9,265.18
Customer Service Organization (CSO)	132,161.61	101,340.10	233,501.71
Customer Billing and Collections	47,267.65	1,946.45	49,214.10
334079 Billing & Collection	47,267.65	1,946.45	49,214.10
Customer Care	45,149.54	4,167.58	49,317.12
334070 CCA-Call Handling	4.41	9.61	14.02
334078 Customer Care	45,100.94	6,689.29	51,790.23
337070 CCP-Call Handling	20.15	375.40-	355.25-
337073 CCP-Oper & Spprt	24.04	415.27-	391.23-
334073 CCA-Oper & Perform	0.00	1,740.65-	1,740.65-
SC-Customer Experience	13,037.76	4,966.45	18,004.21
332045 Customer Experience	13,119.72	3,498.06	16,617.78
334005 CCA-Administration	81.96-	1,468.26	1,386.30
337005 CCP-Administration	0.00	0.13	0.13
SC-Customer Relations	26,706.66	636.68	27,343.34
335303 CORP-CR-Area1-MainWB	3,675.84	319.01	3,994.85
335203 CORP-CR-Area2-MainBV	23,030.82	317.67	23,348.49
Technology and Innovation (TI)	27,638.54	63,117.41	90,755.95
SC - Tech Investment and Exp Mngmt	3,592.42	2,546.82	6,139.24
332071 CORP-ITS Admin	3,592.42	2,546.82	6,139.24
SC - CTIO Customer Enablement	6,100.51	33,087.45	39,187.96
332083 CORP-ITS-BAD-FSA	6,100.51	33,087.45	39,187.96
SC - CTIO Technology Enablement	17,945.61	15,270.72	33,216.33
332079 CORP-ITS-BAD-Middle	5,821.57	10,895.84	16,717.41
332080 CORP-ITS-BAD-Back	7,351.43	3,485.86	10,837.29
332081 CORP-ITS-BAD-Q&M	4,772.61	889.02	5,661.63
Supply Chain	11,353.45	2,002.98	13,356.43
SC-Supply Chain	11,353.45	2,002.98	13,356.43
332010 CORP-Spply Chain-Src	1,482.75	787.95	2,270.70
332110 Supply Chain Support	2,997.28	333.45	3,330.73
332210 State Procurement	1,981.41	486.86	2,468.27
332310 National Categories	4,119.06	204.24	4,323.30
332410 Supplier Diversity	772.95	190.48	963.43
Shared Governance & Service Fees	\$ 330,248.39	\$ 222,824.06	\$ 553,072.45
Corporate Security	40,323.31	64,935.60	105,258.91
SC-Corporate Security	40,323.31	64,935.60	105,258.91
332077 CORP-Security Ops	40,323.31	64,935.60	105,258.91
Safety and Environmental Compliance	10,389.98	457.78	10,847.76
SC-Environmental Compliance	10,389.98	457.78	10,847.76
332166 Environmental Comp	10,389.98	457.78	10,847.76
Regulated Operations	40,476.45	10,719.01	51,195.46
SC - Regulated Ops - MWD	1,944.64	2,279.48	4,224.12
336011 WD-Environmentl Mgmt	1,901.03	860.58	2,761.61
335205 CD - Admin & Gen	43.61	1,299.96	1,343.57
335212 CD - Rates	0.00	104.58	104.58
335214 CD - Engineering	0.00	14.36	14.36
SC - CORP-Regulated Operations	9,190.48	1,693.29	10,883.77
332026 CORP-Regulated Ops	9,190.48	1,693.29	10,883.77
SC - Regulated Ops - MAD	20.49	319.70	340.19
335312 MAD - Rates	16.96	34.69	51.65
335305 MAD - Admin & Generl	3.53	285.01	288.54
SC - Regulated Ops - NED	11.87	16.95-	5.08-

335405	NED - Admin & Gen	11.87	11.83	11.83
335412	NED - Rates	0.00	3.53	3.53
335414	NED - Engineering	0.00	20.44	20.44
SC - Operations Excellence		4,323.29	4,791.11	9,114.40
332044	Operation Excellence	4,323.29	4,791.11	9,114.40
SC - Regulated Ops - SE		24,985.68	1,652.38	26,638.06
336205	SE - Admin & Gen	24,985.68	1,191.65	26,177.33
336214	SE - Engineering	0.00	460.73	460.73
Facilities		1,572.91	28,839.67	30,412.58
SC-Facilities		1,572.91	28,839.67	30,412.58
337650	One Water St-Non Div	3.47	3,835.38	3,838.85
337640	One Water St - Div	3.80	2,043.28	2,047.08
337600	One Water Street	1,565.64	22,961.01	24,526.65
Health and Safety		2,678.23	874.28	3,552.51
SC-Health & Safety		2,678.23	874.28	3,552.51
332019	CORP-Operatiol Risk	2,678.23	874.28	3,552.51
Legal		44,044.67	4,435.23	48,479.90
SC-Legal		44,044.67	4,435.23	48,479.90
336215	SE - Legal	20,409.38	1,853.01	22,262.39
335315	MAD - Legal	39.37	194.88	234.25
335215	CD - Legal	180.64	319.12	499.76
332415	Corp Secretary-Legal	2,766.54	1,112.04	1,654.50
332315	Legal-Contracts&Comm	2,551.08	513.91	3,064.99
332215	Legal - Rates & Reg	341.13	1,024.49	1,365.62
332115	Legal-Ethics & Compl	4,515.86	1,079.21	5,595.07
332015	CORP-Legal	13,240.67	388.84	13,629.51
335415	NED - Legal	0.00	110.24	110.24
335815	MBB - Legal	0.00	63.57	63.57
Investor Relations		3,006.89	1,398.94	4,405.83
SC-Investor Relations		3,006.89	1,398.94	4,405.83
332037	CORP-Investr Relatn	3,006.89	1,398.94	4,405.83
Water Research and Dev		4,410.59	909.79	5,320.38
SC-Water Research & Dev		4,410.59	909.79	5,320.38
332066	CORP-Innov&Env Stwd	4,410.59	909.79	5,320.38
HR Comp and Benefits		11,399.00	4,201.05	15,600.05
SC-HR Comp & Benefits		11,399.00	4,201.05	15,600.05
332520	CORP-HTR HR Svc Adm	0.00	29.14	29.14
332014	CORP-Benefit Svc Ctr	5,569.88	2,692.31	8,262.19
332013	Core HR Admin&OrgMgt	3,675.30	1,001.92	4,677.22
332002	CORP-HR Comp/Benefit	2,153.82	477.68	2,631.50
Talent Mgmt and Org Effectiveness		10,189.23	4,361.61	14,550.84
SC-Talent Mgmt & Org Effectiveness		10,189.23	4,361.61	14,550.84
336518	Talent Acquisition	5,040.20	3,366.69	8,406.89
332082	CORP-Oper. Education	53.12	368.04	421.16
332003	CORP-HR Talent Dev	5,095.91	626.88	5,722.79
HR Business Partners		35,591.86	4,441.87	40,033.73
SC-Human Resources Old		7,408.53	1,698.01	9,106.54
332058	CORP-HR Admin	6,263.35	745.69	7,009.04
332048	CORP-HR Hlth&Well	1,145.18	952.32	2,097.50
SC-HR Business Partners		28,183.33	2,743.86	30,927.19
336218	SE - Human Resources	0.00	310.95	310.95
332018	CORP-Human Resources	23,870.80	2,150.67	26,021.47
332006	CORP-Business Ctr HR	4,312.53	229.78	4,542.31
334018	CCA-Human Resources	0.00	55.05	55.05
335218	CD - Human Resources	0.00	2.59	2.59
Labor Relations		3,669.54	224.22	3,893.76
SC-Labor Relations		3,669.54	224.22	3,893.76
332004	CORP-HR Labor Relatn	3,669.54	224.22	3,893.76
Finance		111,486.15	12,046.68	123,532.83
SC-Treasury		8,890.14	2,059.99	10,950.13
332575	CORP-PTP Cash Oper	3,023.48	84.39	3,107.87
332519	CORP-HTRClaims Mgmnt	1,424.51	100.65	1,525.16
332057	CORP-Treasury	1,880.22	1,686.24	3,566.46
332021	Treasury Admin	2,561.93	188.71	2,750.64
Strategic Integration		2,814.26	124.80	2,939.06

332517	CORP-Plan & Rptg	2,814.26		39.06
SC-Regulatory, Corp Tax, Finance Tech		2,599.83	67.53	2,667.36
332617	Reg, CorpTax, FinTec	2,599.83	67.53	2,667.36
Regulatory Services		22,046.62	1,221.13	23,267.75
332574	Regulatory Reporting	22,046.62	1,221.13	23,267.75
FSPDS		19,980.34	1,706.41	21,686.75
336207	SE - FP & A	16,480.38	1,514.29	17,994.67
335307	MAD - F P & A	3,245.02	50.30	3,295.32
335605	Corp FP&A - Admin	150.21	4.12	154.33
335607	T&I Finance	104.73	0.12	104.85
335207	CD - FP & A	0.00	157.94	157.94
335407	NED - F P & A	0.00	20.36-	20.36-
SC-Corporate Finance		5,314.36	119.51	5,433.87
337777	CORP-CFO	5,314.36	119.51	5,433.87
Budgeting & Internal Reporting (BIRS)		11,637.62	1,727.88	13,365.50
332017	CORP-ServCo FP&A	11,637.62	1,727.88	13,365.50
SC-Controller's Organization		38,202.98	5,019.43	43,222.41
332007	CORP-Finance	3,502.50	1,030.02	4,532.52
332047	CORP-Income Tax	9,168.81	4,976.07	14,144.88
332570	CORP-RTR Acctg & Rep	9,028.64	596.52	9,625.16
332571	CORP-PTP General Tax	42.34	101.80-	59.46-
332573	Ext Rprtng & Tech Ac	4,831.57	226.25	5,057.82
332577	CORP-Util Plant Acct	1,455.62	67.70	1,523.32
332581	CORP-RTRPayroll Acct	5,594.06	1,681.95	7,276.01
332584	CORP-PTPAcct Payable	4,579.44	3,457.28-	1,122.16
Engineering		12,829.94	978.20	13,808.14
SC-Asset Performance		8,110.41	687.71	8,798.12
332016	CORP-Arc Flash	8,110.41	687.71	8,798.12
SC-Asset Management		4,719.53	45.68	4,765.21
332065	CORP-Asset Mgmt	1,980.40	71.66	2,052.06
336551	CORP-COE-Tech Srvcs	2,170.40	42.56-	2,127.84
336550	CORP-COE-Engineering	568.73	16.58	585.31
External Affairs and Public Policy		11,712.52	3,412.96	15,125.48
SC-Communication & Federal Affairs		11,712.52	3,412.84	15,125.36
332086	CORP-Internal Comm	2,976.67	465.40	3,442.07
335225	CD - Externl Affairs	76.58	41.79	118.37
332085	CORP-External Comm	8,661.72	2,891.66	11,553.38
332022	CORP-Govt Affairs	2.45-	0.00	2.45-
335325	MAD - Externl Affrs	0.00	13.99	13.99
SC-External Affairs & Public Policy		0.00	0.12	0.12
332050	CORP-EA & Pblc Plcy	0.00	0.12	0.12
Business Development		5,315.57	628.22	5,943.79
SC-Business Development		5,315.57	628.22	5,943.79
335220	CD - Business Dev	37.07	0.00	37.07
332020	CORP-Corp Bus Dev	5,278.50	628.22	5,906.72
Audit		8,667.32	10,249.67	18,916.99
SC-Audit		8,667.32	10,249.67	18,916.99
332061	CORP-ERM	2,902.99	1,734.96	4,637.95
332060	CORP-Audit	5,764.33	8,514.71	14,279.04
Administration - Corporate		27,515.77-	69,709.28	42,193.51
SC-Corporate Admin		27,515.77-	69,709.28	42,193.51
332595	CORPAdm-Depr-NDiv	332.22	1,324.78	1,657.00
332099	Cap of Admin	7,163.14	0.00	7,163.14
332098	CORP-Non-Depart Cost	221.51-	2,896.56	2,675.05
332095	CORP-Admin	3,365.43	43,198.43	46,563.86
332090	Cap Admin Credits	47,360.68-	0.00	47,360.68-
332070	CORP-SharedBusSvcAdm	137.90	0.00	137.90
332001	CORP CEO & BOARD	9,067.73	9,016.99	18,084.72
332041	CORP-Legal BOD	0.00	13,201.68	13,201.68
332089	CORP-AWE Pass-Thru	0.00	70.84	70.84
Total O & M Billing		\$ 507,270.00	\$ 392,681.72	\$ 899,951.72
CAPEX				
B12-01-8011	- 10780110 - Eng Dist Clear	80,054.83	28,400.47	108,455.30

B12-01-8017	- 10780170 - T&I Indirect OH Clr	18,874.56		28.91
R12-02S1.22-P-0007-99	- CPS Update service company	2,272.45	22.26	2,294.71
T12-0112-P-1000	- Enterprise Mapcall	663.88	22.50	686.38
T12-0119-P-2000	- myWater v2 - Customer	101.82	5.67	107.49
T12-011R-P-1000	- e-Builder	0.00	57.66	57.66
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	81.22	3,278.05-	3,196.83-
T12-012E-P-1000	- Business Analytics Program	0.00	27.13	27.13
T12-012F-P-1000	- Business HyperAutomation Program	0.00	19.81	19.81
T12-012H-P-1000	- Contract Management System	1,031.22	8,866.63	9,897.85
T12-012I-P-1000	- Customer Digital Channels-Phase 1	122.93	5.48	128.41
T12-012N-P-1000	- HR Case Management	231.04	950.90	1,181.94
T12-012P-P-1000	- MapCall Enh - 2022	367.13	13.85	380.98
T12-012R-P-1000	- myWater v2 Enh - 2022	33.31-	0.00	33.31-
T12-012S-P-1000	- New Service Inquiry (NSI) Process Auto	27.84	2,327.56	2,355.40
T12-012S-P-1001	- New Service Install Ph 1	3,726.83	832.07	4,558.90
T12-012V-P-1000	- Payment Assistance Portal	13.47	0.00	13.47
T12-0132-P-2000	- Enterprise MDM Platform v2	154.15	3.52	157.67
T12-013B-P-1000	- SAP Enhancements - MTC - 2022	115.27-	1,196.72	1,081.45
T12-013B-P-2000	- SAP Enhancements - ERP - 2022	0.00	1,901.97	1,901.97
T12-013B-P-3000	- SAP Enhancements - EAM - 2022	0.00	846.25	846.25
T12-013B-P-4000	- SAP Enhancements - HTR - 2022	0.00	883.92	883.92
T12-013B-P-5000	- SAP Enhancements - Device - 2022	0.00	846.25	846.25
T12-013G-P-1000	- WQ Compliance Management System	226.01	10.58	236.59
T12-013G-P-1001	- Waterly Enhancements 2023	129.71	410.15	539.86
T12-013L-P-1000	- Ask HR	196.21	425.03	621.24
T12-013M-P-1000	- SAP Upgrade	23.41-	373.12	349.71
T12-013N-P-1000	- PMO Tool	865.28	2,697.35	3,562.63
T12-013P-P-1000	- Paradox 2022	26.52	309.52	336.04
T12-013Q-P-0001	- PowerPlant Upgrade	863.27	12,185.13	13,048.40
T12-013R-P-0001	- Payment Assistance Portal	1,134.26	11,575.35	12,709.61
T12-013S-P-1000	- Analytics 2023	3,356.64	6,006.25	9,362.89
T12-013T-P-1000	- Enterprise GIS 2023	2,037.56	351.06	2,388.62
T12-013V-P-1000	- MyAccess Enhancements 2023	697.64	1,710.27-	1,012.63-
T12-013W-P-1000	- Passive Vulnerability Analysis 2023	117.63	6,983.27	7,100.90
T12-013X-P-1000	- Platform V2 Enhancements 2023	4,310.88-	0.00	4,310.88-
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	0.00	814.08	814.08
T12-013Z-P-1000	- SIEM Enhancements 2023	57.90	195.04	252.94
T12-014A-P-0001	- Meter Data Management System	358.98	10,916.08	11,275.06
T12-014A-P-0003	- MDMS: Release 2	8,033.87	46,915.94	54,949.81
T12-014B-P-1000	- Intelligent Automation 2023	486.81	8,865.45	9,352.26
T12-014C-P-1000	- Mapcall 2023	3,731.51	9,446.10	13,177.61
T12-014D-P-1000	- myWater V2 Enhancements 2023	3,266.02	10,288.89	13,554.91
T12-014E-P-1000	- SAP Enhancements - MTC 2023	686.86	2,311.22	2,998.08
T12-014E-P-2000	- SAP Enhancements - ERP 2023	3.91	145.78	149.69
T12-014E-P-3000	- SAP Enhancements - HTR 2023	28.11-	182.22	154.11
T12-014E-P-4000	- SAP Enhancements - EAM 2023	15.19	36.44	51.63
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	139.35	103.14	242.49
T12-014F-P-1000	- SuccessFactors Optimization 2023	413.02	3,989.02	4,402.04
T12-014G-P-1000	- Work1 View 2023	1,216.60	8,087.14	9,303.74
T12-014I-P-1000	- Test Global Automation - Ph3	376.71	1,733.18	2,109.89
T12-014J-P-1000	- PMO Process Tool Enhancement 2023	699.47-	1,524.36-	2,223.83-
T12-014K-P-1000	- Enterprise Data Governance 2023	10.87	0.00	10.87
T12-014L-P-1000	- 3PL Implementation	645.64	2,194.18	2,839.82
T12-014M-P-1000	- Data Platform 2023	2,230.08	3,394.56	5,624.64
T12-014N-P-1000	- Alerts 1 View - Phase 4	64.10	1,188.75	1,252.85
T12-014O-P-1000	- Sample 1 View	22.35	7.73-	14.62
T12-014Q-P-1000	- Meter Validation & Asset Creation	81.15	1,309.25	1,390.40
T12-0185-P-1000	- New Authentication Platform (Okta)	9.54-	0.00	9.54-
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	467.93	1,303.98	1,771.91
B12-01-0058	- KY 2023 Rate Case - Other Costs	0.00	7,650.50	7,650.50
T12-0111-P-1000	- Work 1 View	0.00	9.14-	9.14-
T12-014H-P-1000	- DSP Tool Enhancements 2023	0.00	240.15	240.15
Total Capex Billing		\$ 134,462.96	\$ 226,193.32	\$ 360,656.28
Total Service Company Billing - Current Month		\$ 641,732.96	\$ 618,875.04	\$ 1,260,608.00
Less: Payment - Prior estimated billing				- \$ 1,456,791.85
Net Amount Payable (Receivable) - Current month				\$ -196,183.85

Plus: Est. Current month billing

KAW_R_AGDR2_NUM077_080425 508.00

Total Due

\$ 1,064,424.15
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Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 05/2023

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 229,643.45	\$ 230,363.13	\$ 460,006.58
Central Lab	2,825.58	1,608.36	4,433.94
SC-Central Lab	2,825.58	1,608.36	4,433.94
334517 Central Lab	2,825.58	1,608.36	4,433.94
Customer Service Organization (CSO)	139,011.86	125,704.79	264,716.65
Customer Billing and Collections	37,590.95	1,652.60	39,243.55
334079 Billing & Collection	37,583.89	1,631.33	39,215.22
334071 CCA-Billing	7.06	0.00	7.06
334072 CCA-Collections	0.00	21.27	21.27
Customer Care	55,558.23	7,912.06	63,470.29
337070 CCP-Call Handling	17.15-	12.76	4.39-
334078 Customer Care	55,545.27	8,089.24	63,634.51
334070 CCA-Call Handling	3.64	46.32	49.96
337073 CCP-Oper & Spprt	26.47	222.29-	195.82-
334073 CCA-Oper & Perform	0.00	13.97-	13.97-
SC-Customer Experience	16,883.90	4,509.62	21,393.52
332045 Customer Experience	16,936.64	3,966.84	20,903.48
334005 CCA-Administration	52.74-	525.89	473.15
337005 CCP-Administration	0.00	16.89	16.89
SC-Customer Relations	28,974.54	519.34	29,493.88
335203 CORP-CR-Area2-MainBV	24,901.71	329.16	25,230.87
335303 CORP-CR-Area1-MainWB	4,072.83	190.18	4,263.01
SC-Customer Service Center Support	4.24	111,111.17	111,115.41
337079 CSC Supp-Other Cost	4.24	29,641.71	29,645.95
337076 CCP-Quality & Rprtng	0.00	14,588.00	14,588.00
337077 CSC Supp-PostageCost	0.00	50,847.02	50,847.02
337078 CSC Supp-FormsCost	0.00	16,034.44	16,034.44
Technology and Innovation (TI)	75,463.72	102,099.56	177,563.28
SC - Tech Investment and Exp Mngmt	8,032.49	5,854.27-	2,178.22
332071 CORP-ITS Admin	8,031.97	5,854.27-	2,177.70
332189 ITS-AWE Pass-Thru	0.52	0.00	0.52
SC - ITS-OLD	19,154.52	66,525.14	85,679.66
332073 CORP-ITS Operations	19,154.52	66,525.14	85,679.66
SC - CTIO Customer Enablement	9,236.92	33,338.69	42,575.61
332083 CORP-ITS-BAD-FSA	9,236.92	33,338.69	42,575.61
SC - CTIO Technology Enablement	39,039.79	8,090.00	47,129.79
332079 CORP-ITS-BAD-Middle	5,154.15	6,346.29	11,500.44
332080 CORP-ITS-BAD-Back	27,912.88	770.92	28,683.80
332081 CORP-ITS-BAD-Q&M	5,972.76	972.79	6,945.55
Supply Chain	12,342.29	950.42	13,292.71
SC-Supply Chain	12,342.29	950.42	13,292.71
332310 National Categories	5,251.57	300.92	5,552.49
332410 Supplier Diversity	853.75	67.91	921.66
332010 CORP-Spply Chain-Src	1,823.93	829.90	2,653.83
332110 Supply Chain Support	2,310.08	99.99-	2,210.09
332210 State Procurement	2,102.96	148.32-	1,954.64
Shared Governance & Service Fees	\$ 323,745.51	\$ 172,082.28	\$ 495,827.79
Corporate Security	2,758.26-	15,198.41	12,440.15
SC-Corporate Security	2,758.26-	15,198.41	12,440.15
332077 CORP-Security Ops	2,758.26-	15,198.41	12,440.15
Safety and Environmental Compliance	10,600.67	2,914.07	13,514.74
SC-Environmental Compliance	10,600.67	2,914.07	13,514.74
332166 Environmental Comp	10,600.67	2,914.07	13,514.74
Regulated Operations	45,965.38	11,372.17	57,337.55
SC - Regulated Ops - MWD	2,101.93	1,632.18	3,734.11

335205	CD - Admin & Gen	40.56	26.03	
336011	WD-Environmentl Mgmt	2,061.37	724.47	2,785.84
335212	CD - Rates	0.00	102.41	102.41
335214	CD - Engineering	0.00	19.83	19.83
SC - CORP-Regulated Operations		11,580.59	5,351.11	16,931.70
332026	CORP-Regulated Ops	11,580.59	5,351.11	16,931.70
SC - Regulated Ops - MAD		11.73	182.78	194.51
335312	MAD - Rates	9.49	21.33	30.82
335305	MAD - Admin & Generl	2.24	161.45	163.69
SC - Regulated Ops - NED		0.00	950.31	950.31
335405	NED - Admin & Gen	0.00	8.23	8.23
335412	NED - Rates	0.00	35.88	35.88
335414	NED - Engineering	0.00	906.20	906.20
SC - Operations Excellence		4,728.40	581.40	5,309.80
332044	Operation Excellence	4,728.40	581.40	5,309.80
SC - Regulated Ops - SE		27,542.73	2,674.39	30,217.12
336205	SE - Admin & Gen	27,542.73	2,182.22	29,724.95
336214	SE - Engineering	0.00	492.17	492.17
Facilities		1,813.92	28,203.75	30,017.67
SC-Facilities		1,813.92	28,203.75	30,017.67
337650	One Water St-Non Div	3.47	3,820.93	3,824.40
337640	One Water St - Div	3.80	2,022.95	2,026.75
337600	One Water Street	1,806.65	22,359.87	24,166.52
Health and Safety		3,876.42	565.30	4,441.72
SC-Health & Safety		3,876.42	565.30	4,441.72
332019	CORP-Operational Risk	3,876.42	565.30	4,441.72
Legal		52,196.43	10,948.63	63,145.06
SC-Legal		52,196.43	10,948.63	63,145.06
336215	SE - Legal	23,478.77	1,536.41	25,015.18
335315	MAD - Legal	27.92	128.51	156.43
335215	CD - Legal	230.33	302.00	532.33
332415	Corp Secretary-Legal	3,170.63	576.50	3,747.13
332315	Legal-Contracts&Comm	2,506.65	42.85	2,549.50
332215	Legal - Rates & Reg	6,431.48	2,155.14	8,586.62
332115	Legal-Ethics & Compl	5,055.12	1,664.63	6,719.75
332015	CORP-Legal	11,295.53	4,371.76	15,667.29
335415	NED - Legal	0.00	111.74	111.74
335815	MBB - Legal	0.00	59.09	59.09
Investor Relations		3,220.03	23,655.97	26,876.00
SC-Investor Relations		3,220.03	23,655.97	26,876.00
332037	CORP-Investr Relatn	3,220.03	23,655.97	26,876.00
Water Research and Dev		4,471.33	1,342.44	5,813.77
SC-Water Research & Dev		4,471.33	1,342.44	5,813.77
332066	CORP-Innov&Env Stwd	4,471.33	1,342.44	5,813.77
HR Comp and Benefits		12,821.87	10,259.15	23,081.02
SC-HR Comp & Benefits		12,821.87	10,259.15	23,081.02
332520	CORP-HTR HR Svc Adm	6.72	4,619.08	4,625.80
332014	CORP-Benefit Svc Ctr	6,864.97	3,499.40	10,364.37
332013	Core HR Admin&OrgMgt	3,971.62	799.08	4,770.70
332002	CORP-HR Comp/Benefit	1,978.56	1,341.59	3,320.15
Talent Mgmt and Org Effectiveness		11,898.32	3,686.42	15,584.74
SC-Talent Mgmt & Org Effectiveness		11,898.32	3,686.42	15,584.74
336518	Talent Acquisition	5,703.63	3,763.43	9,467.06
332082	CORP-Oper. Education	50.08	374.72	424.80
332003	CORP-HR Talent Dev	6,144.61	451.73-	5,692.88
HR Business Partners		28,562.79	5,538.72	34,101.51
SC-Human Resources Old		8,183.98	1,439.26	9,623.24
332058	CORP-HR Admin	6,896.69	858.06	7,754.75
332048	CORP-HR Hlth&Well	1,287.29	581.20	1,868.49
SC-HR Business Partners		20,378.81	4,099.46	24,478.27
336218	SE - Human Resources	0.00	629.88	629.88
332018	CORP-Human Resources	15,871.92	3,143.85	19,015.77
332006	CORP-Business Ctr HR	4,506.89	240.60	4,747.49
334018	CCA-Human Resources	0.00	102.63	102.63
335218	CD - Human Resources	0.00	17.50-	17.50-
Labor Relations		4,593.61	386.94	4,980.55

SC-Labor Relations		4,593.61	386.94	4,980.55
332004	CORP-HR Labor Relatn	4,593.61	386.94	4,980.55
Finance		128,127.76	10,962.53	139,090.29
SC-Treasury		10,221.18	512.33-	9,708.85
332519	CORP-HTRClaims Mgmt	1,684.55	128.82	1,813.37
332057	CORP-Treasury	1,892.07	935.00-	957.07
332575	CORP-PTP Cash Oper	3,461.78	111.88	3,573.66
332021	Treasury Admin	3,182.78	181.97	3,364.75
Strategic Integration		2,923.07	199.48	3,122.55
332517	CORP-Plan & Rptg	2,923.07	199.48	3,122.55
SC-Regulatory, Corp Tax, Finance Tech		2,831.60	63.41	2,895.01
332617	Reg, CorpTax, FinTec	2,831.60	63.41	2,895.01
Regulatory Services		27,163.42	2,098.13	29,261.55
332574	Regulatory Reporting	27,163.42	2,098.13	29,261.55
FSPDS		19,606.08	1,865.43	21,471.51
336207	SE - FP & A	18,535.14	1,538.23	20,073.37
335607	T&I Finance	104.73	2.13	106.86
335605	Corp FP&A - Admin	98.81	3.83	102.64
335307	MAD - F P & A	867.40	163.35	1,030.75
335207	CD - FP & A	0.00	149.34	149.34
335407	NED - F P & A	0.00	8.55	8.55
SC-Corporate Finance		5,704.32	155.94	5,860.26
337777	CORP-CFO	5,704.32	155.94	5,860.26
Budgeting & Internal Reporting (BIRS)		17,290.60	897.65	18,188.25
332017	CORP-ServCo FP&A	17,290.60	897.65	18,188.25
SC-Controller's Organization		42,387.49	6,194.82	48,582.31
332584	CORP-PTPAcct Payable	4,807.63	4,318.55-	489.08
332581	CORP-RTRPayroll Acct	6,362.14	2,921.62	9,283.76
332577	CORP-Util Plant Acct	1,239.88	67.20	1,307.08
332573	Ext Rprtng & Tech Ac	5,497.53	453.73	5,951.26
332571	CORP-PTP General Tax	19.36	138.83	158.19
332570	CORP-RTR Acctg & Rep	9,705.74	822.43	10,528.17
332047	CORP-Income Tax	10,130.57	6,375.40	16,505.97
332007	CORP-Finance	4,624.64	294.61-	4,330.03
333181	Accounts Payable-AWE	0.00	28.77	28.77
Engineering		6,636.84	1,692.05	8,328.89
SC-Asset Performance		2,240.10	1,490.31	3,730.41
332016	CORP-Arc Flash	2,240.10	1,490.31	3,730.41
SC-Asset Management		4,396.74	128.46	4,525.20
336551	CORP-COE-Tech Srvcs	1,900.70	38.69	1,939.39
336550	CORP-COE-Engineering	567.51	28.55	596.06
332065	CORP-Asset Mgmt	1,928.53	61.22	1,989.75
External Affairs and Public Policy		14,054.23	7,335.30	21,389.53
SC-Communication & Federal Affairs		14,039.80	7,293.40	21,333.20
332022	CORP-Govt Affairs	654.88	3,852.58	4,507.46
332085	CORP-External Comm	10,021.33	2,951.70	12,973.03
332086	CORP-Internal Comm	3,292.35	439.51	3,731.86
335225	CD - Externl Affairs	71.24	39.78	111.02
335325	MAD - Externl Affrs	0.00	9.83	9.83
SC-External Affairs & Public Policy		14.43	41.90	56.33
332050	CORP-EA & Pblc Plcy	14.43	41.90	56.33
Business Development		5,929.78	1,343.79	7,273.57
SC-Business Development		5,929.78	1,343.79	7,273.57
335220	CD - Business Dev	34.48	0.00	34.48
332020	CORP-Corp Bus Dev	5,895.30	1,343.79	7,239.09
Audit		10,109.46	1,112.17	11,221.63
SC-Audit		10,109.46	1,112.17	11,221.63
332061	CORP-ERM	3,849.52	112.13	3,961.65
332060	CORP-Audit	6,259.94	1,000.04	7,259.98
Administration - Corporate		18,375.07-	35,564.47	17,189.40
SC-Corporate Admin		18,375.07-	35,564.47	17,189.40
332595	CORPAdm-Depr-NDiv	333.00	1,315.14	1,648.14
332099	Cap of Admin	7,163.14	0.00	7,163.14
332098	CORP-Non-Depart Cost	568.54	31,140.74-	30,572.20-
332095	CORP-Admin	5,562.25	56,797.45	62,359.70

332090	Cap Admin Credits	47,077.62	777.62	777.62
332089	CORP-AWE Pass-Thru	4.00	51.11	55.11
332070	CORP-SharedBusSvcAdm	130.05	0.00	130.05
332001	CORP CEO & BOARD	14,941.57	6,674.32	21,615.89
332041	CORP-Legal BOD	0.00	1,867.19	1,867.19
Total O & M Billing		\$ 553,388.96	\$ 402,445.41	\$ 955,834.37
CAPEX				
B12-01-8011	- 10780110 - Eng Dist Clear	93,803.74	24,217.30	118,021.04
B12-01-8017	- 10780170 - T&I Indirect OH Clr	15,297.73	34,389.06	49,686.79
R12-02S1.22-P-0007-99	- CPS Update service company	2,104.53	4.25	2,108.78
T12-0112-P-1000	- Enterprise Mapcall	182.22	0.00	182.22
T12-0119-P-2000	- myWater v2 - Customer	97.10	0.00	97.10
T12-011R-P-1000	- e-Builder	0.00	42.40	42.40
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	90.44	785.24	694.80
T12-012F-P-1000	- Business HyperAutomation Program	0.00	19.81	19.81
T12-012H-P-1000	- Contract Management System	467.49	13,314.07	13,781.56
T12-012N-P-1000	- HR Case Management	63.61	0.00	63.61
T12-012P-P-1000	- MapCall Enh - 2022	203.15	0.00	203.15
T12-012S-P-1000	- New Service Inquiry (NSI) Process Auto	308.79	843.94	1,152.73
T12-012S-P-1001	- New Service Install Ph 1	3,828.02	2,469.28	6,297.30
T12-012Y-P-1000	- Qualtrics Integration-CX Insights	0.00	374.89	374.89
T12-0132-P-2000	- Enterprise MDM Platform v2	225.40	13.65	239.05
T12-013B-P-1000	- SAP Enhancements - MTC - 2022	0.28	1,196.67	1,196.39
T12-013B-P-2000	- SAP Enhancements - ERP - 2022	0.00	350.43	350.43
T12-013B-P-3000	- SAP Enhancements - EAM - 2022	0.00	134.94	134.94
T12-013B-P-4000	- SAP Enhancements - HTR - 2022	0.00	133.64	133.64
T12-013B-P-5000	- SAP Enhancements - Device - 2022	0.00	134.94	134.94
T12-013F-P-1000	- Work 1 View Enhancements - 2022	0.00	2,204.80	2,204.80
T12-013G-P-1000	- WQ Compliance Management System	368.14	12.35	380.49
T12-013G-P-1001	- Waterly Enhancements 2023	200.14	4,120.81	4,320.95
T12-013L-P-1000	- Ask HR	45.14	224.72	269.86
T12-013M-P-1000	- SAP Upgrade	573.64	976.41	1,550.05
T12-013M-P-3000	- NonProd Enterprise System Migration	0.00	1,814.51	1,814.51
T12-013N-P-1000	- PMO Tool	379.39	632.58	1,011.97
T12-013P-P-1000	- Paradox 2022	346.45	462.05	808.50
T12-013Q-P-0001	- PowerPlant Upgrade	901.53	11,088.20	11,989.73
T12-013R-P-0001	- Payment Assistance Portal	2,076.97	18,889.38	20,966.35
T12-013S-P-1000	- Analytics 2023	3,526.69	6,378.68	9,905.37
T12-013T-P-1000	- Enterprise GIS 2023	1,667.24	3,428.60	5,095.84
T12-013V-P-1000	- MyAccess Enhancements 2023	100.83	0.00	100.83
T12-013W-P-1000	- Passive Vulnerability Analysis 2023	12.06	1,574.28	1,562.22
T12-013X-P-1000	- Platform V2 Enhancements 2023	2,361.88	0.00	2,361.88
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	928.41	1,381.37	2,309.78
T12-013Z-P-1000	- SIEM Enhancements 2023	205.54	349.81	555.35
T12-014A-P-0001	- Meter Data Management System	775.77	7,399.77	8,175.54
T12-014A-P-0003	- MDMS: Release 2	9,683.87	27,960.63	18,276.76
T12-014B-P-1000	- Intelligent Automation 2023	316.80	8,961.65	9,278.45
T12-014C-P-1000	- Mapcall 2023	6,822.94	11,153.90	17,976.84
T12-014D-P-1000	- myWater V2 Enhancements 2023	2,895.46	19,970.19	22,865.65
T12-014E-P-1000	- SAP Enhancements - MTC 2023	1,057.66	3,536.79	4,594.45
T12-014E-P-2000	- SAP Enhancements - ERP 2023	16.06	370.17	386.23
T12-014E-P-3000	- SAP Enhancements - HTR 2023	32.13	135.71	167.84
T12-014E-P-4000	- SAP Enhancements - EAM 2023	86.60	1,038.65	1,125.25
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	113.98	1,138.32	1,252.30
T12-014F-P-1000	- SuccessFactors Optimization 2023	587.56	1,866.76	2,454.32
T12-014G-P-1000	- Work1 View 2023	1,345.09	9,604.22	10,949.31
T12-014I-P-1000	- Test Global Automation - Ph3	84.86	2,409.61	2,494.47
T12-014K-P-1000	- Enterprise Data Governance 2023	36.56	0.00	36.56
T12-014L-P-1000	- 3PL Implementation	528.37	1,290.12	1,818.49
T12-014M-P-1000	- Data Platform 2023	2,746.60	8,627.34	11,373.94
T12-014N-P-1000	- Alerts 1 View - Phase 4	31.39	2,693.76	2,662.37
T12-014O-P-1000	- Sample 1 View	25.01	2,608.06	2,633.07
T12-014Q-P-1000	- Meter Validation & Asset Creation	240.68	1,157.61	1,398.29
T12-0185-P-1000	- New Authentication Platform (Okta)	14.97	0.00	14.97
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	740.24	7,113.99	7,854.23

T12-0105-P-0001	- App Dynamics	0.00	KAW_R_AGDR2_NUM077_080425	36.52
T12-011Q-P-1000	- Nuance IVR Enhancements 2021	0.00	337.14	337.14
T12-014H-P-1000	- DSP Tool Enhancements 2023	0.00	267.67	267.67
Total Capex Billing		\$ 152,468.83	\$ 184,930.34	\$ 337,399.17
Total Service Company Billing - Current Month		\$ 705,857.79	\$ 587,375.75	\$ 1,293,233.54
Less: Payment - Prior estimated billing				- \$ 1,260,608.00
Net Amount Payable (Receivable) - Current month				\$ 32,625.54
Plus: Est. Current month billing				\$ 1,293,233.54
Total Due				\$ 1,325,859.08

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 06/2023

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 214,439.11	\$ 231,738.60	\$ 446,177.71
Central Lab	5,911.34	5,846.09	11,757.43
SC-Central Lab	5,911.34	5,846.09	11,757.43
334517 Central Lab	5,911.34	5,846.09	11,757.43
Customer Service Organization (CSO)	137,289.46	112,770.49	250,059.95
Customer Billing and Collections	38,716.54	1,500.99	40,217.53
334079 Billing & Collection	38,678.37	1,500.99	40,179.36
334071 CCA-Billing	38.17	0.00	38.17
Customer Care	51,337.60	7,990.14	59,327.74
337070 CCP-Call Handling	0.00	14.13	14.13
334078 Customer Care	51,307.79	7,838.57	59,146.36
334070 CCA-Call Handling	3.66	12.99	16.65
337073 CCP-Oper & Spprt	26.15	59.24	85.39
334073 CCA-Oper & Perform	0.00	65.21	65.21
SC-Customer Experience	19,375.33	5,644.90	25,020.23
332045 Customer Experience	19,375.33	5,021.42	24,396.75
334005 CCA-Administration	0.00	588.38	588.38
337005 CCP-Administration	0.00	35.10	35.10
SC-Customer Relations	27,859.99	779.24	28,639.23
335203 CORP-CR-Area2-MainBV	23,794.09	564.36	24,358.45
335303 CORP-CR-Area1-MainWB	4,065.90	214.88	4,280.78
SC-Customer Service Center Support	0.00	96,855.22	96,855.22
337079 CSC Supp-Other Cost	0.00	19,616.76	19,616.76
337076 CCP-Quality & Rprt	0.00	14,385.77	14,385.77
337077 CSC Supp-PostageCost	0.00	45,916.36	45,916.36
337078 CSC Supp-FormsCost	0.00	16,936.33	16,936.33
Technology and Innovation (TI)	56,799.80	112,341.01	169,140.81
SC - Tech Investment and Exp Mngmt	9,152.59	2,491.58	11,644.17
332071 CORP-ITS Admin	9,152.59	2,491.58	11,644.17
SC - ITS-OLD	6,804.97	57,771.26	64,576.23
332073 CORP-ITS Operations	6,804.97	57,735.07	64,540.04
332030 CORP-ITS Client Serv	0.00	36.19	36.19
SC - CTIO Customer Enablement	9,849.70	35,577.72	45,427.42
332083 CORP-ITS-BAD-FSA	9,849.70	35,577.72	45,427.42
SC - CTIO Technology Enablement	30,992.54	16,500.45	47,492.99
332079 CORP-ITS-BAD-Middle	4,830.80	11,737.58	16,568.38
332080 CORP-ITS-BAD-Back	17,616.98	3,910.41	21,527.39
332081 CORP-ITS-BAD-Q&M	8,544.76	852.46	9,397.22
Supply Chain	14,438.51	781.01	15,219.52
SC-Supply Chain	14,438.51	781.01	15,219.52
332310 National Categories	4,994.96	235.45	5,230.41
332410 Supplier Diversity	867.67	82.29	949.96
332010 CORP-Spply Chain-Src	3,558.66	287.70	3,846.36
332110 Supply Chain Support	2,728.90	58.78	2,787.68
332210 State Procurement	2,288.32	116.79	2,405.11
Shared Governance & Service Fees	\$ 545,731.08	\$ 160,599.99	\$ 706,331.07
Corporate Security	13,405.44	14,572.74	27,978.18
SC-Corporate Security	13,405.44	14,572.74	27,978.18
332077 CORP-Security Ops	13,405.44	14,572.74	27,978.18
Safety and Environmental Compliance	7,744.28	1,392.41	9,136.69
SC-Environmental Compliance	7,744.28	1,392.41	9,136.69
332166 Environmental Comp	7,744.28	1,392.41	9,136.69
Regulated Operations	68,993.11	5,750.64	74,743.75
SC - Regulated Ops - MWD	1,647.37	1,774.95	3,422.32
335205 CD - Admin & Gen	41.01	794.89	835.90

336011	WD-Environmentl Mgmt	1,606.36	51.34	51.34
335212	CD - Rates	0.00	30.45	30.45
335214	CD - Engineering	0.00	104.63	104.63
SC - CORP-Regulated Operations		28,402.08	1,438.31	29,840.39
332026	CORP-Regulated Ops	28,402.08	1,438.31	29,840.39
SC - Regulated Ops - MAD		13.18	205.68	218.86
335312	MAD - Rates	10.66	24.22	34.88
335305	MAD - Admin & Generl	2.52	181.46	183.98
SC - Regulated Ops - NED		0.00	0.53	0.53
335405	NED - Admin & Gen	0.00	18.92	18.92
335412	NED - Rates	0.00	43.04	43.04
335414	NED - Engineering	0.00	61.43-	61.43-
SC - Operations Excellence		8,924.07	712.28	9,636.35
332044	Operation Excellence	8,924.07	712.28	9,636.35
SC - Regulated Ops - SE		30,006.41	1,618.89	31,625.30
336205	SE - Admin & Gen	30,006.41	1,161.99	31,168.40
336214	SE - Engineering	0.00	456.90	456.90
Facilities		1,701.13	25,067.67	26,768.80
SC-Facilities		1,701.13	25,067.67	26,768.80
337650	One Water St-Non Div	3.47	3,806.44	3,809.91
337640	One Water St - Div	3.80	2,019.29	2,023.09
337600	One Water Street	1,693.86	19,241.94	20,935.80
Health and Safety		3,669.14	427.83	4,096.97
SC-Health & Safety		3,669.14	427.83	4,096.97
332019	CORP-Operationl Risk	3,669.14	427.83	4,096.97
Legal		87,551.16	9,474.36	97,025.52
SC-Legal		87,551.16	9,474.36	97,025.52
336215	SE - Legal	22,109.89	1,744.35	23,854.24
335315	MAD - Legal	24.74	100.49	125.23
335215	CD - Legal	210.16	267.65	477.81
332415	Corp Secretary-Legal	3,125.78	5,733.23	8,859.01
332315	Legal-Contracts&Comm	11,344.75	576.50	11,921.25
332215	Legal - Rates & Reg	8,589.93	1,212.25	9,802.18
332115	Legal-Ethics & Compl	12,762.56	783.44-	11,979.12
332015	CORP-Legal	29,383.35	485.32	29,868.67
335415	NED - Legal	0.00	72.94	72.94
335815	MBB - Legal	0.00	65.07	65.07
Investor Relations		3,760.85	2,027.06	5,787.91
SC-Investor Relations		3,760.85	2,027.06	5,787.91
332037	CORP-Investr Relatn	3,760.85	2,027.06	5,787.91
Water Research and Dev		4,569.65	420.94	4,990.59
SC-Water Research & Dev		4,569.65	420.94	4,990.59
332066	CORP-Innov&Env Stwd	4,569.65	420.94	4,990.59
HR Comp and Benefits		12,980.26	8,041.77	21,022.03
SC-HR Comp & Benefits		12,980.26	8,041.77	21,022.03
332520	CORP-HTR HR Svc Adm	0.00	2,005.43	2,005.43
332014	CORP-Benefit Svc Ctr	6,647.89	2,257.80	8,905.69
332013	Core HR Admin&OrgMgt	4,144.44	1,260.57	5,405.01
332002	CORP-HR Comp/Benefit	2,187.93	2,517.97	4,705.90
Talent Mgmt and Org Effectiveness		12,332.96	6,637.85	18,970.81
SC-Talent Mgmt & Org Effectiveness		12,332.96	6,637.85	18,970.81
336518	Talent Acquisition	5,873.55	6,374.36	12,247.91
332082	CORP-Oper. Education	55.02	328.37	383.39
332003	CORP-HR Talent Dev	6,404.39	64.88-	6,339.51
HR Business Partners		41,801.98	3,978.87	45,780.85
SC-Human Resources Old		14,661.33	1,806.75	16,468.08
332058	CORP-HR Admin	13,417.21	1,644.66	15,061.87
332048	CORP-HR Hlth&Well	1,244.12	162.09	1,406.21
SC-HR Business Partners		27,140.65	2,172.12	29,312.77
336218	SE - Human Resources	0.00	623.86	623.86
332018	CORP-Human Resources	22,351.03	1,194.80	23,545.83
332006	CORP-Business Ctr HR	4,789.62	352.58	5,142.20
335218	CD - Human Resources	0.00	0.88	0.88
Labor Relations		4,177.67	322.54	4,500.21
SC-Labor Relations		4,177.67	322.54	4,500.21

332004	CORP-HR Labor Relatn	4,177.67	196,807.86	196,807.86
Finance		173,422.34	23,385.52	196,807.86
SC-Treasury		10,778.29	3,805.55	14,583.84
332519	CORP-HTRClaims Mgmt	1,569.91	95.42	1,665.33
332057	CORP-Treasury	2,101.73	2,927.90	5,029.63
332575	CORP-PTP Cash Oper	3,208.26	574.78	3,783.04
332021	Treasury Admin	3,898.39	207.45	4,105.84
Strategic Integration		2,613.70	132.07	2,745.77
332517	CORP-Plan & Rptg	2,613.70	132.07	2,745.77
SC-Regulatory, Corp Tax, Finance Tech		6,522.85	58.20	6,581.05
332617	Reg, CorpTax, FinTec	6,522.85	58.20	6,581.05
Regulatory Services		32,245.32	1,880.27	34,125.59
332574	Regulatory Reporting	32,245.32	1,880.27	34,125.59
FSPDS		20,521.93	1,618.72	22,140.65
336207	SE - FP & A	19,115.35	1,404.79	20,520.14
335607	T&I Finance	104.69	2.52	107.21
335605	Corp FP&A - Admin	369.05	4.22	373.27
335307	MAD - F P & A	932.84	45.06	977.90
335207	CD - FP & A	0.00	152.02	152.02
335407	NED - F P & A	0.00	10.11	10.11
SC-Corporate Finance		20,172.35	261.02	20,433.37
337777	CORP-CFO	20,172.35	261.02	20,433.37
Budgeting & Internal Reporting (BIRS)		29,740.21	2,208.15	31,948.36
332017	CORP-ServCo FP&A	29,740.21	2,208.15	31,948.36
SC-Controller's Organization		50,827.69	13,421.54	64,249.23
332584	CORP-PTPAcct Payable	5,344.81	1,021.11	6,365.92
332581	CORP-RTRPayroll Acct	6,859.42	2,158.86	9,018.28
332577	CORP-Util Plant Acct	1,318.60	69.29	1,387.89
332573	Ext Rprtng & Tech Ac	5,073.34	916.89	5,990.23
332571	CORP-PTP General Tax	0.00	15.96	15.96
332570	CORP-RTR Acctg & Rep	12,549.88	825.38	13,375.26
332047	CORP-Income Tax	11,296.90	4,730.59	16,027.49
332007	CORP-Finance	8,384.74	3,683.46	12,068.20
Engineering		17,680.72	2,297.82	19,978.54
SC-Asset Performance		9,456.65	1,869.06	11,325.71
332016	CORP-Arc Flash	9,456.65	1,869.06	11,325.71
SC-Asset Management		8,224.07	272.25	8,496.32
336551	CORP-COE-Tech Svcs	3,165.78	40.53	3,206.31
336550	CORP-COE-Engineering	1,361.07	103.36	1,464.43
332065	CORP-Asset Mgmt	3,697.22	128.36	3,825.58
External Affairs and Public Policy		22,298.02	2,755.67	25,053.69
SC-Communication & Federal Affairs		22,312.45	2,779.59	25,092.04
332022	CORP-Govt Affairs	2,228.01	0.00	2,228.01
332085	CORP-External Comm	16,055.17	2,259.83	18,315.00
332086	CORP-Internal Comm	3,957.24	468.64	4,425.88
335225	CD - Externl Affairs	72.03	39.94	111.97
335325	MAD - Externl Affrs	0.00	11.18	11.18
SC-External Affairs & Public Policy		14.43-	23.92-	38.35-
332050	CORP-EA & Pblc Plcy	14.43-	23.92-	38.35-
Business Development		8,659.01	1,383.06	10,042.07
SC-Business Development		8,659.01	1,383.06	10,042.07
335220	CD - Business Dev	34.86	0.00	34.86
332020	CORP-Corp Bus Dev	8,624.15	1,383.06	10,007.21
Audit		11,326.11	3,753.92	15,080.03
SC-Audit		11,326.11	3,753.92	15,080.03
332061	CORP-ERM	2,680.07	1,818.17	4,498.24
332060	CORP-Audit	8,646.04	1,935.75	10,581.79
Administration - Corporate		49,657.25	48,909.32	98,566.57
SC-Corporate Admin		49,657.25	48,909.32	98,566.57
332595	CORPAdm-Depr-NDiv	334.43	1,308.01	1,642.44
332099	Cap of Admin	25,861.27	0.00	25,861.27
332098	CORP-Non-Depart Cost	57.32-	20,705.23-	20,762.55-
332095	CORP-Admin	2,487.59-	57,047.16	54,559.57
332090	Cap Admin Credits	86,666.62-	0.00	86,666.62-
332070	CORP-SharedBusSvcAdm	142.84	0.00	142.84
332041	CORP-Legal BOD	59,596.52	1,014.01	60,610.53

Total O & M Billing	\$ 760,170.19	\$ 392,338.59	Page 30 of 105	\$ 2,132,508.78
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CAPEX

B12-01-8011	- 10780110 - Eng Dist Clear	110,075.17	28,717.89	138,793.06
B12-01-8017	- 10780170 - T&I Indirect OH Clr	15,966.75	51,847.71	67,814.46
R12-02S1.22-P-0007-99	- CPS Update service company	753.72-	0.00	753.72-
T12-0112-P-1000	- Enterprise Mapcall	17.57	0.00	17.57
T12-0119-P-2000	- myWater v2 - Customer	65.92	2.50	68.42
T12-011R-P-1000	- e-Builder	0.00	27.84	27.84
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	55.25	1,375.24	1,430.49
T12-012H-P-1000	- Contract Management System	316.60	13,699.03	14,015.63
T12-012N-P-1000	- HR Case Management	47.09	0.00	47.09
T12-012R-P-1000	- myWater v2 Enh - 2022	6.78	0.00	6.78
T12-012S-P-1000	- New Service Inquiry (NSI) Process Auto	274.50	541.37	815.87
T12-012S-P-1001	- New Service Install Ph 1	4,507.54	19,647.73	24,155.27
T12-0132-P-2000	- Enterprise MDM Platform v2	91.46	0.00	91.46
T12-013B-P-1000	- SAP Enhancements - MTC - 2022	0.00	169.60-	169.60-
T12-013G-P-1000	- WQ Compliance Management System	178.68	6.93	185.61
T12-013G-P-1001	- Waterly Enhancements 2023	398.66	1,195.87	1,594.53
T12-013L-P-1000	- Ask HR	15.02	157.98	173.00
T12-013M-P-1000	- SAP Upgrade	43.29	0.00	43.29
T12-013N-P-1000	- PMO Tool	1.01	7,655.39-	7,654.38-
T12-013P-P-1000	- Paradox 2022	202.77	661.97	864.74
T12-013Q-P-0001	- PowerPlant Upgrade	920.97	17,787.78	18,708.75
T12-013R-P-0001	- Payment Assistance Portal	898.06	4,098.13	4,996.19
T12-013S-P-1000	- Analytics 2023	2,688.04	2,163.34	4,851.38
T12-013T-P-1000	- Enterprise GIS 2023	1,429.05	3,214.48	4,643.53
T12-013V-P-1000	- MyAccess Enhancements 2023	25.04	106.98	132.02
T12-013W-P-1000	- Passive Vulnerability Analysis 2023	46.37	0.00	46.37
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	1,938.68	12,598.72	14,537.40
T12-013Z-P-1000	- SIEM Enhancements 2023	42.98	1,656.82	1,699.80
T12-014A-P-0001	- Meter Data Management System	323.37	3,439.50	3,762.87
T12-014A-P-0003	- MDMS: Release 2	8,228.89	72,547.80	80,776.69
T12-014B-P-1000	- Intelligent Automation 2023	512.31	9,357.94	9,870.25
T12-014C-P-1000	- Mapcall 2023	4,965.67	13,286.89	18,252.56
T12-014D-P-1000	- myWater V2 Enhancements 2023	2,106.01	17,323.60	19,429.61
T12-014E-P-1000	- SAP Enhancements - MTC 2023	745.25	1,669.63	2,414.88
T12-014E-P-2000	- SAP Enhancements - ERP 2023	1.46	508.80	510.26
T12-014E-P-3000	- SAP Enhancements - HTR 2023	11.17-	784.40	773.23
T12-014E-P-4000	- SAP Enhancements - EAM 2023	13.19-	424.00	410.81
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	64.05	890.40	954.45
T12-014F-P-1000	- SuccessFactors Optimization 2023	426.39	8,527.71	8,954.10
T12-014G-P-1000	- Work1 View 2023	1,392.83	8,987.81	10,380.64
T12-014I-P-1000	- Test Global Automation - Ph3	64.52	1,148.66	1,213.18
T12-014L-P-1000	- 3PL Implementation	542.88	6,261.34	6,804.22
T12-014M-P-1000	- Data Platform 2023	2,357.76	6,707.18	9,064.94
T12-014N-P-1000	- Alerts 1 View - Phase 4	168.85	2,213.71	2,382.56
T12-014O-P-1000	- Sample 1 View	349.24	1,583.94	1,933.18
T12-014Q-P-1000	- Meter Validation & Asset Creation	369.62	1,415.56	1,785.18
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	473.28	1,041.29	1,514.57
T12-013I-P-1000	- Treasury Cash Ops Automation	0.00	63.60-	63.60-
T12-014H-P-1000	- DSP Tool Enhancements 2023	0.00	265.67	265.67
Total Capex Billing		\$ 162,567.55	\$ 310,005.55	\$ 472,573.10
Total Service Company Billing - Current Month		\$ 922,737.74	\$ 702,344.14	\$ 1,625,081.88
Less: Payment - Prior estimated billing				- \$ 1,293,233.54
Net Amount Payable (Receivable) - Current month				\$ 331,848.34
Plus: Est. Current month billing				\$ 1,625,081.88
Total Due				\$ 1,956,930.22

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 07/2023

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 196,662.46	\$ 244,011.02	\$ 440,673.48
Central Lab	6,518.07	3,295.95	9,814.02
SC-Central Lab	6,518.07	3,295.95	9,814.02
334517 Central Lab	6,518.07	3,295.95	9,814.02
Customer Service Organization (CSO)	128,320.17	131,764.89	260,085.06
Customer Billing and Collections	31,997.43	1,661.37	33,658.80
334079 Billing & Collection	32,014.56	1,661.37	33,675.93
334071 CCA-Billing	17.13-	0.00	17.13-
Customer Care	52,496.49	8,144.72	60,641.21
337073 CCP-Oper & Spprt	27.87	65.90	93.77
337070 CCP-Call Handling	22.27-	66.45-	88.72-
334078 Customer Care	52,556.09	8,019.65	60,575.74
334070 CCA-Call Handling	65.20-	70.52	5.32
334073 CCA-Oper & Perform	0.00	55.10	55.10
SC-Customer Experience	16,839.77	5,310.29	22,150.06
332045 Customer Experience	16,839.77	4,746.60	21,586.37
334005 CCA-Administration	0.00	580.16	580.16
334077 CCA-Rate Implement	0.00	4.96	4.96
337005 CCP-Administration	0.00	21.43-	21.43-
SC-Customer Relations	26,986.48	577.42	27,563.90
335203 CORP-CR-Area2-MainBV	22,470.01	288.77	22,758.78
335303 CORP-CR-Area1-MainWB	4,516.47	288.65	4,805.12
SC-Customer Service Center Support	0.00	116,071.09	116,071.09
337079 CSC Supp-Other Cost	0.00	29,159.24	29,159.24
337076 CCP-Quality & Rprtng	0.00	14,401.65	14,401.65
337077 CSC Supp-PostageCost	0.00	54,245.86	54,245.86
337078 CSC Supp-FormsCost	0.00	18,264.34	18,264.34
Technology and Innovation (TI)	49,314.52	108,039.75	157,354.27
SC - Tech Investment and Exp Mngmt	6,594.59	8,681.64-	2,087.05-
332189 ITS-AWE Pass-Thru	0.00	18,264.34	18,264.34
332071 CORP-ITS Admin	6,594.59	8,681.64-	2,087.05-
SC - ITS-OLD	9,401.61	78,128.40	87,530.01
332073 CORP-ITS Operations	9,401.61	78,164.59	87,566.20
332030 CORP-ITS Client Serv	0.00	36.19-	36.19-
SC - CTIO Customer Enablement	4,351.33	29,350.50	33,701.83
332083 CORP-ITS-BAD-FSA	4,351.33	29,350.50	33,701.83
SC - CTIO Technology Enablement	28,966.99	9,242.49	38,209.48
332079 CORP-ITS-BAD-Middle	4,951.98	6,306.52	11,258.50
332080 CORP-ITS-BAD-Back	17,724.13	2,109.24	19,833.37
332081 CORP-ITS-BAD-Q&M	6,290.88	826.73	7,117.61
Supply Chain	12,509.70	910.43	13,420.13
SC-Supply Chain	12,509.70	910.43	13,420.13
332010 CORP-Spply Chain-Src	1,560.09	328.27	1,888.36
332110 Supply Chain Support	2,784.37	75.80	2,860.17
332210 State Procurement	1,951.69	241.05	2,192.74
332310 National Categories	4,217.14	126.19	4,343.33
332410 Supplier Diversity	855.78	139.12	994.90
332610 CORP-Fleet	1,140.63	0.00	1,140.63
Shared Governance & Service Fees	\$ 318,306.80	\$ 165,927.66	\$ 484,234.46
Corporate Security	13,429.31	12,090.61	25,519.92
SC-Corporate Security	13,429.31	12,090.61	25,519.92
332077 CORP-Security Ops	13,429.31	12,090.61	25,519.92
Safety and Environmental Compliance	5,896.78	577.35	6,474.13
SC-Environmental Compliance	5,896.78	577.35	6,474.13
332166 Environmental Comp	5,896.78	577.35	6,474.13

Regulated Operations		53,374.27	KAW_R_AGDR2_NUM077_080425	75.20
SC - Regulated Ops - MWD		1,958.49	1,752.82	3,711.31
336011	WD-Environmentl Mgmt	1,914.65	741.79	2,656.44
335205	CD - Admin & Gen	43.84	869.42	913.26
335212	CD - Rates	0.00	99.56	99.56
335214	CD - Engineering	0.00	42.05	42.05
SC - CORP-Regulated Operations		20,941.26	3,759.11	24,700.37
332026	CORP-Regulated Ops	20,941.26	3,759.11	24,700.37
SC - Regulated Ops - MAD		14.55	250.83	265.38
335312	MAD - Rates	11.77	52.04	63.81
335305	MAD - Admin & Generl	2.78	198.79	201.57
SC - Regulated Ops - NED		0.00	121.06	121.06
335405	NED - Admin & Gen	0.00	10.81	10.81
335412	NED - Rates	0.00	19.13-	19.13-
335414	NED - Engineering	0.00	129.38	129.38
SC - Operations Excellence		4,615.33	596.65	5,211.98
332044	Operation Excellence	4,615.33	596.65	5,211.98
SC - Regulated Ops - SE		25,844.64	1,620.46	27,465.10
336205	SE - Admin & Gen	25,844.64	1,072.95	26,917.59
336214	SE - Engineering	0.00	547.51	547.51
Facilities		1,765.42	25,046.86	26,812.28
SC-Facilities		1,765.42	25,046.86	26,812.28
337650	One Water St-Non Div	3.47	3,791.91	3,795.38
337640	One Water St - Div	3.80	2,052.93	2,056.73
337600	One Water Street	1,758.15	19,202.02	20,960.17
Health and Safety		3,225.71	396.86	3,622.57
SC-Health & Safety		3,225.71	396.86	3,622.57
332019	CORP-Operatioln Risk	3,225.71	396.86	3,622.57
Legal		44,276.33	10,498.76	54,775.09
SC-Legal		44,276.33	10,498.76	54,775.09
336215	SE - Legal	20,173.74	916.61	21,090.35
335315	MAD - Legal	27.31	244.14	271.45
335215	CD - Legal	171.84	329.88	501.72
332415	Corp Secretary-Legal	2,455.98	6,303.80	8,759.78
332315	Legal-Contracts&Comm	1,001.84	250.87-	750.97
332215	Legal - Rates & Reg	4,913.06	1,275.21	6,188.27
332115	Legal-Ethics & Compl	4,819.23	324.41	5,143.64
332015	CORP-Legal	10,713.33	1,214.60	11,927.93
335415	NED - Legal	0.00	82.19	82.19
335815	MBB - Legal	0.00	58.79	58.79
Investor Relations		3,049.81	3,471.58	6,521.39
SC-Investor Relations		3,049.81	3,471.58	6,521.39
332037	CORP-Investr Relatn	3,049.81	3,471.58	6,521.39
Water Research and Dev		4,136.90	967.28-	3,169.62
SC-Water Research & Dev		4,136.90	967.28-	3,169.62
332066	CORP-Innov&Env Stwd	4,136.90	967.28-	3,169.62
HR Comp and Benefits		12,030.87	6,419.16	18,450.03
SC-HR Comp & Benefits		12,030.87	6,419.16	18,450.03
332520	CORP-HTR HR Svc Adm	0.00	2,077.74	2,077.74
332014	CORP-Benefit Svc Ctr	6,523.95	4,171.93	10,695.88
332013	Core HR Admin&OrgMgt	3,683.24	963.59	4,646.83
332002	CORP-HR Comp/Benefit	1,823.68	794.10-	1,029.58
Talent Mgmt and Org Effectiveness		11,192.69	679.54	11,872.23
SC-Talent Mgmt & Org Effectiveness		11,192.69	679.54	11,872.23
336518	Talent Acquisition	5,500.65	1,451.71-	4,048.94
332606	CORP-Oper Training	5.39	0.00	5.39
332082	CORP-Oper. Education	49.96	307.68	357.64
332003	CORP-HR Talent Dev	5,636.69	1,823.57	7,460.26
HR Business Partners		38,272.42	13,705.97	51,978.39
SC-Human Resources Old		7,342.79	3,298.35	10,641.14
332058	CORP-HR Admin	6,088.44	3,078.83	9,167.27
332048	CORP-HR Hlth&Well	1,254.35	219.52	1,473.87
SC-HR Business Partners		30,929.63	10,407.62	41,337.25
336218	SE - Human Resources	0.00	24.53	24.53
332018	CORP-Human Resources	26,502.68	10,214.41	36,717.09

332006	CORP-Business Ctr HR	4,426.95	95.01	95.01
335218	CD - Human Resources	0.00	0.62	0.62
Labor Relations		3,667.48	243.29	3,910.77
SC-Labor Relations		3,667.48	243.29	3,910.77
332004	CORP-HR Labor Relatn	3,667.48	243.29	3,910.77
Finance		118,669.01	13,613.87	132,282.88
SC-Treasury		10,453.60	5,286.55	15,740.15
332575	CORP-PTP Cash Oper	3,156.81	153.03	3,309.84
332519	CORP-HTRClaims Mgmnt	1,520.59	67.93	1,588.52
332057	CORP-Treasury	1,551.56	4,870.95	6,422.51
332021	Treasury Admin	4,224.64	194.64	4,419.28
Strategic Integration		2,420.81	212.66	2,633.47
332517	CORP-Plan & Rptg	2,420.81	212.66	2,633.47
SC-Regulatory, Corp Tax, Finance Tech		2,712.74	185.80	2,898.54
332617	Reg, CorpTax, FinTec	2,712.74	185.80	2,898.54
Regulatory Services		24,471.98	2,467.35	26,939.33
332574	Regulatory Reporting	24,471.98	2,467.35	26,939.33
FSPDS		20,857.31	1,804.54	22,661.85
336207	SE - FP & A	19,573.00	1,495.60	21,068.60
335607	T&I Finance	104.73	2.94-	101.79
335605	Corp FP&A - Admin	359.09	3.81	362.90
335307	MAD - F P & A	820.49	111.24	931.73
335207	CD - FP & A	0.00	201.97	201.97
335407	NED - F P & A	0.00	5.14-	5.14-
SC-Corporate Finance		5,231.25	260.35	5,491.60
337777	CORP-CFO	5,231.25	260.35	5,491.60
Budgeting & Internal Reporting (BIRS)		12,612.73	774.54	13,387.27
332017	CORP-ServCo FP&A	12,612.73	774.54	13,387.27
SC-Controller's Organization		39,908.59	2,622.08	42,530.67
332584	CORP-PTPAcct Payable	4,616.62	2,522.47-	2,094.15
332581	CORP-RTRPayroll Acct	5,872.23	1,729.71	7,601.94
332577	CORP-Util Plant Acct	1,224.57	77.86	1,302.43
332573	Ext Rprtng & Tech Ac	4,779.76	257.52	5,037.28
332571	CORP-PTP General Tax	1.00	174.55-	173.55-
332570	CORP-RTR Acctg & Rep	9,487.34	767.78	10,255.12
332047	CORP-Income Tax	9,564.89	3,705.43	13,270.32
332007	CORP-Finance	4,362.18	1,219.20-	3,142.98
Engineering		5,629.68	1,393.08	7,022.76
SC-Asset Performance		556.22	1,361.48	1,917.70
332016	CORP-Arc Flash	556.22	1,361.48	1,917.70
SC-Asset Management		5,073.46	32.20	5,105.66
336551	CORP-COE-Tech Srvcs	2,591.33	160.15	2,751.48
336550	CORP-COE-Engineering	574.62	41.89	616.51
332065	CORP-Asset Mgmnt	1,907.51	169.84-	1,737.67
External Affairs and Public Policy		14,750.22	4,218.79	18,969.01
SC-Communication & Federal Affairs		14,750.22	4,112.86	18,863.08
332022	CORP-Govt Affairs	2,045.06	0.00	2,045.06
332085	CORP-External Comm	9,959.70	3,229.35	13,189.05
332086	CORP-Internal Comm	2,668.47	752.94	3,421.41
335225	CD - Externl Affairs	76.99	96.48	173.47
335325	MAD - Externl Affrs	0.00	34.09	34.09
SC-External Affairs & Public Policy		0.00	105.93	105.93
332050	CORP-EA & Pblc Plcy	0.00	105.93	105.93
Business Development		6,544.00	497.22	7,041.22
SC-Business Development		6,544.00	497.22	7,041.22
335220	CD - Business Dev	37.27	0.00	37.27
332020	CORP-Corp Bus Dev	6,506.73	497.22	7,003.95
Audit		7,752.49	1,302.92	9,055.41
SC-Audit		7,752.49	1,302.92	9,055.41
332061	CORP-ERM	1,718.15	444.51	2,162.66
332060	CORP-Audit	6,034.34	858.41	6,892.75
Administration - Corporate		29,356.59-	64,638.15	35,281.56
SC-Corporate Admin		29,356.59-	64,638.15	35,281.56
332595	CORPAdm-Depr-NDiv	335.22	1,298.30	1,633.52
332099	Cap of Admin	7,471.29	0.00	7,471.29

332098	CORP-Non-Depart Cost	291.56	222.13	
332095	CORP-Admin	2,023.25	50,062.54	52,085.79
332090	Cap Admin Credits	48,658.79	0.00	48,658.79
332089	CORP-AWE Pass-Thru	0.00	33.60	33.60
332070	CORP-SharedBusSvcAdm	129.71	0.00	129.71
332041	CORP-Legal BOD	0.00	12,758.12	12,758.12
332001	CORP CEO & BOARD	9,051.17	10,199.28	19,250.45

Total O & M Billing		\$ 514,969.26	\$ 409,938.68	\$ 924,907.94
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CAPEX				
B12-01-8011	- 10780110 - Eng Dist Clear	87,846.35	30,107.62	117,953.97
B12-01-8017	- 10780170 - T&I Indirect OH Clr	12,706.53	28,384.00	41,090.53
T12-0112-P-1000	- Enterprise Mapcall	2.51	0.00	2.51
T12-0119-P-2000	- myWater v2 - Customer	9.25	0.00	9.25
T12-011R-P-1000	- e-Builder	0.00	70.24	70.24
T12-011T-P-1000	- Application Architecture Upgrade 2021	0.00	2,920.94	2,920.94
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	42.23	2,394.44	2,436.67
T12-012E-P-1000	- Business Analytics Program	0.00	6.79	6.79
T12-012H-P-1000	- Contract Management System	441.65	876.75	1,318.40
T12-012J-P-1000	- Data Analytics Platform	46.45	0.00	46.45
T12-012N-P-1000	- HR Case Management	35.16	0.00	35.16
T12-012P-P-1000	- MapCall Enh - 2022	0.00	30.89	30.89
T12-012R-P-1000	- myWater v2 Enh - 2022	35.24	0.00	35.24
T12-012S-P-1000	- New Service Inquiry (NSI) Process Auto	193.40	35.20	228.60
T12-012S-P-1001	- New Service Install Ph 1	3,279.01	14,625.65	17,904.66
T12-0132-P-2000	- Enterprise MDM Platform v2	354.09	14.69	368.78
T12-013B-P-1000	- SAP Enhancements - MTC - 2022	35.80	1.35	37.15
T12-013G-P-1000	- WQ Compliance Management System	196.23	7.45	203.68
T12-013G-P-1001	- Waterly Enhancements 2023	225.84	994.91	1,220.75
T12-013L-P-1000	- Ask HR	0.01	282.34	282.35
T12-013M-P-1000	- SAP Upgrade	0.00	443.57	443.57
T12-013N-P-1000	- PMO Tool	8.96	0.00	8.96
T12-013P-P-1000	- Paradox 2022	35.05	379.17	414.22
T12-013Q-P-0001	- PowerPlant Upgrade	1,418.58	17,819.15	19,237.73
T12-013R-P-0001	- Payment Assistance Portal	203.36	1,821.68	2,025.04
T12-013R-P-0002	- Integration for Discount Rates	564.18	595.55	1,159.73
T12-013S-P-1000	- Analytics 2023	3,350.34	13,401.32	16,751.66
T12-013T-P-1000	- Enterprise GIS 2023	1,081.97	3,962.54	5,044.51
T12-013V-P-1000	- MyAccess Enhancements 2023	17.92	106.98	124.90
T12-013W-P-1000	- Passive Vulnerability Analysis 2023	8.51	0.00	8.51
T12-013X-P-1000	- Platform V2 Enhancements 2023	1,193.40	741.58	1,934.98
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	1,487.16	21,781.78	23,268.94
T12-013Z-P-1000	- SIEM Enhancements 2023	178.51	1,188.83	1,367.34
T12-014A-P-0001	- Meter Data Management System	271.42	2,172.18	2,443.60
T12-014A-P-0003	- MDMS: Release 2	8,052.29	19,532.02	27,584.31
T12-014B-P-1000	- Intelligent Automation 2023	507.09	9,408.90	9,915.99
T12-014C-P-1000	- Mapcall 2023	4,694.36	18,138.49	22,832.85
T12-014D-P-1000	- myWater V2 Enhancements 2023	3,826.87	15,390.51	19,217.38
T12-014E-P-1000	- SAP Enhancements - MTC 2023	765.46	959.38	1,724.84
T12-014E-P-2000	- SAP Enhancements - ERP 2023	63.35	16.64	79.99
T12-014E-P-3000	- SAP Enhancements - HTR 2023	0.00	20.80	20.80
T12-014E-P-4000	- SAP Enhancements - EAM 2023	11.17	177.67	166.50
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	84.76	102.27	187.03
T12-014F-P-1000	- SuccessFactors Optimization 2023	550.59	2,753.78	3,304.37
T12-014G-P-1000	- Workl View 2023	1,096.80	8,082.16	9,178.96
T12-014I-P-1000	- Test Global Automation - Ph3	16.01	2,085.49	2,101.50
T12-014L-P-1000	- 3PL Implementation	1,251.01	11,891.36	13,142.37
T12-014M-P-1000	- Data Platform 2023	1,693.88	5,875.12	7,569.00
T12-014N-P-1000	- Alerts 1 View - Phase 4	127.79	1,700.42	1,828.21
T12-014O-P-1000	- Sample 1 View	119.98	3,273.12	3,393.10
T12-014Q-P-1000	- Meter Validation & Asset Creation	6.46	1,679.41	1,672.95
T12-0185-P-1000	- New Authentication Platform (Okta)	68.80	0.00	68.80
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	697.98	2,043.80	2,741.78
T12-014H-P-1000	- DSP Tool Enhancements 2023	0.00	226.64	226.64

Total Capex Billing		\$ 138,658.92	\$ 247,251.11	\$ 385,910.03
Total Service Company Billing - Current Month		\$ 653,628.18	\$ 657,189.79	\$ 1,310,817.97

Less: Payment - Prior estimated billing

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Net Amount Payable (Receivable) - Current month

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\$ 314,263.91

Plus: Est. Current month billing

\$ 1,310,817.97

Total Due

\$ 996,554.06

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 08/2023

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 213,254.13	\$ 233,290.91	\$ 446,545.04
Central Lab	4,149.37	1,767.00	5,916.37
SC-Central Lab	4,149.37	1,767.00	5,916.37
334517 Central Lab	4,149.37	1,767.00	5,916.37
Customer Service Organization (CSO)	137,613.65	137,916.51	275,530.16
Customer Billing and Collections	38,382.71	1,469.45	39,852.16
334079 Billing & Collection	38,397.18	1,469.45	39,866.63
334071 CCA-Billing	14.47-	0.00	14.47-
Customer Care	54,551.73	8,693.17	63,244.90
337073 CCP-Oper & Spprt	27.83	31.35	59.18
337070 CCP-Call Handling	13.59	1.86	15.45
334078 Customer Care	54,506.02	8,677.74	63,183.76
334070 CCA-Call Handling	4.29	51.22-	46.93-
334073 CCA-Oper & Perform	0.00	33.44	33.44
SC-Customer Experience	17,141.36	6,557.89	23,699.25
332045 Customer Experience	17,139.09	5,557.43	22,696.52
334005 CCA-Administration	2.27	998.29	1,000.56
334077 CCA-Rate Implement	0.00	2.17	2.17
SC-Customer Relations	27,537.85	760.65	28,298.50
335203 CORP-CR-Area2-MainBV	23,979.63	519.61	24,499.24
335303 CORP-CR-Area1-MainWB	3,558.22	241.04	3,799.26
SC-Customer Service Center Support	0.00	120,435.35	120,435.35
337079 CSC Supp-Other Cost	0.00	29,886.75	29,886.75
337076 CCP-Quality & Rprt	0.00	15,390.66	15,390.66
337077 CSC Supp-PostageCost	0.00	52,396.50	52,396.50
337078 CSC Supp-FormsCost	0.00	22,761.44	22,761.44
Technology and Innovation (TI)	57,527.33	92,085.99	149,613.32
SC - Tech Investment and Exp Mngmt	5,705.76	1,785.51	7,491.27
332189 ITS-AWE Pass-Thru	0.00	22,761.44	22,761.44
332071 CORP-ITS Admin	5,705.76	1,785.51	7,491.27
SC - ITS-OLD	11,894.51	48,874.01	60,768.52
332073 CORP-ITS Operations	11,894.51	48,813.38	60,707.89
332030 CORP-ITS Client Serv	0.00	60.63	60.63
SC - CTIO Customer Enablement	9,152.01	30,639.86	39,791.87
332083 CORP-ITS-BAD-FSA	9,152.01	30,639.86	39,791.87
SC - CTIO Technology Enablement	30,775.05	10,786.61	41,561.66
332079 CORP-ITS-BAD-Middle	5,423.88	9,033.88	14,457.76
332080 CORP-ITS-BAD-Back	19,430.21	676.49	20,106.70
332081 CORP-ITS-BAD-Q&M	5,920.96	1,076.24	6,997.20
Supply Chain	13,963.78	1,521.41	15,485.19
SC-Supply Chain	13,963.78	1,521.41	15,485.19
332010 CORP-Sply Chain-Src	1,779.58	758.48	2,538.06
332110 Supply Chain Support	2,595.15	146.72	2,741.87
332210 State Procurement	2,069.57	293.22	2,362.79
332310 National Categories	4,824.11	116.71	4,940.82
332410 Supplier Diversity	879.52	205.52	1,085.04
332610 CORP-Fleet	1,815.85	0.76	1,816.61
Shared Governance & Service Fees	\$ 348,604.52	\$ 190,327.77	\$ 538,932.29
Corporate Security	13,805.76	25,009.56	38,815.32
SC-Corporate Security	13,805.76	25,009.56	38,815.32
332077 CORP-Security Ops	13,805.76	25,009.56	38,815.32
Safety and Environmental Compliance	6,323.69	1,357.72	7,681.41
SC-Environmental Compliance	6,323.69	1,357.72	7,681.41
332166 Environmental Comp	6,323.69	1,357.72	7,681.41
Regulated Operations	46,690.18	5,716.52	52,406.70

SC - Regulated Ops - MWD		2,421.00	KAW_R_AGDR2_NUM077_080425	2,899.35
336011	WD-Environmentl Mgmt	2,374.92	843.59	3,218.51
335205	CD - Admin & Gen	46.08	888.19	934.27
335212	CD - Rates	0.00	83.58	83.58
335214	CD - Engineering	0.00	52.99	52.99
SC - CORP-Regulated Operations		11,333.68	77.22	11,410.90
332026	CORP-Regulated Ops	11,333.68	77.22	11,410.90
SC - Regulated Ops - MAD		11.50	180.06	191.56
335312	MAD - Rates	9.30	22.20	31.50
335305	MAD - Admin & Generl	2.20	157.86	160.06
SC - Regulated Ops - NED		0.00	55.27	55.27
335405	NED - Admin & Gen	0.00	7.78	7.78
335412	NED - Rates	0.00	5.61	5.61
335414	NED - Engineering	0.00	41.88	41.88
SC - Operations Excellence		5,469.68	1,237.44	6,707.12
332044	Operation Excellence	5,469.68	1,237.44	6,707.12
SC - Regulated Ops - SE		27,454.32	2,298.18	29,752.50
336205	SE - Admin & Gen	27,454.32	1,818.93	29,273.25
336214	SE - Engineering	0.00	479.25	479.25
Facilities		1,830.20	26,319.66	28,149.86
SC-Facilities		1,830.20	26,319.66	28,149.86
337650	One Water St-Non Div	3.47	3,777.56	3,781.03
337640	One Water St - Div	3.80	2,037.61	2,041.41
337600	One Water Street	1,822.93	20,504.49	22,327.42
Health and Safety		3,630.03	896.62	4,526.65
SC-Health & Safety		3,630.03	896.62	4,526.65
332019	CORP-Operationl Risk	3,630.03	896.62	4,526.65
Legal		49,325.83	7,345.67	56,671.50
SC-Legal		49,325.83	7,345.67	56,671.50
336215	SE - Legal	23,017.57	1,325.04	24,342.61
335315	MAD - Legal	21.58	128.08	149.66
335215	CD - Legal	256.18	301.75	557.93
332415	Corp Secretary-Legal	2,655.19	487.22	3,142.41
332315	Legal-Contracts&Comm	1,158.90	438.50	1,597.40
332215	Legal - Rates & Reg	6,006.28	1,070.26	7,076.54
332115	Legal-Ethics & Compl	4,566.86	1,327.72	5,894.58
332015	CORP-Legal	11,643.27	2,145.90	13,789.17
335415	NED - Legal	0.00	59.15	59.15
335815	MBB - Legal	0.00	62.05	62.05
Investor Relations		3,303.42	916.46	4,219.88
SC-Investor Relations		3,303.42	916.46	4,219.88
332037	CORP-Investr Relatn	3,303.42	916.46	4,219.88
Water Research and Dev		4,623.83	398.46	5,022.29
SC-Water Research & Dev		4,623.83	398.46	5,022.29
332066	CORP-Innov&Env Stwd	4,623.83	398.46	5,022.29
HR Comp and Benefits		12,932.38	9,013.23	21,945.61
SC-HR Comp & Benefits		12,932.38	9,013.23	21,945.61
332520	CORP-HTR HR Svc Adm	0.00	3,050.13	3,050.13
332014	CORP-Benefit Svc Ctr	7,055.08	2,989.83	10,044.91
332013	Core HR Admin&OrgMgt	3,977.99	775.58	4,753.57
332002	CORP-HR Comp/Benefit	1,899.31	2,197.69	4,097.00
Talent Mgmt and Org Effectiveness		10,433.63	2,796.23	13,229.86
SC-Talent Mgmt & Org Effectiveness		10,433.63	2,796.23	13,229.86
336518	Talent Acquisition	5,286.33	1,242.08	6,528.41
332082	CORP-Oper. Education	52.17	321.67	373.84
332003	CORP-HR Talent Dev	5,095.13	1,232.48	6,327.61
HR Business Partners		28,789.74	4,296.47	33,086.21
SC-Human Resources Old		7,804.96	860.37	8,665.33
332058	CORP-HR Admin	6,492.18	832.36	7,324.54
332048	CORP-HR Hlth&Well	1,312.78	28.01	1,340.79
SC-HR Business Partners		20,984.78	3,436.10	24,420.88
336218	SE - Human Resources	0.00	628.05	628.05
332018	CORP-Human Resources	16,221.49	2,582.48	18,803.97
332006	CORP-Business Ctr HR	4,763.29	222.41	4,985.70
334018	CCA-Human Resources	0.00	2.44	2.44
335218	CD - Human Resources	0.00	0.72	0.72

Labor Relations		4,295.09	KAW R AGDR2	2,581.03
SC-Labor Relations		4,295.09	285.94	4,581.03
332004	CORP-HR Labor Relatn	4,295.09	285.94	4,581.03
Finance		134,441.48	10,175.89	144,617.37
SC-Treasury		13,305.84	1,096.19	14,402.03
332575	CORP-PTP Cash Oper	3,426.67	112.06	3,538.73
332519	CORP-HTRClaims Mgmnt	1,675.23	62.49	1,737.72
332057	CORP-Treasury	2,159.51	611.41	2,770.92
332021	Treasury Admin	6,044.43	310.23	6,354.66
Strategic Integration		3,458.39	251.33	3,709.72
332517	CORP-Plan & Rptg	3,458.39	251.33	3,709.72
SC-Regulatory,Corp Tax,Finance Tech		2,961.89	79.11	3,041.00
332617	Reg, CorpTax, FinTec	2,961.89	79.11	3,041.00
Regulatory Services		25,483.29	1,511.15	26,994.44
332574	Regulatory Reporting	25,483.29	1,511.15	26,994.44
FSPDS		21,093.95	1,760.09	22,854.04
336207	SE - FP & A	19,967.89	1,415.46	21,383.35
335607	T&I Finance	104.73	0.00	104.73
335605	Corp FP&A - Admin	102.55	4.02	106.57
335307	MAD - F P & A	918.78	64.23	983.01
335207	CD - FP & A	0.00	274.39	274.39
335407	NED - F P & A	0.00	1.99	1.99
SC-Corporate Finance		5,483.33	184.77	5,668.10
337777	CORP-CFO	5,483.33	184.77	5,668.10
Budgeting & Internal Reporting (BIRS)		19,505.98	882.60	20,388.58
332017	CORP-ServCo FP&A	19,505.98	882.60	20,388.58
SC-Controller's Organization		43,148.81	4,410.65	47,559.46
332584	CORP-PTPAcct Payable	4,717.72	4,702.41-	15.31
332581	CORP-RTRPayroll Acct	6,514.69	1,425.54	7,940.23
332577	CORP-Util Plant Acct	1,262.60	70.05	1,332.65
332573	Ext Rprtng & Tech Ac	5,336.78	714.03	6,050.81
332571	CORP-PTP General Tax	0.00	3.12	3.12
332570	CORP-RTR Acctg & Rep	10,053.77	1,803.77	11,857.54
332047	CORP-Income Tax	10,527.93	4,769.13	15,297.06
332007	CORP-Finance	4,735.32	327.42	5,062.74
Engineering		14,115.38	1,646.95	15,762.33
SC-Asset Performance		9,617.10	1,370.35	10,987.45
332016	CORP-Arc Flash	9,617.10	1,370.35	10,987.45
SC-Asset Management		4,498.28	151.16	4,649.44
336551	CORP-COE-Tech Srvcs	1,985.99	46.76	2,032.75
336550	CORP-COE-Engineering	568.98	14.68	583.66
332065	CORP-Asset Mgmnt	1,943.31	89.72	2,033.03
External Affairs and Public Policy		16,495.52	3,678.62	20,174.14
SC-Communication & Federal Affairs		16,495.52	3,795.76	20,291.28
332022	CORP-Govt Affairs	2,929.16	0.00	2,929.16
332085	CORP-External Comm	9,954.46	3,126.28	13,080.74
332086	CORP-Internal Comm	3,530.98	612.96	4,143.94
335225	CD - Externl Affairs	80.92	47.03	127.95
335325	MAD - Externl Affrs	0.00	9.49	9.49
SC-External Affairs & Public Policy		0.00	117.14-	117.14-
332050	CORP-EA & Pblc Plcy	0.00	117.14-	117.14-
Business Development		6,957.92	2,390.49	9,348.41
SC-Business Development		6,957.92	2,390.49	9,348.41
335220	CD - Business Dev	39.17	0.00	39.17
332020	CORP-Corp Bus Dev	6,918.75	2,390.49	9,309.24
Audit		8,937.85	21,110.68	30,048.53
SC-Audit		8,937.85	21,110.68	30,048.53
332061	CORP-ERM	2,117.04	126.68	2,243.72
332060	CORP-Audit	6,820.81	20,984.00	27,804.81
Administration - Corporate		18,327.41-	66,972.60	48,645.19
SC-Corporate Admin		18,327.41-	66,972.60	48,645.19
332595	CORPAdm-Depr-NDiv	336.01	1,288.55	1,624.56
332099	Cap of Admin	7,471.29	0.00	7,471.29
332098	CORP-Non-Depart Cost	48.03-	1,157.44-	1,205.47-
332095	CORP-Admin	7,460.80	57,924.47	65,385.27

332090	Cap Admin Credits	47,847.70	47.70	47.70
332089	CORP-AWE Pass-Thru	0.00	92.25	92.25
332070	CORP-SharedBusSvcAdm	135.47	0.00	135.47
332041	CORP-Legal BOD	0.00	1,802.88	1,802.88
332001	CORP CEO & BOARD	14,164.75	7,021.89	21,186.64
Total O & M Billing		\$ 561,858.65	\$ 423,618.68	\$ 985,477.33
CAPEX				
B12-01-0057	- KY 2023 Rate Case - DRs	142.97	2.31	145.28
B12-01-8011	- 10780110 - Eng Dist Clear	93,824.64	25,325.00	119,149.64
B12-01-8017	- 10780170 - T&I Indirect OH Clr	13,944.06	17,319.44	31,263.50
T12-0119-P-2000	- myWater v2 - Customer	53.74	0.00	53.74
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	52.56	1,203.11	1,255.67
T12-012E-P-1000	- Business Analytics Program	0.00	27.13	27.13
T12-012H-P-1000	- Contract Management System	692.57	3,234.46	3,927.03
T12-012I-P-1000	- Customer Digital Channels-Phase 1	0.00	1,622.69	1,622.69
T12-012P-P-1000	- MapCall Enh - 2022	0.00	30.89	30.89
T12-012R-P-1000	- myWater v2 Enh - 2022	52.35	2.18	54.53
T12-012S-P-1000	- New Service Inquiry (NSI) Process Auto	103.82	45.19	58.63
T12-012S-P-1001	- New Service Install Ph 1	3,996.35	9,068.63	13,064.98
T12-0132-P-2000	- Enterprise MDM Platform v2	749.21	24.42	773.63
T12-013B-P-1000	- SAP Enhancements - MTC - 2022	12.83	339.20	352.03
T12-013G-P-1000	- WQ Compliance Management System	23.00	0.77	23.77
T12-013G-P-1001	- Waterly Enhancements 2023	71.18	2,061.76	2,132.94
T12-013L-P-1000	- Ask HR	0.00	127.20	127.20
T12-013M-P-1000	- SAP Upgrade	47.55	0.00	47.55
T12-013P-P-1000	- Paradox 2022	506.30	600.75	1,107.05
T12-013Q-P-0001	- PowerPlant Upgrade	1,167.26	1,279.28	2,446.54
T12-013R-P-0001	- Payment Assistance Portal	149.32	375.36	226.04
T12-013R-P-0002	- Integration for Discount Rates	300.21	1,255.66	1,555.87
T12-013S-P-1000	- Analytics 2023	3,341.03	13,253.98	16,595.01
T12-013T-P-1000	- Enterprise GIS 2023	1,453.94	2,572.21	4,026.15
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	2,238.99	31,954.01	34,193.00
T12-013Z-P-1000	- SIEM Enhancements 2023	154.84	1,104.06	1,258.90
T12-014A-P-0001	- Meter Data Management System	251.56	1,728.09	1,979.65
T12-014A-P-0003	- MDMS: Release 2	8,826.95	19,368.85	28,195.80
T12-014B-P-1000	- Intelligent Automation 2023	156.78	9,135.85	9,292.63
T12-014C-P-1000	- Mapcall 2023	4,192.91	13,491.02	17,683.93
T12-014D-P-1000	- myWater V2 Enhancements 2023	3,297.88	14,756.55	18,054.43
T12-014E-P-1000	- SAP Enhancements - MTC 2023	1,233.09	2,099.28	3,332.37
T12-014E-P-2000	- SAP Enhancements - ERP 2023	18.16	763.20	781.36
T12-014E-P-3000	- SAP Enhancements - HTR 2023	26.54	759.04	785.58
T12-014E-P-4000	- SAP Enhancements - EAM 2023	4.21	160.63	156.42
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	25.70	143.07	168.77
T12-014F-P-1000	- SuccessFactors Optimization 2023	443.13	4,451.92	4,895.05
T12-014G-P-1000	- Workl View 2023	1,475.29	9,408.60	10,883.89
T12-014I-P-1000	- Test Global Automation - Ph3	30.32	3,916.87	3,886.55
T12-014L-P-1000	- 3PL Implementation	167.59	1,626.46	1,794.05
T12-014M-P-1000	- Data Platform 2023	2,135.71	7,558.31	9,694.02
T12-014N-P-1000	- Alerts 1 View - Phase 4	23.32	519.15	495.83
T12-014N-P-2000	- Alerts1View - MBE	12.51	0.00	12.51
T12-014O-P-1000	- Sample 1 View	207.47	3,194.48	3,401.95
T12-014Q-P-1000	- Meter Validation & Asset Creation	0.00	730.74	730.74
T12-0185-P-1000	- New Authentication Platform (Okta)	70.19	49.15	119.34
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	747.40	1,809.93	2,557.33
T12-013I-P-1000	- Treasury Cash Ops Automation	0.00	455.80	455.80
T12-013Q-P-0003	- PP Depreciation Module	0.00	91.58	91.58
T12-014H-P-1000	- DSP Tool Enhancements 2023	0.00	277.68	277.68
Total Capex Billing		\$ 145,902.05	\$ 192,246.62	\$ 338,148.67
Total Service Company Billing - Current Month		\$ 707,760.70	\$ 615,865.30	\$ 1,323,626.00
Less: Payment - Prior estimated billing				- \$ 1,310,817.97
Net Amount Payable (Receivable) - Current month				\$ 12,808.03
Plus: Est. Current month billing				\$ 1,323,626.00
Total Due				\$ 1,336,434.03

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 09/2023

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 231,752.61	\$ 241,381.75	\$ 473,134.36
Central Lab	6,602.44	6,694.40	13,296.84
SC-Central Lab	6,602.44	6,694.40	13,296.84
334517 Central Lab	6,602.44	6,694.40	13,296.84
Customer Service Organization (CSO)	147,138.10	113,107.34	260,245.44
Customer Billing and Collections	39,656.33	1,241.53	40,897.86
334079 Billing & Collection	39,656.31	1,241.53	40,897.84
334071 CCA-Billing	0.02	0.00	0.02
Customer Care	56,611.58	8,787.77	65,399.35
337073 CCP-Oper & Spprt	25.85	497.08	522.93
337070 CCP-Call Handling	5.41-	17.51	12.10
334078 Customer Care	56,586.30	8,278.79	64,865.09
334070 CCA-Call Handling	4.84	10.30	15.14
334073 CCA-Oper & Perform	0.00	15.91-	15.91-
SC-Customer Experience	21,334.11	4,804.08	26,138.19
332045 Customer Experience	21,307.54	4,570.34	25,877.88
334005 CCA-Administration	26.57	234.39	260.96
334077 CCA-Rate Implement	0.00	0.65-	0.65-
SC-Customer Relations	29,536.08	551.87	30,087.95
335203 CORP-CR-Area2-MainBV	23,668.79	360.03	24,028.82
335303 CORP-CR-Area1-MainWB	5,867.29	191.84	6,059.13
SC-Customer Service Center Support	0.00	97,722.09	97,722.09
337079 CSC Supp-Other Cost	0.00	19,581.56	19,581.56
337076 CCP-Quality & Rprtng	0.00	10,856.62	10,856.62
337077 CSC Supp-PostageCost	0.00	44,184.93	44,184.93
337078 CSC Supp-FormsCost	0.00	23,098.98	23,098.98
Technology and Innovation (TI)	60,186.70	120,487.10	180,673.80
SC - Tech Investment and Exp Mngmt	10,308.22	10,079.10	20,387.32
332189 ITS-AWE Pass-Thru	0.00	23,098.98	23,098.98
332071 CORP-ITS Admin	10,308.22	10,079.10	20,387.32
SC - ITS-OLD	9,483.56	64,153.52	73,637.08
332073 CORP-ITS Operations	9,483.56	64,183.56	73,667.12
332030 CORP-ITS Client Serv	0.00	30.04-	30.04-
SC - CTIO Customer Enablement	10,994.43	33,516.98	44,511.41
332083 CORP-ITS-BAD-FSA	10,994.43	33,516.98	44,511.41
SC - CTIO Technology Enablement	29,400.49	12,737.50	42,137.99
332079 CORP-ITS-BAD-Middle	5,972.43	9,451.14	15,423.57
332080 CORP-ITS-BAD-Back	19,917.58	2,058.75	21,976.33
332081 CORP-ITS-BAD-Q&M	3,510.48	1,227.61	4,738.09
Supply Chain	17,825.37	1,092.91	18,918.28
SC-Supply Chain	17,825.37	1,092.91	18,918.28
332010 CORP-Spply Chain-Src	5,287.81	120.31-	5,167.50
332110 Supply Chain Support	2,325.99	276.72	2,602.71
332210 State Procurement	2,268.05	54.81	2,322.86
332310 National Categories	5,235.23	285.34	5,520.57
332410 Supplier Diversity	826.83	406.98	1,233.81
332610 CORP-Fleet	1,881.46	189.37	2,070.83
Shared Governance & Service Fees	\$ 555,053.19	\$ 162,743.46	\$ 717,796.65
Corporate Security	14,550.55	12,784.98	27,335.53
SC-Corporate Security	14,550.55	12,784.98	27,335.53
332077 CORP-Security Ops	14,550.55	12,784.98	27,335.53
Safety and Environmental Compliance	11,313.22	445.95	11,759.17
SC-Environmental Compliance	11,313.22	445.95	11,759.17
332166 Environmental Comp	11,313.22	445.95	11,759.17
Regulated Operations	81,253.42	5,558.33	86,811.75

SC - Regulated Ops - MWD		1,745.47	KAW_R_AGDR2_NUM077_080425	994.98
336011	WD-Environmentl Mgmt	1,700.42	719.61	2,420.03
335205	CD - Admin & Gen	45.05	868.69	913.74
335212	CD - Rates	0.00	93.17	93.17
335214	CD - Engineering	0.00	68.04	68.04
SC - CORP-Regulated Operations		38,203.72	932.63	39,136.35
332026	CORP-Regulated Ops	38,203.72	932.63	39,136.35
SC - Regulated Ops - MAD		11.51	158.12	169.63
335312	MAD - Rates	8.16	19.75	27.91
335305	MAD - Admin & Generl	3.35	138.37	141.72
SC - Regulated Ops - NED		15.05	71.48	86.53
335405	NED - Admin & Gen	15.05	32.67	47.72
335412	NED - Rates	0.00	5.73	5.73
335414	NED - Engineering	0.00	33.08	33.08
SC - Operations Excellence		14,669.07	142.98	14,812.05
332044	Operation Excellence	14,669.07	142.98	14,812.05
SC - Regulated Ops - SE		26,608.60	2,503.61	29,112.21
336205	SE - Admin & Gen	26,608.60	1,878.83	28,487.43
336214	SE - Engineering	0.00	624.78	624.78
Facilities		1,486.95	27,182.57	28,669.52
SC-Facilities		1,486.95	27,182.57	28,669.52
337650	One Water St-Non Div	3.47	3,763.17	3,766.64
337640	One Water St - Div	3.80	2,032.18	2,035.98
337600	One Water Street	1,479.68	21,387.22	22,866.90
Health and Safety		3,889.43	858.63	4,748.06
SC-Health & Safety		3,889.43	858.63	4,748.06
332019	CORP-Operatiol Risk	3,889.43	858.63	4,748.06
Legal		78,979.09	6,813.95	85,793.04
SC-Legal		78,979.09	6,813.95	85,793.04
336215	SE - Legal	21,011.29	1,782.72	22,794.01
335315	MAD - Legal	18.93	112.26	131.19
335215	CD - Legal	7.47	286.31	293.78
332415	Corp Secretary-Legal	2,433.13	676.26	3,109.39
332315	Legal-Contracts&Comm	1,208.25	148.03	1,356.28
332215	Legal - Rates & Reg	11,172.55	1,200.88	12,373.43
332115	Legal-Ethics & Compl	6,006.12	1,674.81	7,680.93
332015	CORP-Legal	37,121.35	803.12	37,924.47
335415	NED - Legal	0.00	70.98	70.98
335815	MBB - Legal	0.00	58.58	58.58
Investor Relations		4,317.63	1,723.32	6,040.95
SC-Investor Relations		4,317.63	1,723.32	6,040.95
332037	CORP-Investr Relatn	4,317.63	1,723.32	6,040.95
Water Research and Dev		4,046.49	593.38-	3,453.11
SC-Water Research & Dev		4,046.49	593.38-	3,453.11
332066	CORP-Innov&Env Stwd	4,046.49	593.38-	3,453.11
HR Comp and Benefits		12,933.85	6,399.50	19,333.35
SC-HR Comp & Benefits		12,933.85	6,399.50	19,333.35
332520	CORP-HTR HR Svc Adm	0.00	1,990.75	1,990.75
332014	CORP-Benefit Svc Ctr	6,620.93	5,736.72	12,357.65
332013	Core HR Admin&OrgMgt	4,017.68	942.75	4,960.43
332002	CORP-HR Comp/Benefit	2,295.24	2,270.72-	24.52
Talent Mgmt and Org Effectiveness		11,516.40	2,900.56	14,416.96
SC-Talent Mgmt & Org Effectiveness		11,516.40	2,900.56	14,416.96
336518	Talent Acquisition	5,304.00	3,170.44	8,474.44
332082	CORP-Oper. Education	49.35	322.13	371.48
332003	CORP-HR Talent Dev	6,163.05	592.01-	5,571.04
HR Business Partners		43,286.75	2,866.97	46,153.72
SC-Human Resources Old		21,413.99	2,203.95	23,617.94
332058	CORP-HR Admin	20,189.38	971.49	21,160.87
332048	CORP-HR Hlth&Well	1,224.61	1,232.46	2,457.07
SC-HR Business Partners		21,872.76	663.02	22,535.78
336218	SE - Human Resources	0.00	628.05-	628.05-
332018	CORP-Human Resources	17,811.68	1,088.67	18,900.35
332006	CORP-Business Ctr HR	4,061.08	201.71	4,262.79
335218	CD - Human Resources	0.00	0.69	0.69
Labor Relations		3,769.01	880.52	4,649.53

SC-Labor Relations		3,769.01	7,749.53	7,749.53
332004	CORP-HR Labor Relatn	3,769.01	880.52	6,449.53
Finance		174,263.16	13,910.59	188,173.75
SC-Treasury		15,207.63	2,436.58	17,644.21
332575	CORP-PTP Cash Oper	7,809.52	103.43	7,912.95
332519	CORP-HTRClaims Mgmt	1,515.36	118.94	1,634.30
332057	CORP-Treasury	1,922.40	2,014.75	3,937.15
332021	Treasury Admin	3,960.35	199.46	4,159.81
Strategic Integration		3,401.56	240.96	3,642.52
332517	CORP-Plan & Rptg	3,401.56	240.96	3,642.52
SC-Regulatory, Corp Tax, Finance Tech		8,901.02	53.52	8,954.54
332617	Reg, CorpTax, FinTec	8,901.02	53.52	8,954.54
Regulatory Services		32,470.28	1,914.01	34,384.29
332574	Regulatory Reporting	32,470.28	1,914.01	34,384.29
FSPDS		19,819.42	2,001.90	21,821.32
336207	SE - FP & A	18,874.19	1,843.14	20,717.33
335607	T&I Finance	104.73	0.00	104.73
335605	Corp FP&A - Admin	97.00	3.80	100.80
335307	MAD - F P & A	743.50	87.14	830.64
335207	CD - FP & A	0.00	65.51	65.51
335407	NED - F P & A	0.00	2.31	2.31
SC-Corporate Finance		36,008.51	304.41	36,312.92
337777	CORP-CFO	36,008.51	304.41	36,312.92
Budgeting & Internal Reporting (BIRS)		10,067.88	685.23	10,753.11
332017	CORP-ServCo FP&A	10,067.88	685.23	10,753.11
SC-Controller's Organization		48,386.86	6,273.98	54,660.84
332584	CORP-PTPAcct Payable	4,508.03	2,223.38	2,284.65
332581	CORP-RTRPayroll Acct	6,189.75	2,101.82	8,291.57
332577	CORP-Util Plant Acct	1,256.76	63.21	1,319.97
332573	Ext Rprtng & Tech Ac	5,639.63	1,114.90	6,754.53
332571	CORP-PTP General Tax	0.00	3.12	3.12
332570	CORP-RTR Acctg & Rep	9,187.56	730.13	9,917.69
332047	CORP-Income Tax	10,950.29	4,283.70	15,233.99
332007	CORP-Finance	10,654.84	200.48	10,855.32
Engineering		9,448.26	1,146.32	10,594.58
SC-Asset Performance		708.65	880.68	172.03
332016	CORP-Arc Flash	708.65	880.68	172.03
SC-Asset Management		10,156.91	170.80	10,327.71
336551	CORP-COE-Tech Svcs	3,552.45	38.60	3,591.05
336550	CORP-COE-Engineering	1,858.63	83.35	1,941.98
332065	CORP-Asset Mgmt	4,745.83	48.85	4,794.68
External Affairs and Public Policy		25,217.90	3,079.20	28,297.10
SC-Communication & Federal Affairs		25,217.90	3,098.96	28,316.86
332022	CORP-Govt Affairs	1,109.86	0.00	1,109.86
332085	CORP-External Comm	19,894.40	2,600.70	22,495.10
332086	CORP-Internal Comm	4,134.53	456.44	4,590.97
335225	CD - Externl Affairs	79.11	38.42	117.53
335325	MAD - Externl Affrs	0.00	3.40	3.40
SC-External Affairs & Public Policy		0.00	19.76	19.76
332050	CORP-EA & Pblc Plcy	0.00	19.76	19.76
Business Development		13,930.50	805.19	14,735.69
SC-Business Development		13,930.50	805.19	14,735.69
335220	CD - Business Dev	38.29	0.00	38.29
332020	CORP-Corp Bus Dev	13,892.21	805.19	14,697.40
Audit		17,270.25	4,674.40	21,944.65
SC-Audit		17,270.25	4,674.40	21,944.65
332061	CORP-ERM	2,029.46	793.87	2,823.33
332060	CORP-Audit	15,240.79	3,880.53	19,121.32
Administration - Corporate		43,580.33	71,305.86	114,886.19
SC-Corporate Admin		43,580.33	71,305.86	114,886.19
332595	CORPAdm-Depr-NDiv	336.81	1,278.79	1,615.60
332099	Cap of Admin	39,726.05	0.00	39,726.05
332098	CORP-Non-Depart Cost	44.82	2,400.27	2,355.45
332095	CORP-Admin	560.61	57,663.66	58,224.27
332090	Cap Admin Credits	79,083.81	0.00	79,083.81

332070 CORP-SharedBusSvcAdm
 332041 CORP-Legal BOD
 332001 CORP CEO & BOARD

128.14 KAW_R_AGDR2_NUM077_08042528.14
 0.00 51.68 51.68
 81,957.35 9,911.46 9,868.81

Total O & M Billing		\$ 786,805.80	\$ 404,125.21	\$ 1,190,931.01
CAPEX				
B12-01-0057	- KY 2023 Rate Case - DRs	548.45	20.89	569.34
B12-01-8011	- 10780110 - Eng Dist Clear	87,195.03	31,731.13	118,926.16
B12-01-8017	- 10780170 - T&I Indirect OH Clr	11,396.66	34,643.79	46,040.45
T12-011I-P-1000	- Data Analytics & Enablmnt Enhncmnts 2021	124.20	47.74	171.94
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	75.93	10.89	86.82
T12-012H-P-1000	- Contract Management System	270.82	12,874.96	13,145.78
T12-012R-P-1000	- myWater v2 Enh - 2022	34.39	1.06	35.45
T12-012S-P-1000	- New Service Inquiry (NSI) Process Auto	107.64	47.74	155.38
T12-012S-P-1001	- New Service Install Ph 1	3,733.52	22,755.13	26,488.65
T12-0132-P-2000	- Enterprise MDM Platform v2	240.77	4.99	245.76
T12-013G-P-1000	- WQ Compliance Management System	123.20	4.45	127.65
T12-013G-P-1001	- Waterly Enhancements 2023	452.34	1,935.44	2,387.78
T12-013K-P-1000	- Risk Rate Phase 2	0.00	975.20	975.20
T12-013M-P-1000	- SAP Upgrade	44.95	0.00	44.95
T12-013P-P-1000	- Paradox 2022	192.81	505.58	698.39
T12-013Q-P-0001	- PowerPlant Upgrade	865.05	21,021.89	21,886.94
T12-013Q-P-0002	- ASI-Alteryx	1,099.12	10,098.49	11,197.61
T12-013Q-P-0003	- PP Depreciation Module	65.67	6,112.84	6,178.51
T12-013R-P-0001	- Payment Assistance Portal	135.97	47.74	183.71
T12-013R-P-0002	- Integration for Discount Rates	834.18	1,566.75	2,400.93
T12-013S-P-1000	- Analytics 2023	2,158.88	3,743.27	5,902.15
T12-013T-P-1000	- Enterprise GIS 2023	1,355.90	3,366.26	4,722.16
T12-013V-P-1000	- MyAccess Enhancements 2023	0.00	3,098.59	3,098.59
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	1,367.75	13,931.22	15,298.97
T12-013Z-P-1000	- SIEM Enhancements 2023	52.10	1,045.16	1,097.26
T12-014A-P-0001	- Meter Data Management System	46.67	2,143.29	2,189.96
T12-014A-P-0003	- MDMS: Release 2	7,517.33	47,200.53	54,717.86
T12-014B-P-1000	- Intelligent Automation 2023	484.18	9,409.29	9,893.47
T12-014C-P-1000	- Mapcall 2023	5,043.12	11,692.62	16,735.74
T12-014D-P-1000	- myWater V2 Enhancements 2023	2,228.53	20,856.50	23,085.03
T12-014E-P-1000	- SAP Enhancements - MTC 2023	736.89	5,123.19	5,860.08
T12-014E-P-2000	- SAP Enhancements - ERP 2023	8.53	2,546.03	2,554.56
T12-014E-P-3000	- SAP Enhancements - HTR 2023	253.90	3,940.06	4,193.96
T12-014E-P-4000	- SAP Enhancements - EAM 2023	0.00	662.77	662.77
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	17.20	1,480.61	1,497.81
T12-014F-P-1000	- SuccessFactors Optimization 2023	579.35	3,231.93	3,811.28
T12-014G-P-1000	- Work1 View 2023	1,330.86	9,005.04	10,335.90
T12-014I-P-1000	- Test Global Automation - Ph3	29.95	1,203.98	1,233.93
T12-014L-P-1000	- 3PL Implementation	5.03	1,751.12	1,746.09
T12-014M-P-1000	- Data Platform 2023	1,309.62	6,947.14	8,256.76
T12-014N-P-2000	- Alerts1View - MBE	327.34	846.77	1,174.11
T12-014O-P-1000	- Sample 1 View	215.54	1,359.26	1,574.80
T12-014Q-P-1000	- Meter Validation & Asset Creation	0.00	139.50	139.50
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	705.45	28,258.52	28,963.97
T12-014H-P-1000	- DSP Tool Enhancements 2023	0.00	192.12	192.12
Total Capex Billing		\$ 133,304.76	\$ 327,581.47	\$ 460,886.23
Total Service Company Billing - Current Month		\$ 920,110.56	\$ 731,706.68	\$ 1,651,817.24
Less: Payment - Prior estimated billing				- \$ 1,323,626.00
Net Amount Payable (Receivable) - Current month				\$ 328,191.24
Plus: Est. Current month billing				\$ 1,651,817.24
Total Due				\$ 1,980,008.48

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 10/2023

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 211,730.73	\$ 235,047.98	\$ 446,778.71
Central Lab	6,788.40	5,345.05	12,133.45
SC-Central Lab	6,788.40	5,345.05	12,133.45
334517 Central Lab	6,788.40	5,345.05	12,133.45
Customer Service Organization (CSO)	136,941.97	109,701.33	246,643.30
Customer Billing and Collections	44,867.74	2,463.21	47,330.95
334079 Billing & Collection	44,844.42	2,412.88	47,257.30
334071 CCA-Billing	23.32	0.00	23.32
334072 CCA-Collections	0.00	50.33	50.33
Customer Care	48,153.93	8,193.53	56,347.46
334078 Customer Care	47,985.50	7,942.05	55,927.55
337070 CCP-Call Handling	0.00	2.37-	2.37-
337073 CCP-Oper & Spprt	23.83	30.11-	6.28-
334070 CCA-Call Handling	144.60	101.00	245.60
334073 CCA-Oper & Perform	0.00	182.96	182.96
SC-Customer Experience	16,965.48	4,829.85	21,795.33
334005 CCA-Administration	86.32	402.37	488.69
332045 Customer Experience	16,879.16	4,426.79	21,305.95
334077 CCA-Rate Implement	0.00	0.69	0.69
SC-Customer Relations	26,950.74	788.76	27,739.50
335203 CORP-CR-Area2-MainBV	24,635.03	502.72	25,137.75
335303 CORP-CR-Area1-MainWB	2,315.71	286.04	2,601.75
SC-Customer Service Center Support	4.08	93,425.98	93,430.06
337078 CSC Supp-FormsCost	4.08	14,713.94	14,718.02
337079 CSC Supp-Other Cost	0.00	22,442.05	22,442.05
337076 CCP-Quality & Rprtng	0.00	14,414.85	14,414.85
337077 CSC Supp-PostageCost	0.00	41,855.14	41,855.14
Technology and Innovation (TI)	55,511.45	116,260.10	171,771.55
SC - Tech Investment and Exp Mngmt	4,827.94	8,917.39	13,745.33
332189 ITS-AWE Pass-Thru	0.00	41,855.14	41,855.14
332071 CORP-ITS Admin	4,827.94	8,917.39	13,745.33
SC - ITS-OLD	10,347.87	59,926.35	70,274.22
332073 CORP-ITS Operations	10,347.87	59,925.32	70,273.19
332078 CORP-ITS COE	0.00	1.03	1.03
SC - CTIO Customer Enablement	8,010.32	34,391.79	42,402.11
332083 CORP-ITS-BAD-FSA	8,010.32	34,391.79	42,402.11
SC - CTIO Technology Enablement	32,325.32	13,024.57	45,349.89
332081 CORP-ITS-BAD-Q&M	6,109.85	874.53	6,984.38
332080 CORP-ITS-BAD-Back	20,920.19	2,710.08	23,630.27
332079 CORP-ITS-BAD-Middle	5,295.28	9,439.96	14,735.24
Supply Chain	12,488.91	3,741.50	16,230.41
SC-Supply Chain	12,488.91	3,741.50	16,230.41
332110 Supply Chain Support	2,165.42	319.31	2,484.73
332010 CORP-Spply Chain-Src	1,353.69	2,576.70	3,930.39
332210 State Procurement	1,949.19	103.42	2,052.61
332310 National Categories	5,138.83	21.45	5,160.28
332410 Supplier Diversity	798.23	312.98	1,111.21
332610 CORP-Fleet	1,083.55	407.64	1,491.19
Shared Governance & Service Fees	\$ 291,195.15	\$ 185,414.88	\$ 476,610.03
Corporate Security	13,930.11	9,879.04	23,809.15
SC-Corporate Security	13,930.11	9,879.04	23,809.15
332077 CORP-Security Ops	13,930.11	9,879.04	23,809.15
Safety and Environmental Compliance	5,946.26	1,011.50	6,957.76
SC-Environmental Compliance	5,946.26	1,011.50	6,957.76
332166 Environmental Comp	5,946.26	1,011.50	6,957.76

Regulated Operations		46,146.32	KAW_R_AQDR2_NUM077_080425	201.92
SC - Regulated Ops - MWD		2,111.90	1,715.03	3,826.93
335205	CD - Admin & Gen	45.14	869.87	915.01
336011	WD-Environmentl Mgmt	2,066.76	752.36	2,819.12
335212	CD - Rates	0.00	107.50	107.50
335214	CD - Engineering	0.00	14.70-	14.70-
SC - CORP-Regulated Operations		12,317.59	771.33	13,088.92
332026	CORP-Regulated Ops	12,317.59	771.33	13,088.92
SC - Regulated Ops - MAD		8.80	135.65	144.45
335312	MAD - Rates	7.12	17.73	24.85
335305	MAD - Admin & Generl	1.68	117.92	119.60
SC - Regulated Ops - NED		0.00	58.08	58.08
335405	NED - Admin & Gen	0.00	21.16	21.16
335412	NED - Rates	0.00	6.10	6.10
335414	NED - Engineering	0.00	30.82	30.82
SC - Operations Excellence		4,913.48	6,968.27	11,881.75
332044	Operation Excellence	4,913.48	6,968.27	11,881.75
SC - Regulated Ops - SE		26,794.55	1,407.24	28,201.79
336205	SE - Admin & Gen	26,794.55	916.92	27,711.47
336214	SE - Engineering	0.00	490.32	490.32
Facilities		1,880.34	29,042.11	30,922.45
SC-Facilities		1,880.34	29,042.11	30,922.45
337600	One Water Street	1,873.07	22,142.90	24,015.97
337640	One Water St - Div	3.80	2,383.85	2,387.65
337650	One Water St-Non Div	3.47	4,515.36	4,518.83
Health and Safety		3,660.79	1,033.89	4,694.68
SC-Health & Safety		3,660.79	1,033.89	4,694.68
332019	CORP-Operatioln Risk	3,660.79	1,033.89	4,694.68
Legal		28,712.30	5,796.22	34,508.52
SC-Legal		28,712.30	5,796.22	34,508.52
336215	SE - Legal	12,359.74	1,183.91	13,543.65
335315	MAD - Legal	16.52	105.91	122.43
335215	CD - Legal	165.18	321.59	486.77
332415	Corp Secretary-Legal	2,520.42	2,605.72	5,126.14
332315	Legal-Contracts&Comm	7,212.62-	372.37	6,840.25-
332215	Legal - Rates & Reg	6,435.10	1,156.92	7,592.02
332115	Legal-Ethics & Compl	3,949.08	496.85	4,445.93
332015	CORP-Legal	10,478.88	567.82-	9,911.06
335415	NED - Legal	0.00	61.12	61.12
335815	MBB - Legal	0.00	59.65	59.65
Investor Relations		3,119.07	1,003.53	4,122.60
SC-Investor Relations		3,119.07	1,003.53	4,122.60
332037	CORP-Investr Relatn	3,119.07	1,003.53	4,122.60
Water Research and Dev		4,534.44	2,925.93	7,460.37
SC-Water Research & Dev		4,534.44	2,925.93	7,460.37
332066	CORP-Innov&Env Stwd	4,534.44	2,925.93	7,460.37
HR Comp and Benefits		11,988.41	9,777.45	21,765.86
SC-HR Comp & Benefits		11,988.41	9,777.45	21,765.86
332520	CORP-HTR HR Svc Adm	0.00	2,054.17	2,054.17
332518	CORP- HTR HR Svc CC	79.08	0.00	79.08
332014	CORP-Benefit Svc Ctr	6,204.71	2,830.78	9,035.49
332013	Core HR Admin&OrgMgt	3,821.69	736.37	4,558.06
332002	CORP-HR Comp/Benefit	1,882.93	4,156.13	6,039.06
Talent Mgmt and Org Effectiveness		10,419.06	1,898.57	12,317.63
SC-Talent Mgmt & Org Effectiveness		10,419.06	1,898.57	12,317.63
336518	Talent Acquisition	5,228.66	1,170.44	6,399.10
332082	CORP-Oper. Education	65.37	335.57	400.94
332003	CORP-HR Talent Dev	5,125.03	392.56	5,517.59
HR Business Partners		28,347.35	7,812.64	36,159.99
SC-Human Resources Old		8,226.18	6,437.46	14,663.64
332058	CORP-HR Admin	6,924.38	6,100.80	13,025.18
332048	CORP-HR Hlth&Well	1,301.80	336.66	1,638.46
SC-HR Business Partners		20,121.17	1,375.18	21,496.35
336218	SE - Human Resources	0.00	62.06	62.06
332018	CORP-Human Resources	15,607.29	1,036.74	16,644.03

332006	CORP-Business Ctr HR	4,513.88	71.89	71.89
334018	CCA-Human Resources	0.00	17.66	17.66
335218	CD - Human Resources	0.00	0.71	0.71
Labor Relations		4,260.68	353.33	4,614.01
SC-Labor Relations		4,260.68	353.33	4,614.01
332004	CORP-HR Labor Relatn	4,260.68	353.33	4,614.01
Finance		121,268.18	11,995.21	133,263.39
SC-Treasury		9,613.59	2,402.77	12,016.36
332575	CORP-PTP Cash Oper	3,665.41	260.00	3,925.41
332519	CORP-HTRClaims Mgmt	709.64	56.92	766.56
332057	CORP-Treasury	1,846.54	1,896.97	3,743.51
332021	Treasury Admin	3,392.00	188.88	3,580.88
Strategic Integration		3,924.26	169.08	4,093.34
332517	CORP-Plan & Rptg	3,924.26	169.08	4,093.34
SC-Regulatory, Corp Tax, Finance Tech		2,755.17	135.87	2,891.04
332617	Reg, CorpTax, FinTec	2,755.17	135.87	2,891.04
Regulatory Services		24,093.92	3,281.91	27,375.83
332574	Regulatory Reporting	24,093.92	3,281.91	27,375.83
ESPDS		19,772.83	1,842.97	21,615.80
336207	SE - FP & A	18,913.26	1,583.23	20,496.49
335607	T&I Finance	104.73	0.00	104.73
335605	Corp FP&A - Admin	99.65	3.87	103.52
335307	MAD - F P & A	655.19	86.78	741.97
335207	CD - FP & A	0.00	167.16	167.16
335407	NED - F P & A	0.00	1.93	1.93
SC-Corporate Finance		5,361.29	219.70	5,580.99
337777	CORP-CFO	5,361.29	219.70	5,580.99
Budgeting & Internal Reporting (BIRS)		13,677.86	1,027.37	14,705.23
332017	CORP-ServCo FP&A	13,677.86	1,027.37	14,705.23
SC-Controller's Organization		42,069.26	2,915.54	44,984.80
332584	CORP-PTP Acct Payable	4,730.80	4,833.42-	102.62-
332581	CORP-RTR Payroll Acct	6,055.19	3,062.23	9,117.42
332577	CORP-Util Plant Acct	1,161.47	251.84	1,413.31
332573	Ext Rprtng & Tech Ac	4,665.83	855.60	5,521.43
332571	CORP-PTP General Tax	0.00	3.17-	3.17-
332570	CORP-RTR Acctg & Rep	10,673.46	650.42	11,323.88
332047	CORP-Income Tax	10,384.08	2,617.54	13,001.62
332007	CORP-Finance	4,398.43	314.50	4,712.93
Engineering		7,025.48	987.09	8,012.57
SC-Asset Performance		2,156.48	633.98	2,790.46
332016	CORP-Arc Flash	2,156.48	633.98	2,790.46
SC-Asset Management		4,869.00	113.34	4,982.34
332065	CORP-Asset Mgmt	1,935.34	40.49	1,975.83
336550	CORP-COE-Engineering	572.33	29.18	601.51
336551	CORP-COE-Tech Svcs	2,361.33	43.67	2,405.00
External Affairs and Public Policy		12,556.87	11,455.84	24,012.71
SC-Communication & Federal Affairs		12,556.87	11,443.68	24,000.55
332022	CORP-Govt Affairs	996.28-	14.84	981.44-
332085	CORP-External Comm	9,868.89	9,860.03	19,728.92
332086	CORP-Internal Comm	3,605.00	1,518.01	5,123.01
335225	CD - Externl Affairs	79.26	45.04	124.30
335325	MAD - Externl Affrs	0.00	5.76	5.76
SC-External Affairs & Public Policy		0.00	12.16	12.16
332050	CORP-EA & Pblc Plcy	0.00	12.16	12.16
Business Development		7,100.90	492.02	7,592.92
SC-Business Development		7,100.90	492.02	7,592.92
332020	CORP-Corp Bus Dev	7,062.54	492.02	7,554.56
335220	CD - Business Dev	38.36	0.00	38.36
Audit		8,092.54	2,204.72	10,297.26
SC-Audit		8,092.54	2,204.72	10,297.26
332060	CORP-Audit	5,568.09	1,016.45	6,584.54
332061	CORP-ERM	2,524.45	1,188.27	3,712.72
Administration - Corporate		27,793.95-	76,690.19	48,896.24
SC-Corporate Admin		27,793.95-	76,690.19	48,896.24
332001	CORP CEO & BOARD	9,138.03	8,677.60	17,815.63

332041	CORP-Legal BOD	0.00	68.34
332070	CORP-SharedBusSvcAdm	131.65	131.65
332090	Cap Admin Credits	46,563.44-	46,563.44-
332095	CORP-Admin	1,647.96	49,360.87
332098	CORP-Non-Depart Cost	76.88	3,639.22
332099	Cap of Admin	7,471.29	7,471.29
332595	CORPAdm-Depr-NDiv	303.68	1,572.68

Total O & M Billing		\$ 502,925.88	\$ 420,462.86	\$ 923,388.74
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CAPEX				
B12-01-8011	- 10780110 - Eng Dist Clear	90,438.34	30,995.25	121,433.59
B12-01-8017	- 10780170 - T&I Indirect OH Clr	15,850.55	36,602.65	52,453.20
T12-0112-P-1000	- Enterprise Mapcall	66.22	0.00	66.22
T12-0119-P-2000	- myWater v2 - Customer	0.00	3.86	3.86
T12-0111-P-1000	- Data Analytics & Enablmnt Enhncmnts 2021	61.36-	0.00	61.36-
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	5.04	74.16-	69.12-
T12-012H-P-1000	- Contract Management System	364.93	1,001.35	1,366.28
T12-012R-P-1000	- myWater v2 Enh - 2022	202.57	9.93	212.50
T12-012S-P-1000	- New Service Inquiry (NSI) Process Auto	95.42	43.94	139.36
T12-012S-P-1001	- New Service Install Ph 1	3,583.12	9,911.70	13,494.82
T12-0132-P-2000	- Enterprise MDM Platform v2	111.15	2.46	113.61
T12-013G-P-1000	- WQ Compliance Management System	15.32	0.50	15.82
T12-013G-P-1001	- Waterly Enhancements 2023	373.00	1,800.22	2,173.22
T12-013M-P-1000	- SAP Upgrade	44.82	0.00	44.82
T12-013P-P-1000	- Paradox 2022	137.41	1,628.02-	1,490.61-
T12-013Q-P-0001	- PowerPlant Upgrade	1,364.80	11,389.52	12,754.32
T12-013Q-P-0002	- ASI-Alteryx	866.11	8,090.15	8,956.26
T12-013Q-P-0003	- PP Depreciation Module	94.78	477.11-	382.33-
T12-013R-P-0001	- Payment Assistance Portal	48.73	0.00	48.73
T12-013R-P-0002	- Integration for Discount Rates	605.84	3,350.33	3,956.17
T12-013S-P-1000	- Analytics 2023	2,921.92	12,718.98	15,640.90
T12-013T-P-1000	- Enterprise GIS 2023	1,420.87	2,305.27	3,726.14
T12-013V-P-1000	- MyAccess Enhancements 2023	468.67	3,905.53	4,374.20
T12-013W-P-1000	- Passive Vulnerability Analysis 2023	0.00	335.30	335.30
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	369.34	10,978.69	11,348.03
T12-013Z-P-1000	- SIEM Enhancements 2023	157.64	2,709.54	2,867.18
T12-014A-P-0001	- Meter Data Management System	204.02	1,762.74	1,966.76
T12-014A-P-0003	- MDMS: Release 2	8,683.06	13,096.01	21,779.07
T12-014B-P-1000	- Intelligent Automation 2023	491.21	12,014.67	12,505.88
T12-014C-P-1000	- Mapcall 2023	5,009.60	11,235.46	16,245.06
T12-014D-P-1000	- myWater V2 Enhancements 2023	2,584.94	16,033.37	18,618.31
T12-014E-P-1000	- SAP Enhancements - MTC 2023	1,062.28	2,102.64	3,164.92
T12-014E-P-2000	- SAP Enhancements - ERP 2023	35.55	1,060.00	1,095.55
T12-014E-P-3000	- SAP Enhancements - HTR 2023	240.00	1,154.29	1,394.29
T12-014E-P-4000	- SAP Enhancements - EAM 2023	44.71	216.89	261.60
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	63.09	506.61	569.70
T12-014F-P-1000	- SuccessFactors Optimization 2023	472.47	4,791.91	5,264.38
T12-014G-P-1000	- Workl View 2023	1,375.96	8,807.65	10,183.61
T12-014I-P-1000	- Test Global Automation - Ph3	29.86	194.67	224.53
T12-014L-P-1000	- 3PL Implementation	0.00	63.60-	63.60-
T12-014M-P-1000	- Data Platform 2023	1,682.95	8,684.50	10,367.45
T12-014N-P-1000	- Alerts 1 View - Phase 4	0.00	152.13	152.13
T12-014N-P-2000	- Alerts1View - MBE	3.46	32.22-	28.76-
T12-014O-P-1000	- Sample 1 View	60.84-	265.00	204.16
T12-014Q-P-1000	- Meter Validation & Asset Creation	0.00	25.99	25.99
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	808.87	8,681.87	9,490.74
T12-014H-P-1000	- DSP Tool Enhancements 2023	0.00	265.67	265.67

Total Capex Billing		\$ 142,276.42	\$ 224,932.13	\$ 367,208.55
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Total Service Company Billing - Current Month		\$ 645,202.30	\$ 645,394.99	\$ 1,290,597.29
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Less: Payment - Prior estimated billing				- \$ 1,651,817.24
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Net Amount Payable (Receivable) - Current month				\$ -361,219.95
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Plus: Est. Current month billing				\$ 1,290,597.29
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Total Due				\$ 929,377.34
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Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 11/2023

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 233,040.34	\$ 239,137.67	\$ 472,178.01
Central Lab	3,303.22	1,897.77	5,200.99
SC-Central Lab	3,303.22	1,897.77	5,200.99
334517 Central Lab	3,303.22	1,897.77	5,200.99
Customer Service Organization (CSO)	154,359.22	102,315.50	256,674.72
Customer Billing and Collections	43,666.73	1,785.85	45,452.58
334079 Billing & Collection	43,650.94	1,785.85	45,436.79
334071 CCA-Billing	15.79	0.00	15.79
Customer Care	45,943.93	7,637.87	53,581.80
337073 CCP-Oper & Spprt	23.46	35.29	58.75
337070 CCP-Call Handling	6.31-	10.83	4.52
334078 Customer Care	45,820.29	7,608.11	53,428.40
334070 CCA-Call Handling	106.49	22.22-	84.27
334073 CCA-Oper & Perform	0.00	5.86	5.86
SC-Customer Experience	39,765.91	4,248.58	44,014.49
332045 Customer Experience	39,330.65	3,579.65	42,910.30
334005 CCA-Administration	435.26	662.63	1,097.89
337005 CCP-Administration	0.00	6.30	6.30
SC-Customer Relations	24,982.65	566.49	25,549.14
335203 CORP-CR-Area2-MainBV	23,384.05	351.08	23,735.13
335303 CORP-CR-Area1-MainWB	1,598.60	215.41	1,814.01
SC-Customer Service Center Support	0.00	88,076.71	88,076.71
337078 CSC Supp-FormsCost	0.00	15,774.02	15,774.02
337079 CSC Supp-Other Cost	0.00	25,979.73	25,979.73
337076 CCP-Quality & Rprtng	0.00	13,748.09	13,748.09
337077 CSC Supp-PostageCost	0.00	32,574.87	32,574.87
Technology and Innovation (TI)	62,649.30	133,408.06	196,057.36
SC - Tech Investment and Exp Mngmt	5,158.33	7,687.72	12,846.05
332189 ITS-AWE Pass-Thru	0.00	32,574.87	32,574.87
332071 CORP-ITS Admin	5,158.33	7,687.72	12,846.05
SC - ITS-OLD	15,600.48	68,597.50	84,197.98
332073 CORP-ITS Operations	15,600.48	68,628.09	84,228.57
332030 CORP-ITS Client Serv	0.00	30.59-	30.59-
SC - CTIO Customer Enablement	12,642.56	38,949.37	51,591.93
332083 CORP-ITS-BAD-FSA	12,642.56	38,949.37	51,591.93
SC - CTIO Technology Enablement	29,247.93	18,173.47	47,421.40
332079 CORP-ITS-BAD-Middle	4,893.15	7,289.89	12,183.04
332080 CORP-ITS-BAD-Back	18,527.98	707.63-	17,820.35
332081 CORP-ITS-BAD-Q&M	5,826.80	11,591.21	17,418.01
Supply Chain	12,728.60	1,516.34	14,244.94
SC-Supply Chain	12,728.60	1,516.34	14,244.94
332210 State Procurement	1,978.30	232.82	2,211.12
332110 Supply Chain Support	2,479.56	233.51	2,713.07
332010 CORP-Spply Chain-Src	1,961.30	412.93	2,374.23
332310 National Categories	4,244.88	449.43	4,694.31
332410 Supplier Diversity	1,079.86	99.39-	980.47
332610 CORP-Fleet	984.70	287.04	1,271.74
Shared Governance & Service Fees	\$ 320,296.52	\$ 190,549.96	\$ 510,846.48
Corporate Security	13,884.81	28,908.10	42,792.91
SC-Corporate Security	13,884.81	28,908.10	42,792.91
332077 CORP-Security Ops	13,884.81	28,908.10	42,792.91
Safety and Environmental Compliance	6,085.80	616.45	6,702.25
SC-Environmental Compliance	6,085.80	616.45	6,702.25
332166 Environmental Comp	6,085.80	616.45	6,702.25
Regulated Operations	45,973.78	8,925.26	54,899.04

SC - Regulated Ops - MWD		2,443.48	KAW_R_AGDR2_NUM077_080425	70.49
336011	WD-Environmentl Mgmt	2,396.75	722.05	3,118.80
335205	CD - Admin & Gen	46.73	900.73	947.46
335212	CD - Rates	0.00	77.90	77.90
335214	CD - Engineering	0.00	26.33	26.33
SC - CORP-Regulated Operations		11,254.34	2,905.69	14,160.03
332026	CORP-Regulated Ops	11,254.34	2,905.69	14,160.03
SC - Regulated Ops - MAD		6.90	108.50	115.40
335312	MAD - Rates	5.58	14.79	20.37
335305	MAD - Admin & Generl	1.32	93.71	95.03
SC - Regulated Ops - NED		0.00	70.83	70.83
335405	NED - Admin & Gen	0.00	35.56	35.56
335412	NED - Rates	0.00	5.85	5.85
335414	NED - Engineering	0.00	29.42	29.42
SC - Operations Excellence		5,416.54	2,158.83	7,575.37
332044	Operation Excellence	5,416.54	2,158.83	7,575.37
SC - Regulated Ops - SE		26,852.52	1,954.40	28,806.92
336205	SE - Admin & Gen	26,852.52	1,401.39	28,253.91
336214	SE - Engineering	0.00	553.01	553.01
Facilities		1,735.07	26,186.45	27,921.52
SC-Facilities		1,735.07	26,186.45	27,921.52
337600	One Water Street	1,727.80	20,281.67	22,009.47
337640	One Water St - Div	3.80	2,107.72	2,111.52
337650	One Water St-Non Div	3.47	3,797.06	3,800.53
Health and Safety		3,528.70	2,687.04	6,215.74
SC-Health & Safety		3,528.70	2,687.04	6,215.74
332019	CORP-Operatioln Risk	3,528.70	2,687.04	6,215.74
Legal		40,457.18	5,014.81	45,471.99
SC-Legal		40,457.18	5,014.81	45,471.99
336215	SE - Legal	15,974.52	1,653.61	17,628.13
335315	MAD - Legal	12.96	118.63	131.59
335215	CD - Legal	274.41	303.54	577.95
332415	Corp Secretary-Legal	2,528.38	762.61	3,290.99
332315	Legal-Contracts&Comm	1,221.68	924.29	2,145.97
332215	Legal - Rates & Reg	6,137.91	1,404.04	7,541.95
332115	Legal-Ethics & Compl	4,076.44	477.96	4,554.40
332015	CORP-Legal	10,230.88	752.50-	9,478.38
335415	NED - Legal	0.00	61.04	61.04
335815	MBB - Legal	0.00	61.59	61.59
Investor Relations		3,145.19	1,853.32	4,998.51
SC-Investor Relations		3,145.19	1,853.32	4,998.51
332037	CORP-Investr Relatn	3,145.19	1,853.32	4,998.51
Water Research and Dev		4,369.53	1,521.81	5,891.34
SC-Water Research & Dev		4,369.53	1,521.81	5,891.34
332066	CORP-Innov&Env Stwd	4,369.53	1,521.81	5,891.34
HR Comp and Benefits		12,725.23	11,319.79	24,045.02
SC-HR Comp & Benefits		12,725.23	11,319.79	24,045.02
332520	CORP-HTR HR Svc Adm	7.29	5,509.12	5,516.41
332014	CORP-Benefit Svc Ctr	7,047.01	1,404.08	8,451.09
332013	Core HR Admin&OrgMgt	3,810.77	741.41	4,552.18
332002	CORP-HR Comp/Benefit	1,860.16	3,665.18	5,525.34
Talent Mgmt and Org Effectiveness		10,135.00	1,672.74	11,807.74
SC-Talent Mgmt & Org Effectiveness		10,135.00	1,672.74	11,807.74
336518	Talent Acquisition	4,940.30	1,151.11	6,091.41
332082	CORP-Oper. Education	51.94	307.31	359.25
332003	CORP-HR Talent Dev	5,142.76	214.32	5,357.08
HR Business Partners		28,609.56	2,830.90	31,440.46
SC-Human Resources Old		8,576.73	1,709.20	10,285.93
332058	CORP-HR Admin	7,271.80	168.41	7,440.21
332048	CORP-HR Hlth&Well	1,304.93	1,540.79	2,845.72
SC-HR Business Partners		20,032.83	1,121.70	21,154.53
336218	SE - Human Resources	0.00	5.19	5.19
332018	CORP-Human Resources	16,113.37	841.88	16,955.25
332006	CORP-Business Ctr HR	3,919.46	248.82	4,168.28
334018	CCA-Human Resources	0.00	25.11	25.11
335218	CD - Human Resources	0.00	0.70	0.70

Labor Relations		4,036.88	KAW R AGDR2 NUM077 080425	4,873.76
SC-Labor Relations		4,036.88	836.88	4,873.76
332004	CORP-HR Labor Relatn	4,036.88	836.88	4,873.76
Finance		132,080.76	12,972.57	145,053.33
SC-Treasury		8,495.70	1,476.99	9,972.69
332575	CORP-PTP Cash Oper	2,149.47	83.97	2,233.44
332519	CORP-HTRClaims Mgmt	1,007.64	60.06	1,067.70
332057	CORP-Treasury	1,924.51	1,158.84	3,083.35
332021	Treasury Admin	3,414.08	174.12	3,588.20
Strategic Integration		3,836.78	174.59	4,011.37
332517	CORP-Plan & Rptg	3,836.78	174.59	4,011.37
SC-Regulatory,Corp Tax,Finance Tech		2,747.49	65.90	2,813.39
332617	Reg, CorpTax, FinTec	2,747.49	65.90	2,813.39
Regulatory Services		27,247.04	2,337.84	29,584.88
332574	Regulatory Reporting	27,247.04	2,337.84	29,584.88
FSPDS		22,904.23	2,778.44	25,682.67
336207	SE - FP & A	19,959.24	2,510.04	22,469.28
335607	T&I Finance	104.73	0.00	104.73
335605	Corp FP&A - Admin	102.09	3.99	106.08
335307	MAD - F P & A	944.27	88.73	1,033.00
335207	CD - FP & A	1,793.90	173.77	1,967.67
335407	NED - F P & A	0.00	1.91	1.91
SC-Corporate Finance		5,362.15	295.27	5,657.42
337777	CORP-CFO	5,362.15	295.27	5,657.42
Budgeting & Internal Reporting (BIRS)		18,664.84	626.37	19,291.21
332017	CORP-ServCo FP&A	18,664.84	626.37	19,291.21
SC-Controller's Organization		42,822.53	5,217.17	48,039.70
332584	CORP-PTPAcct Payable	5,134.15	6,181.50-	1,047.35-
332581	CORP-RTRPayroll Acct	6,115.22	2,254.61	8,369.83
332577	CORP-Util Plant Acct	1,385.83	67.50	1,453.33
332573	Ext Rprtng & Tech Ac	5,852.73	574.99	6,427.72
332571	CORP-PTP General Tax	0.00	42.80	42.80
332570	CORP-RTR Acctg & Rep	9,237.09	677.02	9,914.11
332047	CORP-Income Tax	10,677.41	7,545.58	18,222.99
332007	CORP-Finance	4,420.10	236.17	4,656.27
Engineering		7,199.20	1,019.95	8,219.15
SC-Asset Performance		2,120.38	822.18	2,942.56
332016	CORP-Arc Flash	2,120.38	822.18	2,942.56
SC-Asset Management		5,078.82	110.66	5,189.48
336551	CORP-COE-Tech Srvcs	2,552.66	49.14	2,601.80
336550	CORP-COE-Engineering	570.83	28.57	599.40
332065	CORP-Asset Mgmt	1,955.33	32.95	1,988.28
External Affairs and Public Policy		12,282.54	6,179.06	18,461.60
SC-Communication & Federal Affairs		12,282.54	6,179.06	18,461.60
332085	CORP-External Comm	8,959.49	5,740.85	14,700.34
332086	CORP-Internal Comm	3,241.00	389.33	3,630.33
335225	CD - Externl Affairs	82.05	44.34	126.39
335325	MAD - Externl Affrs	0.00	4.54	4.54
Business Development		6,604.18	2,303.24	8,907.42
SC-Business Development		6,604.18	2,303.24	8,907.42
335220	CD - Business Dev	39.72	0.00	39.72
332020	CORP-Corp Bus Dev	6,564.46	2,303.24	8,867.70
Audit		8,680.63	2,751.56	11,432.19
SC-Audit		8,680.63	2,751.56	11,432.19
332061	CORP-ERM	2,767.96	136.86	2,904.82
332060	CORP-Audit	5,912.67	2,614.70	8,527.37
Administration - Corporate		21,237.52-	72,950.03	51,712.51
SC-Corporate Admin		21,237.52-	72,950.03	51,712.51
332595	CORPAdm-Depr-NDiv	304.45	1,259.59	1,564.04
332099	Cap of Admin	7,471.30	0.00	7,471.30
332098	CORP-Non-Depart Cost	1,125.08	2,140.57	3,265.65
332095	CORP-Admin	6,370.06	63,211.77	69,581.83
332090	Cap Admin Credits	46,585.20-	0.00	46,585.20-
332089	CORP-AWE Pass-Thru	0.00	62.55	62.55
332070	CORP-SharedBusSvcAdm	134.86	14.84	149.70
332041	CORP-Legal BOD	0.00	371.48	371.48

Total O & M Billing		\$ 553,336.86	\$ 429,687.63	\$ 988,024.49
CAPEX				
B12-01-0057	- KY 2023 Rate Case - DRs	0.00	637.20	637.20
B12-01-8011	- 10780110 - Eng Dist Clear	91,450.65	35,035.46	126,486.11
B12-01-8017	- 10780170 - T&I Indirect OH Clr	10,488.59	44,934.35	55,422.94
T12-0112-P-1000	- Enterprise Mapcall	36.13-	0.00	36.13-
T12-011C-P-1000	- Hyperion Upgrade	685.07	228.45	913.52
T12-011I-P-1000	- Data Analytics & Enablmnt Enhncmnts 2021	77.49	45.71	123.20
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	71.58	1,268.75	1,340.33
T12-012H-P-1000	- Contract Management System	20.27	1,276.48-	1,256.21-
T12-012S-P-1000	- New Service Inquiry (NSI) Process Auto	190.40	91.39	281.79
T12-012S-P-1001	- New Service Install Ph 1	4,266.05	10,895.64	15,161.69
T12-0132-P-2000	- Enterprise MDM Platform v2	196.70	5.43	202.13
T12-013G-P-1000	- WQ Compliance Management System	5.45	0.00	5.45
T12-013G-P-1001	- Waterly Enhancements 2023	454.53	1,938.75	2,393.28
T12-013P-P-1000	- Paradox 2022	92.21	399.45	491.66
T12-013Q-P-0001	- PowerPlant Upgrade	826.35	3,849.65	4,676.00
T12-013Q-P-0002	- ASI-Alteryx	765.31	6,460.27	7,225.58
T12-013Q-P-0003	- PP Depreciation Module	534.90	475.27	1,010.17
T12-013R-P-0001	- Payment Assistance Portal	28.24	0.00	28.24
T12-013R-P-0002	- Integration for Discount Rates	826.75	1,975.12	2,801.87
T12-013S-P-1000	- Analytics 2023	2,957.86	12,051.28	15,009.14
T12-013T-P-1000	- Enterprise GIS 2023	1,046.01	2,260.17	3,306.18
T12-013V-P-1000	- MyAccess Enhancements 2023	380.48-	3,939.38	3,558.90
T12-013W-P-1000	- Passive Vulnerability Analysis 2023	0.00	335.30-	335.30-
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	353.05	69.23	422.28
T12-013Z-P-1000	- SIEM Enhancements 2023	161.98	1,851.44	2,013.42
T12-014A-P-0001	- Meter Data Management System	34.87	1,055.24	1,090.11
T12-014A-P-0003	- MDMS: Release 2	8,528.90	19,413.13	27,942.03
T12-014B-P-1000	- Intelligent Automation 2023	471.48	12,719.04	13,190.52
T12-014C-P-1000	- Mapcall 2023	6,180.65	8,415.79	14,596.44
T12-014D-P-1000	- myWater V2 Enhancements 2023	2,785.73	15,730.61	18,516.34
T12-014E-P-1000	- SAP Enhancements - MTC 2023	1,275.04	1,729.47	3,004.51
T12-014E-P-2000	- SAP Enhancements - ERP 2023	555.82	1,181.01	1,736.83
T12-014E-P-3000	- SAP Enhancements - HTR 2023	483.87	1,781.28	2,265.15
T12-014E-P-4000	- SAP Enhancements - EAM 2023	23.74	177.28	201.02
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	168.98	1,512.85	1,681.83
T12-014F-P-1000	- SuccessFactors Optimization 2023	1,050.44	8,702.60	9,753.04
T12-014G-P-1000	- Workl View 2023	1,421.16	8,741.33	10,162.49
T12-014I-P-1000	- Test Global Automation - Ph3	76.46	532.84	609.30
T12-014M-P-1000	- Data Platform 2023	2,096.71	8,342.24	10,438.95
T12-014Q-P-1000	- Meter Validation & Asset Creation	0.00	98.27	98.27
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	392.51	14,729.45	15,121.96
B12-01-0058	- KY 2023 Rate Case - Other Costs	0.00	712.73	712.73
T12-014H-P-1000	- DSP Tool Enhancements 2023	0.00	240.15	240.15
Total Capex Billing		\$ 140,629.19	\$ 232,615.92	\$ 373,245.11
Total Service Company Billing - Current Month		\$ 693,966.05	\$ 662,303.55	\$ 1,356,269.60
Less: Payment - Prior estimated billing				- \$ 1,290,597.29
Net Amount Payable (Receivable) - Current month				\$ 65,672.31
Plus: Est. Current month billing				\$ 1,356,269.60
Total Due				\$ 1,421,941.91

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 12/2023

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 230,643.28	\$ 253,411.20	\$ 484,054.48
Central Lab	3,933.64	6,117.80	10,051.44
SC-Central Lab	3,933.64	6,117.80	10,051.44
334517 Central Lab	3,933.64	6,117.80	10,051.44
Customer Service Organization (CSO)	113,550.57	95,464.99	209,015.56
Customer Billing and Collections	27,134.93	1,092.10	28,227.03
334079 Billing & Collection	27,132.18	1,092.10	28,224.28
334071 CCA-Billing	2.75	0.00	2.75
Customer Care	46,866.83	7,486.07	54,352.90
337073 CCP-Oper & Spprt	55.66-	45.52	10.14-
337070 CCP-Call Handling	0.00	12.32	12.32
334078 Customer Care	46,846.44	7,640.35	54,486.79
334070 CCA-Call Handling	76.05	7.81-	68.24
334073 CCA-Oper & Perform	0.00	204.31-	204.31-
SC-Customer Experience	17,890.57	5,268.27	23,158.84
332045 Customer Experience	18,273.72	4,950.98	23,224.70
334005 CCA-Administration	383.15-	317.29	65.86-
SC-Customer Relations	21,654.16	447.31	22,101.47
335203 CORP-CR-Area2-MainBV	19,777.74	307.03	20,084.77
335303 CORP-CR-Area1-MainWB	1,876.42	140.28	2,016.70
SC-Customer Service Center Support	4.08	81,171.24	81,175.32
337078 CSC Supp-FormsCost	4.08	8,496.79	8,500.87
337079 CSC Supp-Other Cost	0.00	24,433.71	24,433.71
337076 CCP-Quality & Rprt	0.00	10,630.90	10,630.90
337077 CSC Supp-PostageCost	0.00	37,609.84	37,609.84
Technology and Innovation (TI)	95,189.48	148,468.35	243,657.83
SC - Tech Investment and Exp Mngmt	22,929.72	9,750.82	32,680.54
332189 ITS-AWE Pass-Thru	0.00	37,609.84	37,609.84
332071 CORP-ITS Admin	22,929.72	9,750.82	32,680.54
SC - ITS-OLD	34,837.65	77,811.80	112,649.45
332073 CORP-ITS Operations	34,837.65	77,811.80	112,649.45
SC - CTIO Customer Enablement	8,741.57	41,858.51	50,600.08
332083 CORP-ITS-BAD-FSA	8,741.57	41,858.51	50,600.08
SC - CTIO Technology Enablement	28,680.54	19,047.22	47,727.76
332079 CORP-ITS-BAD-Middle	1,320.54	12,543.84	13,864.38
332080 CORP-ITS-BAD-Back	17,072.57	4,317.82	21,390.39
332081 CORP-ITS-BAD-Q&M	10,287.43	2,185.56	12,472.99
Supply Chain	17,969.59	3,360.06	21,329.65
SC-Supply Chain	17,969.59	3,360.06	21,329.65
332210 State Procurement	1,288.71	128.05	1,416.76
332110 Supply Chain Support	2,669.14	109.52	2,778.66
332010 CORP-Spply Chain-Src	5,474.09	2,142.30	7,616.39
332310 National Categories	2,053.53	238.58	2,292.11
332410 Supplier Diversity	466.51	537.65	1,004.16
332610 CORP-Fleet	6,017.61	203.96	6,221.57
Shared Governance & Service Fees	\$ 355,816.32	\$ 273,867.39	\$ 629,683.71
Corporate Security	25,776.39-	39,458.44	13,682.05
SC-Corporate Security	25,776.39-	39,458.44	13,682.05
332077 CORP-Security Ops	25,776.39-	39,458.44	13,682.05
Safety and Environmental Compliance	10,065.07	469.91	10,534.98
SC-Environmental Compliance	10,065.07	469.91	10,534.98
332166 Environmental Comp	10,065.07	469.91	10,534.98
Regulated Operations	102,400.73	5,788.00	108,188.73
SC - Regulated Ops - MWD	1,603.23	1,791.08	3,394.31
336011 WD-Environmentl Mgmt	1,610.16	1,003.04	2,613.20

335205	CD - Admin & Gen	6.93-	67.82
335212	CD - Rates	0.00	59.67
335214	CD - Engineering	0.00	53.62
SC - CORP-Regulated Operations		38,583.97	1,233.22-
332026	CORP-Regulated Ops	38,583.97	1,233.22-
SC - Regulated Ops - MAD		7.42	116.58
335312	MAD - Rates	6.00	16.00
335305	MAD - Admin & Generl	1.42	100.58
SC - Regulated Ops - NED		0.00	260.86
335405	NED - Admin & Gen	0.00	28.90
335412	NED - Rates	0.00	6.56
335414	NED - Engineering	0.00	225.40
SC - Operations Excellence		37,126.79	2,111.46
332044	Operation Excellence	37,126.79	2,111.46
SC - Regulated Ops - SE		25,079.32	2,741.24
336205	SE - Admin & Gen	25,079.32	2,242.98
336214	SE - Engineering	0.00	498.26
Facilities		1,685.13	36,980.32
SC-Facilities		1,685.13	36,980.32
337600	One Water Street	1,677.86	31,004.87
337640	One Water St - Div	3.80	2,181.27
337650	One Water St-Non Div	3.47	3,797.65
Health and Safety		4,005.92	498.62
SC-Health & Safety		4,005.92	498.62
332019	CORP-Operatiol Risk	4,005.92	498.62
Legal		57,370.80	11,990.23
SC-Legal		57,370.80	11,990.23
336215	SE - Legal	11,408.49	2,042.18
335315	MAD - Legal	13.92	208.97
335215	CD - Legal	129.08-	380.48
332415	Corp Secretary-Legal	2,396.18	1,554.12
332315	Legal-Contracts&Comm	1,149.13	532.29-
332215	Legal - Rates & Reg	20,806.15	1,023.67
332115	Legal-Ethics & Compl	4,732.30	3,986.48
332015	CORP-Legal	16,993.71	2,088.60
332515	M&A	0.00	991.41
335415	NED - Legal	0.00	179.75
335815	MBB - Legal	0.00	66.86
Investor Relations		3,972.09	1,049.36
SC-Investor Relations		3,972.09	1,049.36
332037	CORP-Investr Relatn	3,972.09	1,049.36
Water Research and Dev		3,233.52	8,646.05
SC-Water Research & Dev		3,233.52	8,646.05
332066	CORP-Innov&Env Stwd	3,233.52	8,646.05
HR Comp and Benefits		13,649.48	15,038.23
SC-HR Comp & Benefits		13,649.48	15,038.23
332520	CORP-HTR HR Svc Adm	69.95	3,118.94
332014	CORP-Benefit Svc Ctr	7,212.57	9,392.86
332013	Core HR Admin&OrgMgt	4,199.25	3,577.14
332002	CORP-HR Comp/Benefit	2,167.71	1,050.71-
Talent Mgmt and Org Effectiveness		10,130.69	6,465.89
SC-Talent Mgmt & Org Effectiveness		10,130.69	6,465.89
336518	Talent Acquisition	5,123.24	4,106.53
332082	CORP-Oper. Education	56.75	332.14
332003	CORP-HR Talent Dev	4,950.70	2,027.22
HR Business Partners		40,636.14	6,150.82
SC-Human Resources Old		22,135.09	3,857.15
332058	CORP-HR Admin	21,200.67	1,074.25
332048	CORP-HR Hlth&Well	934.42	2,782.90
SC-HR Business Partners		18,501.05	2,293.67
336218	SE - Human Resources	0.00	427.24
332018	CORP-Human Resources	14,570.89	1,547.02
332006	CORP-Business Ctr HR	3,930.16	318.62
335218	CD - Human Resources	0.00	0.79
Labor Relations		3,423.80	236.23

SC-Labor Relations		3,423.80	236.23	3,660.03
332004	CORP-HR Labor Relatn	3,423.80	236.23	3,660.03
Finance		175,431.52	21,568.14	196,999.66
SC-Treasury		12,216.01	2,455.74	14,671.75
332575	CORP-PTP Cash Oper	2,672.80	568.81	3,241.61
332519	CORP-HTRClaims Mgmt	263.39-	76.89	186.50-
332057	CORP-Treasury	2,298.20	1,609.03	3,907.23
332021	Treasury Admin	7,508.40	201.01	7,709.41
Strategic Integration		4,242.27	705.73	4,948.00
332517	CORP-Plan & Rptg	4,242.27	705.73	4,948.00
SC-Regulatory, Corp Tax, Finance Tech		2,029.78	109.95	2,139.73
332617	Reg, CorpTax, FinTec	2,029.78	109.95	2,139.73
Regulatory Services		36,853.00	2,378.17	39,231.17
332574	Regulatory Reporting	36,853.00	2,378.17	39,231.17
FSPDS		13,984.55	1,780.51	15,765.06
336207	SE - FP & A	15,237.73	1,499.99	16,737.72
335607	T&I Finance	1,151.94-	0.00	1,151.94-
335605	Corp FP&A - Admin	111.53	4.34	115.87
335307	MAD - F P & A	833.67	24.43	858.10
335207	CD - FP & A	1,046.44-	249.61	796.83-
335407	NED - F P & A	0.00	2.14	2.14
SC-Corporate Finance		26,735.54	2,900.21	29,635.75
337777	CORP-CFO	26,735.54	2,900.21	29,635.75
Budgeting & Internal Reporting (BIRS)		30,265.35	1,020.74	31,286.09
332017	CORP-ServCo FP&A	30,265.35	1,020.74	31,286.09
SC-Controller's Organization		49,105.02	10,217.09	59,322.11
332584	CORP-PTP Acct Payable	5,905.77	5,900.70-	5.07
332581	CORP-RTR Payroll Acct	6,842.97	2,056.86	8,899.83
332577	CORP-Util Plant Acct	223.31	92.26	315.57
332573	Ext Rprtng & Tech Ac	4,850.32	755.76	5,606.08
332571	CORP-PTP General Tax	31.60	40.91-	9.31-
332570	CORP-RTR Acctg & Rep	9,802.88	725.09	10,527.97
332047	CORP-Income Tax	10,629.27	12,134.09	22,763.36
332007	CORP-Finance	10,818.90	394.64	11,213.54
Engineering		14,782.35	1,420.47	16,202.82
SC-Asset Performance		5,468.19	804.12	6,272.31
332016	CORP-Arc Flash	5,468.19	804.12	6,272.31
SC-Asset Management		9,314.16	221.09	9,535.25
336551	CORP-COE-Tech Svcs	4,554.75	158.10	4,712.85
336550	CORP-COE-Engineering	1,614.65	11.09	1,625.74
332065	CORP-Asset Mgmt	3,144.76	51.90	3,196.66
External Affairs and Public Policy		19,072.82	4,452.31	23,525.13
SC-Communication & Federal Affairs		19,072.82	4,452.31	23,525.13
332085	CORP-External Comm	15,740.76	3,880.11	19,620.87
332086	CORP-Internal Comm	3,270.82	526.64	3,797.46
335225	CD - Externl Affairs	61.24	40.70	101.94
335325	MAD - Externl Affrs	0.00	4.86	4.86
Business Development		19,655.06	3,238.12	22,893.18
SC-Business Development		19,655.06	3,238.12	22,893.18
335220	CD - Business Dev	29.64	0.00	29.64
332020	CORP-Corp Bus Dev	19,625.42	3,238.12	22,863.54
Audit		11,037.07	3,202.27	14,239.34
SC-Audit		11,037.07	3,202.27	14,239.34
332061	CORP-ERM	2,518.14	232.01	2,750.15
332060	CORP-Audit	8,518.93	2,970.26	11,489.19
Administration - Corporate		108,959.48-	107,015.36	1,944.12-
SC-Corporate Admin		108,959.48-	107,015.36	1,944.12-
332595	CORPAdm-Depr-NDiv	305.22	1,250.15	1,555.37
332099	Cap of Admin	31,819.78	0.00	31,819.78
332098	CORP-Non-Depart Cost	90.18	532.70-	442.52-
332095	CORP-Admin	61,894.81-	80,187.94	18,293.13
332090	Cap Admin Credits	90,730.74-	0.00	90,730.74-
332070	CORP-SharedBusSvcAdm	147.33	0.00	147.33
332041	CORP-Legal BOD	0.00	386.38	386.38
332001	CORP CEO & BOARD	11,303.56	25,723.59	37,027.15

CAPEX

B12-01-0058	- KY 2023 Rate Case - Other Costs	2,098.16	6,140.41	8,238.57
B12-01-8011	- 10780110 - Eng Dist Clear	109,429.92	43,084.68	152,514.60
B12-01-8017	- 10780170 - T&I Indirect OH Clr	18,886.38	112,950.66	131,837.04
T12-0108-P-2000	- Customer 1 View v2.0	10.08	0.00	10.08
T12-011C-P-1000	- Hyperion Upgrade	289.61	117.14	406.75
T12-011I-P-1000	- Data Analytics & Enablmnt Enhncmnts 2021	85.53	58.57	144.10
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	44.04	614.12	658.16
T12-012C-P-1000	- Advanced Analytics Program	56.24	0.00	56.24
T12-012H-P-1000	- Contract Management System	0.00	59.64-	59.64-
T12-012R-P-1000	- myWater v2 Enh - 2022	23.73	0.00	23.73
T12-012S-P-1000	- New Service Inquiry (NSI) Process Auto	45.62	0.00	45.62
T12-012S-P-1001	- New Service Install Ph 1	3,314.34	10,001.99	13,316.33
T12-0132-P-2000	- Enterprise MDM Platform v2	243.07	8.83	251.90
T12-013G-P-1001	- Waterly Enhancements 2023	334.16	2,949.65	3,283.81
T12-013M-P-1000	- SAP Upgrade	20.90	0.75	21.65
T12-013P-P-1000	- Paradox 2022	184.39	150.04	334.43
T12-013Q-P-0001	- PowerPlant Upgrade	299.19	4,706.26	5,005.45
T12-013Q-P-0002	- ASI-Alteryx	518.31	7,733.17	8,251.48
T12-013Q-P-0003	- PP Depreciation Module	130.33	8,720.25	8,850.58
T12-013R-P-0001	- Payment Assistance Portal	196.75-	0.00	196.75-
T12-013R-P-0002	- Integration for Discount Rates	969.85	9,651.99	10,621.84
T12-013S-P-1000	- Analytics 2023	2,771.21	8,846.17	11,617.38
T12-013T-P-1000	- Enterprise GIS 2023	1,928.05	2,603.75	4,531.80
T12-013V-P-1000	- MyAccess Enhancements 2023	302.13	4,056.52	4,358.65
T12-013W-P-1000	- Passive Vulnerability Analysis 2023	0.00	376.59	376.59
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	792.06	3,322.93	4,114.99
T12-013Z-P-1000	- SIEM Enhancements 2023	166.16	58.57	224.73
T12-014A-P-0001	- Meter Data Management System	99.02	946.63	1,045.65
T12-014A-P-0003	- MDMS: Release 2	1,071.69	17,088.66	18,160.35
T12-014B-P-1000	- Intelligent Automation 2023	421.69	12,252.04	12,673.73
T12-014C-P-1000	- Mapcall 2023	4,178.96	10,545.77	14,724.73
T12-014D-P-1000	- myWater V2 Enhancements 2023	3,161.84	11,484.04	14,645.88
T12-014E-P-1000	- SAP Enhancements - MTC 2023	369.90	4,332.84	4,702.74
T12-014E-P-2000	- SAP Enhancements - ERP 2023	1,444.26	2,004.45	3,448.71
T12-014E-P-3000	- SAP Enhancements - HTR 2023	232.52	4,587.04	4,819.56
T12-014E-P-4000	- SAP Enhancements - EAM 2023	8.37	289.82	298.19
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	11.16-	1,733.05	1,721.89
T12-014F-P-1000	- SuccessFactors Optimization 2023	756.30	2,422.94	3,179.24
T12-014G-P-1000	- Work1 View 2023	1,767.94	8,850.62	10,618.56
T12-014I-P-1000	- Test Global Automation - Ph3	371.17	646.28-	275.11-
T12-014L-P-1000	- 3PL Implementation	0.00	454.10	454.10
T12-014M-P-1000	- Data Platform 2023	1,740.73	9,478.78	11,219.51
T12-014Q-P-1000	- Meter Validation & Asset Creation	0.00	263.75-	263.75-
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	813.48	13,665.76	14,479.24
Total Capex Billing		\$ 159,173.42	\$ 325,319.91	\$ 484,493.33
Total Service Company Billing - Current Month		\$ 745,633.02	\$ 852,598.50	\$ 1,598,231.52
Less: Payment - Prior estimated billing				- \$ 1,356,269.60
Net Amount Payable (Receivable) - Current month				\$ 241,961.92
Plus: Est. Current month billing				\$ 1,598,231.52
Total Due				\$ 1,840,193.44

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 01/2024

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 223,386.24	\$ 203,876.66	\$ 427,262.90
Central Lab	3,671.44	936.11	4,607.55
SC-Central Lab	3,671.44	936.11	4,607.55
334517 Central Lab	3,671.44	936.11	4,607.55
Customer Service Organization (CSO)	122,991.92	103,066.91	226,058.83
Customer Billing and Collections	31,404.04	1,153.48	32,557.52
334071 CCA-Billing	3.05-	0.00	3.05-
334079 Billing & Collection	31,407.09	1,144.60	32,551.69
334072 CCA-Collections	0.00	8.88	8.88
Customer Care	50,912.74	7,770.69	58,683.43
334070 CCA-Call Handling	9.60-	3.70	5.90-
334078 Customer Care	50,896.94	7,579.91	58,476.85
337070 CCP-Call Handling	7.02	4.40-	2.62
337073 CCP-Oper & Spprt	18.38	36.03	54.41
334073 CCA-Oper & Perform	0.00	155.45	155.45
SC-Customer Experience	14,159.33	7,166.66	21,325.99
334005 CCA-Administration	61.41-	210.51-	271.92-
332045 Customer Experience	14,220.74	7,377.17	21,597.91
SC-Customer Relations	26,515.81	396.87	26,912.68
335203 CORP-CR-Area2-MainBV	24,297.82	268.35	24,566.17
335303 CORP-CR-Area1-MainWB	2,217.99	128.52	2,346.51
Technology and Innovation (TI)	81,301.17	97,364.57	178,665.74
SC - Tech Investment and Exp Mngmt	10,321.28	9,054.94	19,376.22
332071 CORP-ITS Admin	10,321.28	9,054.94	19,376.22
SC - ITS-OLD	16,638.83	54,484.25	71,123.08
332073 CORP-ITS Operations	16,638.83	54,484.25	71,123.08
SC - CTIO Customer Enablement	14,048.49	30,062.18	44,110.67
332083 CORP-ITS-BAD-FSA	14,048.49	30,062.18	44,110.67
SC - CTIO Technology Enablement	40,292.57	3,763.20	44,055.77
332081 CORP-ITS-BAD-Q&M	7,635.91	898.50	8,534.41
332080 CORP-ITS-BAD-Back	23,272.58	559.73	23,832.31
332079 CORP-ITS-BAD-Middle	9,384.08	2,304.97	11,689.05
Supply Chain	15,421.71	2,509.07	17,930.78
SC-Supply Chain	15,421.71	2,509.07	17,930.78
332610 CORP-Fleet	1,519.85	562.88	2,082.73
332410 Supplier Diversity	1,544.72	854.48	2,399.20
332310 National Categories	4,855.18	86.62	4,941.80
332210 State Procurement	2,307.06	168.12	2,475.18
332110 Supply Chain Support	3,287.13	146.94	3,434.07
332010 CORP-Spply Chain-Src	1,907.77	690.03	2,597.80
Shared Governance & Service Fees	\$ 373,205.40	\$ 181,549.88	\$ 554,755.28
Corporate Security	13,184.50	15,370.40	28,554.90
SC-Corporate Security	13,184.50	15,370.40	28,554.90
332077 CORP-Security Ops	13,184.50	15,370.40	28,554.90
Safety and Environmental Compliance	6,701.77	462.46	7,164.23
SC-Environmental Compliance	6,701.77	462.46	7,164.23
332166 Environmental Comp	6,701.77	462.46	7,164.23
Regulated Operations	54,439.78	7,076.83	61,516.61
SC - Regulated Ops - MWD	1,670.52	2,366.61	4,037.13
336011 WD-Environmentl Mgmt	1,631.05	1,471.54	3,102.59
335205 CD - Admin & Gen	39.47	840.70	880.17
335212 CD - Rates	0.00	29.90	29.90
335214 CD - Engineering	0.00	24.47	24.47
SC - CORP-Regulated Operations	10,009.18	644.03	10,653.21
332026 CORP-Regulated Ops	10,009.18	644.03	10,653.21

SC - Regulated Ops - MAD		8.02	KAW R AGDR2	NUM077	080425	33.92
335312	MAD - Rates	6.39				24.70
335305	MAD - Admin & Generl	1.63				109.22
SC - Operations Excellence		13,059.22		1,728.82		14,788.04
332044	Operation Excellence	8,854.92		1,726.32		10,581.24
332043	Business Performance	4,204.30		2.50		4,206.80
SC - Regulated Ops - SE		29,692.84		2,160.65		31,853.49
336205	SE - Admin & Gen	29,692.84		1,614.29		31,307.13
336214	SE - Engineering	0.00		546.36		546.36
Facilities		1,983.25		26,352.75		28,336.00
SC-Facilities		1,983.25		26,352.75		28,336.00
337600	One Water Street	1,975.96		20,208.60		22,184.56
337640	One Water St - Div	3.81		2,207.28		2,211.09
337650	One Water St-Non Div	3.48		3,936.87		3,940.35
Health and Safety		3,924.93		137.12		4,062.05
SC-Health & Safety		3,924.93		137.12		4,062.05
332019	CORP-Operatioln Risk	3,924.93		137.12		4,062.05
Legal		48,334.58		2,877.21		51,211.79
SC-Legal		48,334.58		2,877.21		51,211.79
332015	CORP-Legal	8,159.74		657.62-		7,502.12
332115	Legal-Ethics & Compl	4,459.38		786.13		5,245.51
332215	Legal - Rates & Reg	7,783.28		309.07		8,092.35
332315	Legal-Contracts&Comm	1,314.90		0.00		1,314.90
336215	SE - Legal	20,917.91		1,531.81		22,449.72
332415	Corp Secretary-Legal	3,645.96		554.69		4,200.65
332515	M&A	1,592.78		42.42		1,635.20
332615	M&A	229.45		0.00		229.45
335215	CD - Legal	216.34		206.72		423.06
335315	MAD - Legal	14.84		55.19		70.03
335415	NED - Legal	0.00		17.50		17.50
335815	MBB - Legal	0.00		31.30		31.30
Investor Relations		3,584.85		1,021.38		4,606.23
SC-Investor Relations		3,584.85		1,021.38		4,606.23
332037	CORP-Investr Relatn	3,584.85		1,021.38		4,606.23
Water Research and Dev		4,877.78		2,539.76-		2,338.02
SC-Water Research & Dev		4,877.78		2,539.76-		2,338.02
332066	CORP-Innov&Env Stwd	4,877.78		2,539.76-		2,338.02
HR Comp and Benefits		13,848.66		1,322.96-		12,525.70
SC-HR Comp & Benefits		13,848.66		1,322.96-		12,525.70
332002	CORP-HR Comp/Benefit	2,149.91		216.88		2,366.79
332013	Core HR Admin&OrgMgt	4,326.13		530.72-		3,795.41
332014	CORP-Benefit Svc Ctr	7,372.62		1,012.02-		6,360.60
332520	CORP-HTR HR Svc Adm	0.00		2.90		2.90
Talent Mgmt and Org Effectiveness		11,370.74		2,037.13		13,407.87
SC-Talent Mgmt & Org Effectiveness		11,370.74		2,037.13		13,407.87
332082	CORP-Oper. Education	50.59		428.18		478.77
332003	CORP-HR Talent Dev	5,940.40		370.11		6,310.51
336518	Talent Acquisition	5,379.75		1,238.84		6,618.59
HR Business Partners		31,663.72		1,579.85		33,243.57
SC-Human Resources Old		9,193.96		429.13		9,623.09
332058	CORP-HR Admin	7,858.89		569.81		8,428.70
332048	CORP-HR Hlth&Well	1,335.07		140.68-		1,194.39
SC-HR Business Partners		22,469.76		1,150.72		23,620.48
336218	SE - Human Resources	167.10		457.97-		290.87-
332018	CORP-Human Resources	17,270.90		1,423.73		18,694.63
332006	CORP-Business Ctr HR	5,031.76		184.21		5,215.97
335218	CD - Human Resources	0.00		0.75		0.75
Labor Relations		4,201.48		344.83		4,546.31
SC-Labor Relations		4,201.48		344.83		4,546.31
332004	CORP-HR Labor Relatn	4,201.48		344.83		4,546.31
Finance		156,410.59		7,918.14		164,328.73
SC-Treasury		10,188.68		2,624.09		12,812.77
332575	CORP-PTP Cash Oper	2,819.57		94.25		2,913.82
332519	CORP-HTRClaims Mgmt	949.56		56.51		1,006.07
332057	CORP-Treasury	2,203.61		2,360.64		4,564.25

332021	Treasury Admin	4,215.94	28.63	
Strategic Integration		4,512.65	132.65	4,645.30
332517	CORP-Plan & Rptg	4,512.65	132.65	4,645.30
SC-Regulatory, Corp Tax, Finance Tech		2,752.58	99.03	2,851.61
332617	Reg, CorpTax, FinTec	2,752.58	99.03	2,851.61
Regulatory Services		29,598.68	1,201.37	30,800.05
332574	Regulatory Reporting	29,598.68	1,201.37	30,800.05
FSPDS		45,882.00	1,390.66	47,272.66
336207	SE - FP & A	44,698.76	1,151.23	45,849.99
335605	Corp FP&A - Admin	99.43	0.00	99.43
335307	MAD - F P & A	1,083.81	27.10	1,110.91
335207	CD - FP & A	0.00	146.41	146.41
335407	NED - F P & A	0.00	65.92	65.92
SC-Corporate Finance		6,126.86	416.90	6,543.76
337777	CORP-CFO	6,126.86	416.90	6,543.76
Budgeting & Internal Reporting (BIRS)		9,631.19	777.11	10,408.30
332017	CORP-ServCo FP&A	9,631.19	777.11	10,408.30
SC-Controller's Organization		47,717.95	1,276.33	48,994.28
332584	CORP-PTPacct Payable	5,878.22	1,821.56-	4,056.66
332581	CORP-RTRPayroll Acct	7,338.43	2,527.27	9,865.70
332577	CORP-Util Plant Acct	1,221.51	65.33	1,286.84
332573	Ext Rprtng & Tech Ac	5,783.71	622.14	6,405.85
332570	CORP-RTR Acctg & Rep	11,563.85	629.46	12,193.31
332047	CORP-Income Tax	11,586.85	969.95-	10,616.90
332007	CORP-Finance	4,345.38	223.64	4,569.02
Engineering		10,736.01	591.16	11,327.17
SC-Asset Performance		5,501.15	432.98	5,934.13
332016	CORP-Arc Flash	5,501.15	432.98	5,934.13
SC-Asset Management		5,234.86	154.34	5,389.20
336551	CORP-COE-Tech Srvcs	2,613.88	46.53	2,660.41
336550	CORP-COE-Engineering	599.74	65.46	665.20
332065	CORP-Asset Mgmt	2,021.24	42.35	2,063.59
External Affairs and Public Policy		14,077.71	3,597.33	17,675.04
SC-Communication & Federal Affairs		14,077.71	3,597.33	17,675.04
332085	CORP-External Comm	10,211.63	2,972.09	13,183.72
332086	CORP-Internal Comm	3,793.51	467.96	4,261.47
335225	CD - Externl Affairs	72.57	42.22	114.79
332022	CORP-Govt Affairs	0.00	109.68	109.68
335325	MAD - Externl Affrs	0.00	5.38	5.38
Business Development		12,543.13	872.15	13,415.28
SC-Business Development		12,543.13	872.15	13,415.28
335220	CD - Business Dev	35.12	5.38	40.50
332020	CORP-Corp Bus Dev	12,508.01	872.15	13,380.16
Audit		8,908.45	12,281.79	21,190.24
SC-Audit		8,908.45	12,281.79	21,190.24
332061	CORP-ERM	1,903.82	243.65	2,147.47
332060	CORP-Audit	7,004.63	12,038.14	19,042.77
Administration - Corporate		27,586.53-	102,715.00	75,128.47
SC-Corporate Admin		27,586.53-	102,715.00	75,128.47
332001	CORP CEO & BOARD	10,515.49	9,046.76	19,562.25
332070	CORP-SharedBusSvcAdm	131.34	0.00	131.34
332090	Cap Admin Credits	48,854.44-	0.00	48,854.44-
332095	CORP-Admin	2,619.49	81,582.79	84,202.28
332098	CORP-Non-Depart Cost	0.83-	1,637.32-	1,638.15-
332099	Cap of Admin	7,696.19	0.00	7,696.19
332595	CORPAdm-Depr-NDiv	306.23	1,241.64	1,547.87
332041	CORP-Legal BOD	0.00	12,481.13	12,481.13
Total O & M Billing		\$ 596,591.64	\$ 385,426.54	\$ 982,018.18

CAPEX

B12-01-0058	- KY 2023 Rate Case - Other Costs	411.52-	0.00	411.52-
B12-01-8011	- 10780110 - Eng Dist Clear	103,576.60	135,778.00	239,354.60
B12-01-8017	- 10780170 - T&I Indirect OH Clr	2,931.63	5,491.20-	2,559.57-
T12-011C-P-1000	- Hyperion Upgrade	18.42-	0.00	18.42-

T12-011I-P-1000	- Data Analytics & Enablmnt Enhncmnts 2021	684.38		86.85
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	83.28	9.77	93.05
T12-012R-P-1000	- myWater v2 Enh - 2022	3.40-	0.00	3.40-
T12-012S-P-1000	- New Service Inquiry (NSI) Process Auto	25.68	0.00	25.68
T12-012S-P-1001	- New Service Install Ph 1	2,279.37	5,200.04	7,479.41
T12-0132-P-2000	- Enterprise MDM Platform v2	3.22-	0.00	3.22-
T12-013G-P-1001	- Waterly Enhancements 2023	280.61	563.23-	282.62-
T12-013P-P-1000	- Paradox 2022	101.33	29.68	131.01
T12-013Q-P-0001	- PowerPlant Upgrade	0.06-	213.40-	213.46-
T12-013Q-P-0002	- ASI-Alteryx	32.86-	96.05	63.19
T12-013Q-P-0003	- PP Depreciation Module	244.54	5,096.29	5,340.83
T12-013R-P-0002	- Integration for Discount Rates	83.01-	1,606.16-	1,689.17-
T12-013S-P-1000	- Analytics 2023	1,024.90	287.05	1,311.95
T12-013T-P-1000	- Enterprise GIS 2023	288.19-	1,079.93	791.74
T12-013V-P-1000	- MyAccess Enhancements 2023	42.95-	0.00	42.95-
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	7.51-	287.30	279.79
T12-013Z-P-1000	- SIEM Enhancements 2023	17.19	0.00	17.19
T12-014A-P-0001	- Meter Data Management System	13.29	1,023.60	1,036.89
T12-014A-P-0003	- MDMS: Release 2	559.46-	231.89	327.57-
T12-014B-P-1000	- Intelligent Automation 2023	896.64	457.73	1,354.37
T12-014C-P-1000	- Mapcall 2023	56.36-	1,101.13	1,044.77
T12-014D-P-1000	- myWater V2 Enhancements 2023	289.73	3,480.88	3,770.61
T12-014E-P-1000	- SAP Enhancements - MTC 2023	381.85	566.62	948.47
T12-014E-P-2000	- SAP Enhancements - ERP 2023	551.45	417.32	968.77
T12-014E-P-3000	- SAP Enhancements - HTR 2023	16.85	536.38	553.23
T12-014F-P-1000	- SuccessFactors Optimization 2023	312.61	177.67	490.28
T12-014G-P-1000	- Workl View 2023	513.79	3,603.52	4,117.31
T12-014I-P-1000	- Test Global Automation - Ph3	94.61	35.21	129.82
T12-014M-P-1000	- Data Platform 2023	130.21-	2,792.14-	2,922.35-
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	106.73	753.09	859.82
T12-012H-P-1000	- Contract Management System	0.00	51.64	51.64
T12-013L-P-1000	- Ask HR	0.00	3.88	3.88
T12-013R-P-0001	- Payment Assistance Portal	0.00	5.48	5.48
T12-014E-P-4000	- SAP Enhancements - EAM 2023	0.00	60.94	60.94
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	0.00	121.88	121.88
T12-014H-P-1000	- DSP Tool Enhancements 2023	0.00	237.71	237.71
T12-014L-P-1000	- 3PL Implementation	0.00	451.69-	451.69-
T12-014N-P-1000	- Alerts 1 View - Phase 4	0.00	7.25	7.25
T12-014O-P-1000	- Sample 1 View	0.00	6.33	6.33
Total Capex Billing		\$ 112,789.89	\$ 149,828.91	\$ 262,618.80
Total Service Company Billing - Current Month		\$ 709,381.53	\$ 535,255.45	\$ 1,244,636.98
Less: Payment - Prior estimated billing				- \$ 1,598,231.52
Net Amount Payable (Receivable) - Current month				\$ -353,594.54
Plus: Est. Current month billing				\$ 1,244,636.98
Total Due				\$ 891,042.44

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 02/2024

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 198,397.68	\$ 212,427.50	\$ 410,825.18
Central Lab	3,350.41	2,083.82	5,434.23
SC-Central Lab	3,350.41	2,083.82	5,434.23
334517 Central Lab	3,350.41	2,083.82	5,434.23
Customer Service Organization (CSO)	131,128.52	105,388.24	236,516.76
Customer Billing and Collections	43,153.03	1,453.58	44,606.61
334079 Billing & Collection	43,153.03	1,453.58	44,606.61
Customer Care	52,109.04	9,166.14	61,275.18
334078 Customer Care	52,088.78	9,106.04	61,194.82
337073 CCP-Oper & Spprt	18.39	15.90	34.29
334070 CCA-Call Handling	1.87	3.95	5.82
334073 CCA-Oper & Perform	0.00	40.25	40.25
SC-Customer Experience	12,336.36	4,590.48	16,926.84
332045 Customer Experience	12,260.92	4,300.13	16,561.05
334005 CCA-Administration	75.44	290.35	365.79
SC-Customer Relations	23,525.65	662.02	24,187.67
335203 CORP-CR-Area2-MainBV	21,507.55	529.86	22,037.41
335303 CORP-CR-Area1-MainWB	2,018.10	132.16	2,150.26
SC-Customer Service Center Support	4.44	89,516.02	89,520.46
337076 CCP-Quality & Rprt	0.16-	14,153.06	14,152.90
337078 CSC Supp-FormsCost	4.81	16,815.45	16,820.26
337079 CSC Supp-Other Cost	0.21-	23,204.57	23,204.36
337077 CSC Supp-PostageCost	0.00	35,342.94	35,342.94
Technology and Innovation (TI)	49,022.34	98,974.06	147,996.40
SC - Tech Investment and Exp Mngmt	6,379.56	7,005.71	13,385.27
332189 ITS-AWE Pass-Thru	0.02	35,342.94	35,342.96
332071 CORP-ITS Admin	6,379.54	7,005.71	13,385.25
SC - ITS-OLD	13,047.51	68,328.73	81,376.24
332073 CORP-ITS Operations	13,047.51	68,328.73	81,376.24
SC - CTIO Customer Enablement	4,960.60	20,278.14	25,238.74
332083 CORP-ITS-BAD-FSA	4,960.60	20,278.14	25,238.74
SC - CTIO Technology Enablement	24,634.67	3,361.48	27,996.15
332081 CORP-ITS-BAD-Q&M	3,178.96	1,028.96	4,207.92
332080 CORP-ITS-BAD-Back	19,099.03	764.07	19,863.10
332079 CORP-ITS-BAD-Middle	2,356.68	1,568.45	3,925.13
Supply Chain	14,896.41	5,981.38	20,877.79
SC-Supply Chain	14,896.41	5,981.38	20,877.79
332110 Supply Chain Support	2,779.53	20.84	2,800.37
332010 CORP-Sply Chain-Src	2,202.83	450.40	2,653.23
332310 National Categories	4,436.25	138.97	4,575.22
332410 Supplier Diversity	1,380.44	4,656.39	6,036.83
332610 CORP-Fleet	1,851.00	611.80	2,462.80
332210 State Procurement	2,246.36	102.98	2,349.34
Shared Governance & Service Fees	\$ 394,207.77	\$ 225,994.41	\$ 620,202.18
Corporate Security	9,937.54	14,835.76	24,773.30
SC-Corporate Security	9,937.54	14,835.76	24,773.30
332077 CORP-Security Ops	9,937.54	14,835.76	24,773.30
Safety and Environmental Compliance	6,233.24	2,358.35	8,591.59
SC-Environmental Compliance	6,233.24	2,358.35	8,591.59
332166 Environmental Comp	6,233.24	2,358.35	8,591.59
Regulated Operations	55,407.21	6,419.14	61,826.35
SC - Regulated Ops - MWD	1,592.98	2,621.70	4,214.68
335205 CD - Admin & Gen	88.65	1,750.93	1,839.58
336011 WD-Environmentl Mgmt	1,504.33	774.95	2,279.28
335212 CD - Rates	0.00	56.09	56.09

335214	CD - Engineering	0.00		
SC - CORP-Regulated Operations		10,117.60	532.17	10,649.77
332026	CORP-Regulated Ops	10,117.60	532.17	10,649.77
SC - Regulated Ops - MAD		8.85	130.88	139.73
335312	MAD - Rates	7.15	18.83	25.98
335305	MAD - Admin & Generl	1.70	112.05	113.75
SC - Operations Excellence		15,802.02	2,077.10	17,879.12
332044	Operation Excellence	8,190.86	1,780.24	9,971.10
332043	Business Performance	7,611.16	296.86	7,908.02
SC - Regulated Ops - SE		27,885.76	1,002.63	28,888.39
336205	SE - Admin & Gen	27,885.76	750.11	28,635.87
336214	SE - Engineering	0.00	252.52	252.52
Facilities		1,841.53	30,424.16	32,265.69
SC-Facilities		1,841.53	30,424.16	32,265.69
337650	One Water St-Non Div	3.48	3,916.82	3,920.30
337640	One Water St - Div	3.81	2,194.77	2,198.58
337600	One Water Street	1,834.24	24,312.57	26,146.81
Health and Safety		5,235.39	240.67	5,476.06
SC-Health & Safety		5,235.39	240.67	5,476.06
332019	CORP-Operatiol Risk	5,235.39	240.67	5,476.06
Legal		88,761.65	51,437.00	140,198.65
SC-Legal		88,761.65	51,437.00	140,198.65
336215	SE - Legal	5,531.60	4,872.07	659.53
335315	MAD - Legal	16.60	117.98	134.58
335215	CD - Legal	66,889.27	42,708.13	109,597.40
332615	M&A	1,316.31	0.00	1,316.31
332515	M&A	1,598.24	53.33	1,651.57
332415	Corp Secretary-Legal	3,583.44	580.80	4,164.24
332315	Legal-Contracts&Comm	265.20	6.52	271.72
332215	Legal - Rates & Reg	5,964.04	304.58	6,268.62
332115	Legal-Ethics & Compl	4,532.73	237.23	4,295.50
332015	CORP-Legal	10,127.42	2,942.64	13,070.06
335415	NED - Legal	0.00	53.64	53.64
335815	MBB - Legal	0.00	34.54	34.54
Investor Relations		3,244.77	982.91	4,227.68
SC-Investor Relations		3,244.77	982.91	4,227.68
332037	CORP-Investr Relatn	3,244.77	982.91	4,227.68
Water Research and Dev		4,333.34	278.93	4,612.27
SC-Water Research & Dev		4,333.34	278.93	4,612.27
332066	CORP-Innov&Env Stwd	4,333.34	278.93	4,612.27
HR Comp and Benefits		12,397.32	9,494.63	21,891.95
SC-HR Comp & Benefits		12,397.32	9,494.63	21,891.95
332014	CORP-Benefit Svc Ctr	6,383.21	4,538.81	10,922.02
332013	Core HR Admin&OrgMgt	3,960.98	1,404.54	5,365.52
332002	CORP-HR Comp/Benefit	2,053.13	1,521.00	3,574.13
332520	CORP-HTR HR Svc Adm	0.00	2,030.28	2,030.28
Talent Mgmt and Org Effectiveness		11,189.57	173.33	11,362.90
SC-Talent Mgmt & Org Effectiveness		11,189.57	173.33	11,362.90
336518	Talent Acquisition	5,330.83	762.38	6,093.21
332082	CORP-Oper. Education	59.08	196.68	255.76
332003	CORP-HR Talent Dev	5,799.66	785.73	5,013.93
HR Business Partners		29,492.95	7,697.81	37,190.76
SC-Human Resources Old		8,551.40	1,589.55	10,140.95
332058	CORP-HR Admin	7,511.29	1,469.00	8,980.29
332048	CORP-HR Hlth&Well	1,040.11	120.55	1,160.66
SC-HR Business Partners		20,941.55	6,108.26	27,049.81
332018	CORP-Human Resources	16,458.35	5,849.16	22,307.51
332006	CORP-Business Ctr HR	4,483.20	237.35	4,720.55
334018	CCA-Human Resources	0.00	21.04	21.04
335218	CD - Human Resources	0.00	0.71	0.71
Labor Relations		4,551.88	265.49	4,817.37
SC-Labor Relations		4,551.88	265.49	4,817.37
332004	CORP-HR Labor Relatn	4,551.88	265.49	4,817.37
Finance		145,426.92	10,241.88	155,668.80
SC-Treasury		9,880.16	1,657.05	11,537.21

332057	CORP-Treasury	2,146.51	524.37	4,458.42
332021	Treasury Admin	3,934.05	66.90	2,008.38
332519	CORP-HTRClaims Mgmt	941.48	103.77	2,961.89
332575	CORP-PTP Cash Oper	2,858.12	143.25	4,250.15
Strategic Integration		4,106.90	143.25	4,250.15
332517	CORP-Plan & Rptg	4,106.90	143.25	4,250.15
SC-Regulatory, Corp Tax, Finance Tech		2,892.65	93.01	2,985.66
332617	Reg, CorpTax, FinTec	2,892.65	93.01	2,985.66
Regulatory Services		28,518.97	2,109.93	30,628.90
332574	Regulatory Reporting	28,518.97	2,109.93	30,628.90
FSPDS		15,749.52	2,556.12	18,305.64
336207	SE - FP & A	14,637.18	2,030.82	16,668.00
335605	Corp FP&A - Admin	116.12	0.00	116.12
335307	MAD - F P & A	996.22	60.64	1,056.86
335207	CD - FP & A	0.00	522.87	522.87
335407	NED - F P & A	0.00	58.21-	58.21-
SC-Corporate Finance		5,991.59	272.06	6,263.65
337777	CORP-CFO	5,991.59	272.06	6,263.65
Budgeting & Internal Reporting (BIRS)		30,950.77	6,737.98	37,688.75
332017	CORP-ServCo FP&A	30,950.77	6,737.98	37,688.75
SC-Controller's Organization		47,336.36	3,327.52-	44,008.84
332584	CORP-PTPAcct Payable	5,705.36	8,128.65-	2,423.29-
332581	CORP-RTRPayroll Acct	6,685.40	830.74	7,516.14
332577	CORP-Util Plant Acct	1,151.98	71.76	1,223.74
332573	Ext Rprtng & Tech Ac	5,428.21	660.44	6,088.65
332570	CORP-RTR Acctg & Rep	10,792.98	368.90	11,161.88
332047	CORP-Income Tax	11,161.83	2,609.32	13,771.15
332007	CORP-Finance	6,410.60	257.88	6,668.48
332571	CORP-PTP General Tax	0.00	2.09	2.09
Engineering		6,331.90	1,229.93	7,561.83
SC-Asset Performance		1,622.92	954.95	2,577.87
332016	CORP-Arc Flash	1,622.92	954.95	2,577.87
SC-Asset Management		4,708.98	208.46	4,917.44
332065	CORP-Asset Mgmt	2,019.05	65.67	2,084.72
336550	CORP-COE-Engineering	597.92	50.90	648.82
336551	CORP-COE-Tech Svcs	2,092.01	91.89	2,183.90
External Affairs and Public Policy		13,989.30	2,825.00	16,814.30
SC-Communication & Federal Affairs		13,989.30	2,825.00	16,814.30
332085	CORP-External Comm	10,858.99	2,291.89	13,150.88
332086	CORP-Internal Comm	2,967.33	441.34	3,408.67
335225	CD - External Affairs	162.98	23.61	186.59
332022	CORP-Govt Affairs	0.00	62.49	62.49
335325	MAD - External Affrs	0.00	5.67	5.67
Business Development		12,043.00	1,680.69	13,723.69
SC-Business Development		12,043.00	1,680.69	13,723.69
332020	CORP-Corp Bus Dev	11,964.15	1,680.69	13,644.84
335220	CD - Business Dev	78.85	0.00	78.85
Audit		8,646.10	3,780.12	12,426.22
SC-Audit		8,646.10	3,780.12	12,426.22
332060	CORP-Audit	6,274.56	3,671.78	9,946.34
332061	CORP-ERM	2,371.54	108.34	2,479.88
Administration - Corporate		24,855.84-	81,435.92	56,580.08
SC-Corporate Admin		24,855.84-	81,435.92	56,580.08
332595	CORPAdm-Depr-NDiv	307.00	1,232.15	1,539.15
332001	CORP CEO & BOARD	12,333.47	8,724.64	21,058.11
332070	CORP-SharedBusSvcAdm	153.46	0.00	153.46
332089	CORP-AWE Pass-Thru	0.14	72.71	72.85
332090	Cap Admin Credits	50,973.62-	0.00	50,973.62-
332095	CORP-Admin	5,487.92	66,687.89	72,175.81
332098	CORP-Non-Depart Cost	121.45	3,261.38	3,382.83
332099	Cap of Admin	7,714.34	0.00	7,714.34
332041	CORP-Legal BOD	0.00	1,457.15	1,457.15
Total O & M Billing		\$ 592,605.45	\$ 438,421.91	\$ 1,031,027.36
CAPEX				

B12-01-8011	- 10780110 - Eng Dist Clear	102,704.06	37,539.69	140,243.75
T12-011I-P-1000	- Data Analytics & Enablmnt Enhncmnts 2021	673.56-	0.00	673.56-
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	24.16	0.00	24.16
T12-012S-P-1001	- New Service Install Ph 1	3,187.79	7,174.65	10,362.44
T12-013G-P-1001	- Waterly Enhancements 2023	58.92	202.81	261.73
T12-013P-P-1000	- Paradox 2022	536.38	485.55	1,021.93
T12-013Q-P-0001	- PowerPlant Upgrade	0.00	611.95-	611.95-
T12-013Q-P-0002	- ASI-Alteryx	0.00	26.24	26.24
T12-013Q-P-0003	- PP Depreciation Module	235.96	7,538.72	7,774.68
T12-013R-P-0002	- Integration for Discount Rates	0.00	981.28	981.28
T12-013S-P-1000	- Analytics 2023	908.05-	230.26-	1,138.31-
T12-013T-P-1000	- Enterprise GIS 2023	0.00	403.33-	403.33-
T12-013V-P-1000	- MyAccess Enhancements 2023	0.00	416.71	416.71
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	0.00	103.42	103.42
T12-013Z-P-1000	- SIEM Enhancements 2023	35.66-	0.00	35.66-
T12-014A-P-0001	- Meter Data Management System	87.65	1,119.94	1,207.59
T12-014A-P-0003	- MDMS: Release 2	86.35-	365.94	279.59
T12-014B-P-1000	- Intelligent Automation 2023	793.69-	747.97-	1,541.66-
T12-014C-P-1000	- Mapcall 2023	232.76-	314.67-	547.43-
T12-014D-P-1000	- myWater V2 Enhancements 2023	219.29-	3,302.23-	3,521.52-
T12-014E-P-1000	- SAP Enhancements - MTC 2023	310.59-	764.97-	1,075.56-
T12-014E-P-2000	- SAP Enhancements - ERP 2023	90.59-	459.10-	549.69-
T12-014E-P-3000	- SAP Enhancements - HTR 2023	0.00	2,260.07	2,260.07
T12-014F-P-1000	- SuccessFactors Optimization 2023	31.30	351.77	383.07
T12-014G-P-1000	- Work1 View 2023	138.38	1,749.16-	1,610.78-
T12-014I-P-1000	- Test Global Automation - Ph3	0.00	360.70-	360.70-
T12-014M-P-1000	- Data Platform 2023	0.00	463.64-	463.64-
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	944.52	6,525.08	7,469.60
T12-012H-P-1000	- Contract Management System	0.00	51.64-	51.64-
T12-013L-P-1000	- Ask HR	0.00	3.88-	3.88-
T12-013R-P-0001	- Payment Assistance Portal	0.00	5.48-	5.48-
T12-014E-P-4000	- SAP Enhancements - EAM 2023	0.00	53.16-	53.16-
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	0.00	1,039.51-	1,039.51-
T12-014L-P-1000	- 3PL Implementation	0.00	3.48-	3.48-
T12-014N-P-1000	- Alerts 1 View - Phase 4	0.00	7.25-	7.25-
T12-014O-P-1000	- Sample 1 View	0.00	6.33-	6.33-
Total Capex Billing		\$ 104,598.58	\$ 54,513.16	\$ 159,111.74
Total Service Company Billing - Current Month		\$ 697,204.03	\$ 492,935.07	\$ 1,190,139.10
Less: Payment - Prior estimated billing				- \$ 1,244,636.98
Net Amount Payable (Receivable) - Current month				\$ -54,497.88
Plus: Est. Current month billing				\$ 1,190,139.10
Total Due				\$ 1,135,641.22

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 03/2024

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 223,808.67	\$ 210,854.00	\$ 434,662.67
Central Lab	5,243.48	3,757.92	9,001.40
SC-Central Lab	5,243.48	3,757.92	9,001.40
334517 Central Lab	5,243.48	3,757.92	9,001.40
Customer Service Organization (CSO)	136,120.01	103,093.95	239,213.96
Customer Billing and Collections	44,261.57	1,784.65	46,046.22
334079 Billing & Collection	44,261.57	1,784.03	46,045.60
334071 CCA-Billing	0.00	0.62	0.62
Customer Care	50,198.98	9,740.27	59,939.25
334078 Customer Care	50,155.09	9,231.34	59,386.43
337070 CCP-Call Handling	0.04-	0.00	0.04-
337073 CCP-Oper & Spprt	18.64	437.10	455.74
334070 CCA-Call Handling	25.29	30.86	56.15
334073 CCA-Oper & Perform	0.00	40.97	40.97
SC-Customer Experience	16,141.81	5,193.73	21,335.54
332045 Customer Experience	16,040.69	4,492.86	20,533.55
334005 CCA-Administration	101.12	700.87	801.99
SC-Customer Relations	25,514.26	583.47	26,097.73
335203 CORP-CR-Area2-MainBV	23,565.30	473.02	24,038.32
335303 CORP-CR-Area1-MainWB	1,948.96	110.45	2,059.41
SC-Customer Service Center Support	3.39	85,791.83	85,795.22
337076 CCP-Quality & Rprtng	0.46	11,535.41	11,535.87
337077 CSC Supp-PostageCost	1.64	41,524.49	41,526.13
337078 CSC Supp-FormsCost	0.31	7,950.29	7,950.60
337079 CSC Supp-Other Cost	0.98	24,781.64	24,782.62
Technology and Innovation (TI)	67,708.53	100,613.34	168,321.87
SC - Tech Investment and Exp Mngmt	9,822.64	2,344.79-	7,477.85
332189 ITS-AWE Pass-Thru	0.02	0.00	0.02
332071 CORP-ITS Admin	9,822.62	2,344.79-	7,477.83
SC - ITS-OLD	12,560.90	58,196.58	70,757.48
332073 CORP-ITS Operations	12,560.90	58,196.58	70,757.48
SC - CTIO Customer Enablement	9,560.40	31,611.20	41,171.60
332083 CORP-ITS-BAD-FSA	9,560.40	31,611.20	41,171.60
SC - CTIO Technology Enablement	35,764.59	10,296.48	46,061.07
332080 CORP-ITS-BAD-Back	20,308.99	878.05	21,187.04
332081 CORP-ITS-BAD-Q&M	7,398.28	3,047.55	10,445.83
332079 CORP-ITS-BAD-Middle	8,057.32	6,370.88	14,428.20
Supply Chain	14,736.65	3,388.79	18,125.44
SC-Supply Chain	14,736.65	3,388.79	18,125.44
332110 Supply Chain Support	3,087.43	265.69	3,353.12
332010 CORP-Spply Chain-Src	1,941.62	923.84	2,865.46
332310 National Categories	5,126.68	130.74	5,257.42
332410 Supplier Diversity	1,472.69	299.47	1,772.16
332610 CORP-Fleet	1,238.93	1,551.03	2,789.96
332210 State Procurement	1,869.30	218.02	2,087.32
Shared Governance & Service Fees	\$ 578,648.84	\$ 204,412.92	\$ 783,061.76
Corporate Security	11,367.18	16,343.94	27,711.12
SC-Corporate Security	11,367.18	16,343.94	27,711.12
332077 CORP-Security Ops	11,367.18	16,343.94	27,711.12
Safety and Environmental Compliance	8,339.81	1,480.96	9,820.77
SC-Environmental Compliance	8,339.81	1,480.96	9,820.77
332166 Environmental Comp	8,339.81	1,480.96	9,820.77
Regulated Operations	122,668.48	5,868.84	128,537.32
SC - Regulated Ops - MWD	1,566.06	2,491.77	4,057.83
335205 CD - Admin & Gen	76.75	1,572.20	1,648.95

336011	WD-Environmentl Mgmt	1,489.31	40.39
335212	CD - Rates	0.00	51.62
335214	CD - Engineering	0.00	116.87
SC - CORP-Regulated Operations		94,127.44	94,917.99
332026	CORP-Regulated Ops	94,127.44	94,917.99
SC - Regulated Ops - MAD		6.88	113.07
335312	MAD - Rates	5.52	21.98
335305	MAD - Admin & Generl	1.36	91.09
SC - Regulated Ops - NED		862.71	937.94
335414	NED - Engineering	862.71	918.60
335405	NED - Admin & Gen	0.00	12.80
335412	NED - Rates	0.00	6.54
SC - Operations Excellence		12,586.67	14,418.41
332044	Operation Excellence	4,523.36	6,326.08
332043	Business Performance	8,063.31	8,092.33
SC - Regulated Ops - SE		13,518.72	14,092.08
336205	SE - Admin & Gen	13,518.72	13,945.73
336214	SE - Engineering	0.00	146.35
Facilities		1,541.38	29,541.72
SC-Facilities		1,541.38	29,541.72
337650	One Water St-Non Div	3.48	3,900.18
337640	One Water St - Div	3.81	2,186.03
337600	One Water Street	1,534.09	23,455.51
Health and Safety		5,530.83	6,777.47
SC-Health & Safety		5,530.83	6,777.47
332019	CORP-Operatioln Risk	5,530.83	6,777.47
Legal		61,256.89	72,304.34
SC-Legal		61,256.89	72,304.34
336215	SE - Legal	360.64	3,122.42
335315	MAD - Legal	12.83	120.27
335215	CD - Legal	16,184.05	17,315.34
332615	M&A	1,384.66	1,384.66
332515	M&A	2,357.91	2,411.23
332415	Corp Secretary-Legal	5,287.00	9,360.17
332315	Legal-Contracts&Comm	432.25	438.77
332215	Legal - Rates & Reg	8,179.81	8,554.41
332115	Legal-Ethics & Compl	6,069.16	7,460.88
332015	CORP-Legal	20,988.58	22,060.50
335415	NED - Legal	0.00	41.16
335815	MBB - Legal	0.00	34.53
Investor Relations		4,329.41	6,188.19
SC-Investor Relations		4,329.41	6,188.19
332037	CORP-Investr Relatn	4,329.41	6,188.19
Water Research and Dev		4,706.06	12,754.18
SC-Water Research & Dev		4,706.06	12,754.18
332066	CORP-Innov&Env Stwd	4,706.06	12,754.18
HR Comp and Benefits		14,320.19	19,636.57
SC-HR Comp & Benefits		14,320.19	19,636.57
332014	CORP-Benefit Svc Ctr	7,530.19	11,607.41
332013	Core HR Admin&OrgMgt	4,357.48	4,604.42
332002	CORP-HR Comp/Benefit	2,432.52	3,420.65
332520	CORP-HTR HR Svc Adm	0.00	4.09
Talent Mgmt and Org Effectiveness		12,089.23	16,071.01
SC-Talent Mgmt & Org Effectiveness		12,089.23	16,071.01
336518	Talent Acquisition	5,589.53	8,998.96
332082	CORP-Oper. Education	86.69	402.60
332003	CORP-HR Talent Dev	6,413.01	6,669.45
HR Business Partners		38,171.48	46,073.74
SC-Human Resources Old		14,704.57	17,703.31
332058	CORP-HR Admin	13,395.51	15,876.29
332048	CORP-HR Hlth&Well	1,309.06	1,827.02
SC-HR Business Partners		23,466.91	28,370.43
336218	SE - Human Resources	0.00	773.99
332018	CORP-Human Resources	18,536.28	22,362.47
332006	CORP-Business Ctr HR	4,930.63	5,179.28
334018	CCA-Human Resources	0.00	53.87

		0.00	KAW_R_AGDR2	NUM077_080425	0.82
335218	CD - Human Resources				
Labor Relations		5,407.88	382.00	5,789.88	
SC-Labor Relations		5,407.88	382.00	5,789.88	
332004	CORP-HR Labor Relatn	5,407.88	382.00	5,789.88	
Finance		177,257.96	21,988.45	199,246.41	
SC-Treasury		10,425.73	307.56	10,733.29	
332057	CORP-Treasury	2,267.13	416.65	2,683.78	
332021	Treasury Admin	4,246.31	274.99-	3,971.32	
332519	CORP-HTRClaims Mgmnt	969.69	67.93	1,037.62	
332575	CORP-PTP Cash Oper	2,942.60	97.97	3,040.57	
Strategic Integration		4,499.48	145.48	4,644.96	
332517	CORP-Plan & Rptg	4,499.48	145.48	4,644.96	
SC-Regulatory,Corp Tax,Finance Tech		5,511.76	100.25	5,612.01	
332617	Reg, CorpTax, FinTec	5,511.76	100.25	5,612.01	
Regulatory Services		34,470.42	1,638.42	36,108.84	
332574	Regulatory Reporting	34,470.42	1,638.42	36,108.84	
FSPDS		19,427.94	2,180.41	21,608.35	
336207	SE - FP & A	16,028.58	1,170.22	17,198.80	
335605	Corp FP&A - Admin	112.70	0.00	112.70	
335307	MAD - F P & A	1,321.47	25.26	1,346.73	
335207	CD - FP & A	1,965.19	911.21	2,876.40	
335407	NED - F P & A	0.00	73.72	73.72	
SC-Corporate Finance		20,099.96	1,073.22	21,173.18	
337777	CORP-CFO	20,099.96	1,073.22	21,173.18	
Budgeting & Internal Reporting (BIRS)		31,670.92	3,875.58	35,546.50	
332017	CORP-ServCo FP&A	31,670.92	3,875.58	35,546.50	
SC-Controller's Organization		51,151.75	12,667.53	63,819.28	
332584	CORP-PTPAcct Payable	5,777.54	4,066.24-	1,711.30	
332581	CORP-RTRPayroll Acct	7,231.61	1,261.12	8,492.73	
332577	CORP-Util Plant Acct	913.84	72.44	986.28	
332573	Ext Rprtng & Tech Ac	4,657.84	641.21	5,299.05	
332570	CORP-RTR Acctg & Rep	12,040.01	618.15	12,658.16	
332047	CORP-Income Tax	12,887.36	13,907.50	26,794.86	
332007	CORP-Finance	7,643.55	235.44	7,878.99	
332571	CORP-PTP General Tax	0.00	2.09-	2.09-	
Engineering		25,449.09	3,683.85	29,132.94	
SC-Asset Performance		20,323.31	3,322.44	23,645.75	
332016	CORP-Arc Flash	20,323.31	3,322.44	23,645.75	
SC-Asset Management		5,125.78	258.71	5,384.49	
332065	CORP-Asset Mgmnt	2,358.09	52.03	2,410.12	
336550	CORP-COE-Engineering	817.63	42.30	859.93	
336551	CORP-COE-Tech Srvcs	1,950.06	164.38	2,114.44	
External Affairs and Public Policy		19,405.35	3,717.38	23,122.73	
SC-Communication & Federal Affairs		19,405.35	3,717.38	23,122.73	
332085	CORP-External Comm	15,183.33	2,736.89	17,920.22	
332086	CORP-Internal Comm	4,080.91	853.16	4,934.07	
335225	CD - Externl Affairs	141.11	12.72-	128.39	
332022	CORP-Govt Affairs	0.00	135.53	135.53	
335325	MAD - Externl Affrs	0.00	4.52	4.52	
Business Development		14,608.26	1,426.63	16,034.89	
SC-Business Development		14,608.26	1,426.63	16,034.89	
332020	CORP-Corp Bus Dev	14,539.98	1,426.63	15,966.61	
335220	CD - Business Dev	68.28	0.00	68.28	
Audit		10,028.59	499.10	10,527.69	
SC-Audit		10,028.59	499.10	10,527.69	
332060	CORP-Audit	7,361.08	381.30	7,742.38	
332061	CORP-ERM	2,667.51	117.80	2,785.31	
Administration - Corporate		42,170.77	81,375.57	123,546.34	
SC-Corporate Admin		42,170.77	81,375.57	123,546.34	
332595	CORPAdm-Depr-NDiv	307.77	1,222.63	1,530.40	
332100	Strat Serv & Program	4,692.34	56.55	4,748.89	
332001	CORP CEO & BOARD	98,819.12	8,511.79	107,330.91	
332070	CORP-SharedBusSvcAdm	148.91	0.00	148.91	
332089	CORP-AWE Pass-Thru	0.10	113.99	114.09	
332090	Cap Admin Credits	91,145.84-	0.00	91,145.84-	
332095	CORP-Admin	18,692.02-	64,304.61	45,612.59	

332098 CORP-Non-Depart Cost
 332099 Cap of Admin
 332041 CORP-Legal BOD

47.54 KAW_R_AGDR2_NUM077_080425 87.26
 47,992.85 0.00 47,992.85
 0.00 26.28 Page 69 of 105 26.28

Total O & M Billing \$ 802,457.51 \$ 415,266.92 \$ 1,217,724.43

CAPEX

B12-01-8011	- 10780110 - Eng Dist Clear	109,386.58	49,114.87	158,501.45
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	94.72	11.83	106.55
T12-012S-P-1001	- New Service Install Ph 1	2,448.70	4,249.94	6,698.64
T12-013E-P-1000	- SuccessFactors Optimization - 2022	103.07	48.53	151.60
T12-013G-P-1001	- Waterly Enhancements 2023	22.83-	0.00	22.83-
T12-013P-P-1000	- Paradox 2022	317.33	121.18	438.51
T12-013Q-P-0003	- PP Depreciation Module	342.45	1,613.93	1,956.38
T12-013R-P-0002	- Integration for Discount Rates	0.00	23.44	23.44
T12-013T-P-1000	- Enterprise GIS 2023	0.00	2,931.65	2,931.65
T12-014A-P-0001	- Meter Data Management System	95.05	759.04	854.09
T12-014C-P-1000	- Mapcall 2023	1.34	277.28-	275.94-
T12-014D-P-1000	- myWater V2 Enhancements 2023	95.74	312.74-	217.00-
T12-014E-P-1000	- SAP Enhancements - MTC 2023	0.00	47.17	47.17
T12-014E-P-2000	- SAP Enhancements - ERP 2023	0.00	25.50	25.50
T12-014E-P-3000	- SAP Enhancements - HTR 2023	0.00	39.56	39.56
T12-014F-P-1000	- SuccessFactors Optimization 2023	15.71-	0.00	15.71-
T12-014G-P-1000	- Workl View 2023	267.38	17.95	285.33
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	362.71	3,105.34	3,468.05
T12-012H-P-1000	- Contract Management System	0.00	3.83	3.83
T12-014E-P-4000	- SAP Enhancements - EAM 2023	0.00	6.38	6.38
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	0.00	12.75	12.75

Total Capex Billing \$ 113,476.53 \$ 61,542.87 \$ 175,019.40

Total Service Company Billing - Current Month \$ 915,934.04 \$ 476,809.79 \$ 1,392,743.83

Less: Payment - Prior estimated billing - \$ 1,190,139.10

Net Amount Payable (Receivable) - Current month \$ 202,604.73

Plus: Est. Current month billing \$ 1,392,743.83

Total Due \$ 1,595,348.56

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 04/2024

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 211,672.65	\$ 197,459.21	\$ 409,131.86
Central Lab	4,298.09	3,133.50	7,431.59
SC-Central Lab	4,298.09	3,133.50	7,431.59
334517 Central Lab	4,298.09	3,133.50	7,431.59
Customer Service Organization (CSO)	123,615.66	108,808.22	232,423.88
Customer Billing and Collections	36,796.00	1,623.89	38,419.89
334079 Billing & Collection	36,776.89	1,603.23	38,380.12
334071 CCA-Billing	19.11	0.00	19.11
334072 CCA-Collections	0.00	20.66	20.66
Customer Care	49,886.97	8,535.05	58,422.02
337073 CCP-Oper & Spprt	18.65	16.13	34.78
337070 CCP-Call Handling	15.08	0.00	15.08
334078 Customer Care	49,852.12	8,475.68	58,327.80
334070 CCA-Call Handling	1.12	0.44-	0.68
334073 CCA-Oper & Perform	0.00	43.68	43.68
SC-Customer Experience	11,991.00	4,735.55	16,726.55
334005 CCA-Administration	109.58	83.94	193.52
332045 Customer Experience	11,881.42	4,651.61	16,533.03
SC-Customer Relations	24,938.19	647.92	25,586.11
335203 CORP-CR-Area2-MainBV	23,839.62	552.98	24,392.60
335303 CORP-CR-Area1-MainWB	1,098.57	94.94	1,193.51
SC-Customer Service Center Support	3.50	93,265.81	93,269.31
337077 CSC Supp-PostageCost	1.44	37,901.88	37,903.32
337076 CCP-Quality & Rprtng	0.44	11,685.75	11,686.19
337078 CSC Supp-FormsCost	0.48	13,585.22	13,585.70
337079 CSC Supp-Other Cost	1.14	30,092.96	30,094.10
Technology and Innovation (TI)	69,068.16	82,433.27	151,501.43
SC - Tech Investment and Exp Mngmt	8,559.67	5,411.42-	3,148.25
332071 CORP-ITS Admin	8,559.67	5,411.42-	3,148.25
SC - ITS-OLD	15,197.83	57,991.53	73,189.36
332073 CORP-ITS Operations	15,197.83	57,991.53	73,189.36
SC - CTIO Customer Enablement	9,077.11	25,074.69	34,151.80
332083 CORP-ITS-BAD-FSA	9,077.11	25,074.69	34,151.80
SC - CTIO Technology Enablement	36,233.55	4,778.47	41,012.02
332079 CORP-ITS-BAD-Middle	6,504.56	3,193.41	9,697.97
332080 CORP-ITS-BAD-Back	21,736.31	642.43	22,378.74
332081 CORP-ITS-BAD-Q&M	7,992.68	942.63	8,935.31
Supply Chain	14,690.74	3,084.22	17,774.96
SC-Supply Chain	14,690.74	3,084.22	17,774.96
332410 Supplier Diversity	1,405.48	123.88	1,529.36
332610 CORP-Fleet	2,028.89	293.03	2,321.92
332010 CORP-Spply Chain-Src	1,721.98	2,523.34	4,245.32
332110 Supply Chain Support	2,557.52	13.62	2,571.14
332210 State Procurement	2,266.43	78.60	2,345.03
332310 National Categories	4,710.44	51.75	4,762.19
Shared Governance & Service Fees	\$ 343,139.66	\$ 205,942.79	\$ 549,082.45
Corporate Security	11,940.92	18,090.31	30,031.23
SC-Corporate Security	11,940.92	18,090.31	30,031.23
332077 CORP-Security Ops	11,940.92	18,090.31	30,031.23
Safety and Environmental Compliance	5,412.82	1,346.65	6,759.47
SC-Environmental Compliance	5,412.82	1,346.65	6,759.47
332166 Environmental Comp	5,412.82	1,346.65	6,759.47
Regulated Operations	56,719.05	8,024.93	64,743.98
SC - Regulated Ops - MWD	1,600.28	2,587.00	4,187.28
336011 WD-Environmentl Mgmt	1,514.95	821.52	2,336.47

335205	CD - Admin & Gen	85.33	30.30
335212	CD - Rates	0.00	68.49
335214	CD - Engineering	0.00	47.98
SC - CORP-Regulated Operations		8,488.41	9,273.33
332026	CORP-Regulated Ops	8,488.41	9,273.33
SC - Regulated Ops - MAD		5.49	90.92
335312	MAD - Rates	4.40	18.19
335305	MAD - Admin & Generl	1.09	72.73
SC - Regulated Ops - NED		0.00	42.43
335414	NED - Engineering	0.00	25.49
335405	NED - Admin & Gen	0.00	11.20
335412	NED - Rates	0.00	5.74
SC - Operations Excellence		15,425.33	18,133.44
337530	Operations Training	1,346.14	1,351.88
332044	Operation Excellence	7,069.21	9,719.25
332043	Business Performance	7,009.98	7,068.05
SC - Regulated Ops - SE		31,199.54	33,016.58
336205	SE - Admin & Gen	31,038.83	32,541.98
336214	SE - Engineering	160.71	474.60
Facilities		1,639.36	29,009.64
SC-Facilities		1,639.36	29,009.64
337650	One Water St-Non Div	3.48	3,880.13
337640	One Water St - Div	3.81	2,173.44
337600	One Water Street	1,632.07	22,956.07
Health and Safety		4,893.47	5,390.58
SC-Health & Safety		4,893.47	5,390.58
332019	CORP-Operatiol Risk	4,893.47	5,390.58
Legal		49,024.35	51,808.51
SC-Legal		49,024.35	51,808.51
336215	SE - Legal	1,053.22	34,381.01
335315	MAD - Legal	10.22	109.75
335215	CD - Legal	20,619.29	12,134.00
332615	M&A	1,254.36	1,254.36
332515	M&A	1,383.11	1,434.67
332415	Corp Secretary-Legal	3,293.52	4,428.51
332315	Legal-Contracts&Comm	423.66	430.18
332215	Legal - Rates & Reg	6,171.05	6,475.02
332115	Legal-Ethics & Compl	4,635.63	5,547.11
332015	CORP-Legal	10,180.29	9,810.61
335415	NED - Legal	0.00	38.06
335815	MBB - Legal	0.00	33.23
Investor Relations		3,246.29	4,361.74
SC-Investor Relations		3,246.29	4,361.74
332037	CORP-Investr Relatn	3,246.29	4,361.74
Water Research and Dev		4,533.68	5,439.84
SC-Water Research & Dev		4,533.68	5,439.84
332066	CORP-Innov&Env Stwd	4,533.68	5,439.84
HR Comp and Benefits		13,321.33	23,413.68
SC-HR Comp & Benefits		13,321.33	23,413.68
332520	CORP-HTR HR Svc Adm	88.50	4,915.03
332014	CORP-Benefit Svc Ctr	7,153.71	11,054.25
332013	Core HR Admin&OrgMgt	4,018.34	4,201.85
332002	CORP-HR Comp/Benefit	2,060.78	3,242.55
Talent Mgmt and Org Effectiveness		11,900.35	14,019.47
SC-Talent Mgmt & Org Effectiveness		11,900.35	14,019.47
336518	Talent Acquisition	5,336.75	6,622.85
332082	CORP-Oper. Education	23.86	344.04
332003	CORP-HR Talent Dev	6,539.74	7,052.58
HR Business Partners		30,519.67	35,176.96
SC-Human Resources Old		8,448.22	9,591.46
332058	CORP-HR Admin	7,122.95	7,999.68
332048	CORP-HR Hlth&Well	1,325.27	1,591.78
SC-HR Business Partners		22,071.45	25,585.50
336218	SE - Human Resources	0.00	74.86
332018	CORP-Human Resources	17,570.14	20,889.47
332006	CORP-Business Ctr HR	4,501.31	4,770.17

335218	CD - Human Resources	0.00		
Labor Relations		4,874.76	339.93	5,214.69
SC-Labor Relations		4,874.76	339.93	5,214.69
332004	CORP-HR Labor Relatn	4,874.76	339.93	5,214.69
Finance		135,359.38	13,070.73	148,430.11
SC-Treasury		9,166.01	2,817.65	11,983.66
332021	Treasury Admin	2,527.77	116.93	2,644.70
332057	CORP-Treasury	2,813.02	2,524.43	5,337.45
332519	CORP-HTRClaims Mgmt	1,008.37	84.45	1,092.82
332575	CORP-PTP Cash Oper	2,816.85	91.84	2,908.69
SC-Regulatory, Corp Tax, Finance Tech		2,508.31	68.67	2,576.98
332617	Reg, CorpTax, FinTec	2,508.31	68.67	2,576.98
Regulatory Services		28,821.00	1,755.51	30,576.51
332574	Regulatory Reporting	28,821.00	1,755.51	30,576.51
FSPDS		19,740.62	1,654.17	21,394.79
335207	CD - FP & A	2,162.05	315.37	2,477.42
335307	MAD - F P & A	1,092.17	64.66	1,156.83
335605	Corp FP&A - Admin	104.56	0.00	104.56
336207	SE - FP & A	16,381.84	1,347.39	17,729.23
335407	NED - F P & A	0.00	73.25-	73.25-
SC-Corporate Finance		5,872.26	273.68-	5,598.58
337777	CORP-CFO	5,872.26	273.68-	5,598.58
Budgeting & Internal Reporting (BIRS)		27,103.43	3,728.17	30,831.60
332017	CORP-ServCo FP&A	27,103.43	3,728.17	30,831.60
SC-Controller's Organization		42,147.75	3,320.24	45,467.99
332584	CORP-PTPAcct Payable	5,395.35	4,241.68-	1,153.67
332581	CORP-RTRPayroll Acct	6,816.30	1,182.83	7,999.13
332577	CORP-Util Plant Acct	901.43	69.53	970.96
332573	Ext Rprtng & Tech Ac	4,206.99	633.32	4,840.31
332570	CORP-RTR Acctg & Rep	10,571.99	544.07	11,116.06
332047	CORP-Income Tax	9,300.72	4,840.53	14,141.25
332007	CORP-Finance	4,954.97	291.64	5,246.61
Engineering		2,085.60-	396.56	1,689.04-
SC-Asset Performance		7,233.21-	189.93	7,043.28-
332016	CORP-Arc Flash	7,233.21-	189.93	7,043.28-
SC-Asset Management		5,147.61	107.89	5,255.50
332065	CORP-Asset Mgmt	2,361.09	53.36	2,414.45
336550	CORP-COE-Engineering	600.02	17.57	617.59
336551	CORP-COE-Tech Srvcs	2,186.50	36.96	2,223.46
External Affairs and Public Policy		13,603.95	3,341.19	16,945.14
SC-Communication & Federal Affairs		13,603.95	3,341.19	16,945.14
332085	CORP-External Comm	10,047.98	2,367.12	12,415.10
332086	CORP-Internal Comm	3,399.09	874.43	4,273.52
335225	CD - Externl Affairs	156.88	21.43	178.31
332022	CORP-Govt Affairs	0.00	74.52	74.52
335325	MAD - Externl Affrs	0.00	3.69	3.69
Business Development		17,338.17	1,733.11	19,071.28
SC-Business Development		17,338.17	1,733.11	19,071.28
335220	CD - Business Dev	75.92	3.69	79.61
332517	CORP-Plan & Rptg	4,227.14	217.36	4,444.50
332020	CORP-Corp Bus Dev	13,035.11	1,515.75	14,550.86
Audit		6,853.36	11,100.48	17,953.84
SC-Audit		6,853.36	11,100.48	17,953.84
332061	CORP-ERM	2,130.64	1,901.42	4,032.06
332060	CORP-Audit	4,722.72	9,199.06	13,921.78
Administration - Corporate		25,955.65-	98,730.19	72,774.54
SC-Corporate Admin		25,955.65-	98,730.19	72,774.54
332595	CORPAdm-Depr-NDiv	308.55	1,213.09	1,521.64
332100	Strat Serv & Program	3,641.09	322.42	3,963.51
332099	Cap of Admin	7,714.34	0.00	7,714.34
332098	CORP-Non-Depart Cost	93.42-	5,293.78	5,200.36
332095	CORP-Admin	843.90	66,678.82	67,522.72
332090	Cap Admin Credits	48,725.08-	0.00	48,725.08-
332089	CORP-AWE Pass-Thru	0.03	31.55	31.58
332070	CORP-SharedBusSvcAdm	138.16	0.00	138.16
332001	CORP CEO & BOARD	10,216.78	13,447.46	23,664.24

Total O & M Billing		\$ 554,812.31	\$ 403,402.00	Page 73 of 105 \$ 938,214.31
CAPEX				
B12-01-8011	- 10780110 - Eng Dist Clear	116,915.28	45,136.54	162,051.82
T12-011I-P-1000	- Data Analytics & Enablmnt Enhncmnts 2021	46.66	0.00	46.66
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	7.83-	0.00	7.83-
T12-012S-P-1001	- New Service Install Ph 1	1,349.61	5,406.84	6,756.45
T12-013E-P-1000	- SuccessFactors Optimization - 2022	141.22	218.94	360.16
T12-013G-P-1000	- WQ Compliance Management System	41.70	0.00	41.70
T12-013G-P-1001	- Waterly Enhancements 2023	0.00	1.98	1.98
T12-013P-P-1000	- Paradox 2022	516.32	388.31	904.63
T12-013Q-P-0003	- PP Depreciation Module	224.54	1,797.05	2,021.59
T12-013R-P-0002	- Integration for Discount Rates	0.00	23.44-	23.44-
T12-013T-P-1000	- Enterprise GIS 2023	0.00	1,890.83-	1,890.83-
T12-014A-P-0001	- Meter Data Management System	53.66	1,098.50	1,152.16
T12-014D-P-1000	- myWater V2 Enhancements 2023	18.79	237.25-	218.46-
T12-014E-P-1000	- SAP Enhancements - MTC 2023	0.00	47.17-	47.17-
T12-014E-P-2000	- SAP Enhancements - ERP 2023	0.00	25.50-	25.50-
T12-014E-P-3000	- SAP Enhancements - HTR 2023	0.00	39.56-	39.56-
T12-014G-P-1000	- Workl View 2023	125.22-	999.60-	1,124.82-
T12-014M-P-1000	- Data Platform 2023	0.00	2,626.50-	2,626.50-
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	287.35	3,370.07	3,657.42
T12-012H-P-1000	- Contract Management System	0.00	3.83-	3.83-
T12-013B-P-2000	- SAP Enhancements - ERP - 2022	0.00	1,105.00-	1,105.00-
T12-013B-P-3000	- SAP Enhancements - EAM - 2022	0.00	488.75-	488.75-
T12-013B-P-4000	- SAP Enhancements - HTR - 2022	0.00	297.50-	297.50-
T12-013B-P-5000	- SAP Enhancements - Device - 2022	0.00	488.75-	488.75-
T12-014E-P-4000	- SAP Enhancements - EAM 2023	0.00	6.38-	6.38-
T12-014E-P-5000	- SAP Enhancements - DEVICE 2023	0.00	12.75-	12.75-
Total Capex Billing		\$ 119,462.08	\$ 49,125.42	\$ 168,587.50
Total Service Company Billing - Current Month		\$ 674,274.39	\$ 452,527.42	\$ 1,126,801.81
Less: Payment - Prior estimated billing				- \$ 1,392,743.83
Net Amount Payable (Receivable) - Current month				\$ -265,942.02
Plus: Est. Current month billing				\$ 1,126,801.81
Total Due				\$ 860,859.79

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 05/2024

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 203,613.00	\$ 206,244.61	\$ 409,857.61
Central Lab	4,086.34	3,358.97	7,445.31
SC-Central Lab	4,086.34	3,358.97	7,445.31
334517 Central Lab	4,086.34	3,358.97	7,445.31
Customer Service Organization (CSO)	138,588.34	110,958.60	249,546.94
Customer Billing and Collections	38,925.68	1,712.31	40,637.99
334071 CCA-Billing	4.39	0.00	4.39
334079 Billing & Collection	38,921.29	1,712.31	40,633.60
Customer Care	58,448.38	8,083.42	66,531.80
334070 CCA-Call Handling	0.90-	4.85	3.95
334078 Customer Care	58,409.80	8,310.96	66,720.76
337070 CCP-Call Handling	20.19	0.00	20.19
337073 CCP-Oper & Spprt	19.29	17.03	36.32
334073 CCA-Oper & Perform	0.00	249.42-	249.42-
SC-Customer Experience	15,794.16	5,909.00	21,703.16
332045 Customer Experience	16,149.57	4,552.80	20,702.37
334005 CCA-Administration	355.41-	1,356.20	1,000.79
SC-Customer Relations	25,416.64	956.05	26,372.69
335303 CORP-CR-Area1-MainWB	1,258.58	104.62	1,363.20
335203 CORP-CR-Area2-MainBV	24,158.06	851.43	25,009.49
SC-Customer Service Center Support	3.48	94,297.82	94,301.30
337076 CCP-Quality & Rprtng	0.91	13,441.91	13,442.82
337077 CSC Supp-PostageCost	0.00	40,444.66	40,444.66
337078 CSC Supp-FormsCost	0.77	11,364.59	11,365.36
337079 CSC Supp-Other Cost	1.80	29,046.66	29,048.46
Technology and Innovation (TI)	49,723.26	90,108.53	139,831.79
SC - Tech Investment and Exp Mngmt	5,701.52	3,628.41	9,329.93
332071 CORP-ITS Admin	5,701.51	3,628.41	9,329.92
332189 ITS-AWE Pass-Thru	0.01	0.00	0.01
SC - ITS-OLD	8,473.55	54,148.20	62,621.75
332073 CORP-ITS Operations	8,473.55	54,148.20	62,621.75
SC - CTIO Customer Enablement	4,881.34	29,040.14	33,921.48
332083 CORP-ITS-BAD-FSA	4,881.34	29,040.14	33,921.48
SC - CTIO Technology Enablement	30,666.85	3,291.78	33,958.63
332079 CORP-ITS-BAD-Middle	4,328.01	3,160.38	7,488.39
332080 CORP-ITS-BAD-Back	19,679.88	701.39	20,381.27
332081 CORP-ITS-BAD-Q&M	6,658.96	569.99-	6,088.97
Supply Chain	11,215.06	1,818.51	13,033.57
SC-Supply Chain	11,215.06	1,818.51	13,033.57
332610 CORP-Fleet	1,772.15	373.84	2,145.99
332410 Supplier Diversity	1,087.35	1,015.39	2,102.74
332310 National Categories	4,000.02	112.95	4,112.97
332210 State Procurement	2,403.54	151.61	2,555.15
332110 Supply Chain Support	2,807.78	18.16	2,825.94
332010 CORP-Spply Chain-Src	855.78-	146.56	709.22-
Shared Governance & Service Fees	\$ 386,140.45	\$ 188,693.43	\$ 574,833.88
Corporate Security	8,933.11	13,605.16	22,538.27
SC-Corporate Security	8,933.11	13,605.16	22,538.27
332077 CORP-Security Ops	8,933.11	13,605.16	22,538.27
Safety and Environmental Compliance	4,431.64	1,620.86	6,052.50
SC-Environmental Compliance	4,431.64	1,620.86	6,052.50
332166 Environmental Comp	4,431.64	1,620.86	6,052.50
Regulated Operations	85,083.36	11,280.46	96,363.82
SC - Regulated Ops - MWD	1,630.36	2,780.03	4,410.39
335205 CD - Admin & Gen	87.97	1,798.97	1,886.94

336011	WD-Environmentl Mgmt	1,542.39	25.87	25.87
335212	CD - Rates	0.00	74.16	74.16
335214	CD - Engineering	0.00	123.42	123.42
SC - CORP-Regulated Operations		7,032.65	746.96	7,779.61
332026	CORP-Regulated Ops	7,032.65	746.96	7,779.61
SC - Regulated Ops - MAD		6.11	94.81	100.92
335305	MAD - Admin & Generl	1.21	79.71	80.92
335312	MAD - Rates	4.90	15.10	20.00
SC - Regulated Ops - NED		0.00	53.71	53.71
335414	NED - Engineering	0.00	35.77	35.77
335405	NED - Admin & Gen	0.00	11.82	11.82
335412	NED - Rates	0.00	6.12	6.12
SC - Operations Excellence		41,657.78	3,749.71	45,407.49
332043	Business Performance	9,284.81	30.44	9,315.25
332044	Operation Excellence	3,641.80	2,398.51	6,040.31
337500	Corp GIS	10,342.26	0.64	10,342.90
337510	Operation Compliance	10,287.02	114.35	10,401.37
337520	Ops Advisory	6,011.47	1,146.86	7,158.33
337530	Operations Training	2,090.42	58.91	2,149.33
SC - Regulated Ops - SE		34,756.46	3,855.24	38,611.70
336205	SE - Admin & Gen	34,756.46	3,587.25	38,343.71
336214	SE - Engineering	0.00	267.99	267.99
Facilities		2,055.20	29,595.23	31,650.43
SC-Facilities		2,055.20	29,595.23	31,650.43
337600	One Water Street	2,047.91	23,581.62	25,629.53
337640	One Water St - Div	3.81	2,157.50	2,161.31
337650	One Water St-Non Div	3.48	3,856.70	3,860.18
332042	CORP-CITE Voorhees	0.00	0.59-	0.59-
Health and Safety		11,714.07	780.39	12,494.46
SC-Health & Safety		11,714.07	780.39	12,494.46
332019	CORP-Operatioln Risk	11,714.07	780.39	12,494.46
Legal		44,998.34	5,623.86	50,622.20
SC-Legal		44,998.34	5,623.86	50,622.20
332015	CORP-Legal	10,298.35	929.39	11,227.74
332115	Legal-Ethics & Compl	4,835.82	929.88-	3,905.94
332215	Legal - Rates & Reg	6,478.47	384.14	6,862.61
332315	Legal-Contracts&Comm	443.28	6.52	449.80
332415	Corp Secretary-Legal	3,410.94	1,205.96	4,616.90
332515	M&A	1,432.25	51.02	1,483.27
332615	M&A	1,078.60	0.00	1,078.60
335215	CD - Legal	16,682.82	987.25	17,670.07
335315	MAD - Legal	11.37	125.19	136.56
336215	SE - Legal	326.44	2,791.81	3,118.25
335415	NED - Legal	0.00	39.62	39.62
335815	MBB - Legal	0.00	32.84	32.84
Investor Relations		3,427.24	1,093.26	4,520.50
SC-Investor Relations		3,427.24	1,093.26	4,520.50
332037	CORP-Investr Relatn	3,427.24	1,093.26	4,520.50
Water Research and Dev		3,885.77	3,277.27-	608.50
SC-Water Research & Dev		3,885.77	3,277.27-	608.50
332066	CORP-Innov&Env Stwd	3,885.77	3,277.27-	608.50
HR Comp and Benefits		13,507.87	9,288.37	22,796.24
SC-HR Comp & Benefits		13,507.87	9,288.37	22,796.24
332014	CORP-Benefit Svc Ctr	7,004.87	3,705.27	10,710.14
332013	Core HR Admin&OrgMgt	4,331.91	2,169.14	6,501.05
332002	CORP-HR Comp/Benefit	2,171.09	839.98	3,011.07
332520	CORP-HTR HR Svc Adm	0.00	2,573.98	2,573.98
Talent Mgmt and Org Effectiveness		11,605.44	2,142.18	13,747.62
SC-Talent Mgmt & Org Effectiveness		11,605.44	2,142.18	13,747.62
336518	Talent Acquisition	5,767.46	1,430.06	7,197.52
332082	CORP-Oper. Education	52.60	325.98	378.58
332003	CORP-HR Talent Dev	5,785.38	386.14	6,171.52
HR Business Partners		28,162.62	6,086.71	34,249.33
SC-Human Resources Old		9,272.03	2,146.15	11,418.18
332058	CORP-HR Admin	7,574.86	1,258.26	8,833.12
332048	CORP-HR Hlth&Well	1,697.17	887.89	2,585.06

SC-HR Business Partners		18,890.59		31.15
332018	CORP-Human Resources	15,157.18	3,710.79	18,867.97
332006	CORP-Business Ctr HR	3,733.41	222.63	3,956.04
335218	CD - Human Resources	0.00	7.14	7.14
Labor Relations		5,378.39	373.40	5,751.79
SC-Labor Relations		5,378.39	373.40	5,751.79
332004	CORP-HR Labor Relatn	5,378.39	373.40	5,751.79
Finance		146,518.89	19,828.96	166,347.85
SC-Treasury		10,583.88	1,619.06	12,202.94
332575	CORP-PTP Cash Oper	2,937.85	143.31	3,081.16
332519	CORP-HTRClaims Mgmnt	1,687.32	119.48	1,806.80
332057	CORP-Treasury	1,902.74	912.14	2,814.88
332021	Treasury Admin	4,055.97	444.13	4,500.10
SC-Regulatory, Corp Tax, Finance Tech		2,541.59	168.52	2,710.11
332617	Reg, CorpTax, FinTec	2,541.59	168.52	2,710.11
Regulatory Services		33,978.78	2,114.73	36,093.51
332574	Regulatory Reporting	33,978.78	2,114.73	36,093.51
FSPDS		21,025.02	1,650.43	22,675.45
336207	SE - FP & A	17,694.76	1,292.66	18,987.42
335605	Corp FP&A - Admin	103.38	0.00	103.38
335307	MAD - F P & A	966.57	30.74	997.31
335207	CD - FP & A	2,260.31	324.96	2,585.27
335407	NED - F P & A	0.00	2.07	2.07
SC-Corporate Finance		5,976.53	264.46	6,240.99
337777	CORP-CFO	5,976.53	264.46	6,240.99
Budgeting & Internal Reporting (BIRS)		27,069.15	3,846.27	30,915.42
332017	CORP-ServCo FP&A	27,069.15	3,846.27	30,915.42
SC-Controller's Organization		45,343.94	10,165.49	55,509.43
332584	CORP-PTPAcct Payable	5,497.30	2,632.57	8,129.87
332581	CORP-RTRPayroll Acct	7,132.27	2,655.56	9,787.83
332577	CORP-Util Plant Acct	1,015.41	68.84	1,084.25
332573	Ext Rprtng & Tech Ac	4,913.17	782.94	5,696.11
332570	CORP-RTR Acctg & Rep	10,986.13	745.38	11,731.51
332047	CORP-Income Tax	10,677.74	2,891.41	13,569.15
332007	CORP-Finance	5,121.92	388.79	5,510.71
Engineering		7,333.49	880.69	8,214.18
SC-Asset Performance		2,993.34	647.28	3,640.62
332016	CORP-Arc Flash	2,993.34	647.28	3,640.62
SC-Asset Management		4,340.15	205.55	4,545.70
336551	CORP-COE-Tech Srvcs	2,261.86	87.14	2,349.00
336550	CORP-COE-Engineering	625.18	61.17	686.35
332065	CORP-Asset Mgmnt	1,453.11	57.24	1,510.35
External Affairs and Public Policy		13,875.90	2,771.48	16,647.38
SC-Communication & Federal Affairs		13,875.90	2,771.48	16,647.38
332085	CORP-External Comm	10,412.28	2,165.26	12,577.54
332086	CORP-Internal Comm	3,301.90	399.37	3,701.27
335225	CD - External Affairs	161.72	37.89	199.61
332022	CORP-Govt Affairs	0.00	164.85	164.85
335325	MAD - External Affrs	0.00	4.11	4.11
Business Development		18,671.30	1,731.34	20,402.64
SC-Business Development		18,671.30	1,731.34	20,402.64
335220	CD - Business Dev	78.26	4.11	82.37
332517	CORP-Plan & Rptg	4,395.79	201.01	4,596.80
332020	CORP-Corp Bus Dev	14,197.25	1,530.33	15,727.58
Audit		6,711.56	559.54	7,271.10
SC-Audit		6,711.56	559.54	7,271.10
332061	CORP-ERM	1,140.60	131.17	1,271.77
332060	CORP-Audit	5,570.96	428.37	5,999.33
Administration - Corporate		30,153.74-	84,484.57	54,330.83
SC-Corporate Admin		30,153.74-	84,484.57	54,330.83
332595	CORPAdm-Depr-NDiv	309.33	1,203.52	1,512.85
332100	Strat Serv & Program	9,612.36	459.67	10,072.03
332099	Cap of Admin	7,648.97	0.00	7,648.97
332098	CORP-Non-Depart Cost	44.11-	9,773.36	9,729.25
332095	CORP-Admin	7,451.61	60,783.62	68,235.23
332090	Cap Admin Credits	68,024.63-	0.00	68,024.63-

332089	CORP-AWE Pass-Thru	0.04		31.42
332070	CORP-SharedBusSvcAdm	136.60		136.60
332001	CORP CEO & BOARD	12,756.09	11,326.68	1,429.41
332041	CORP-Legal BOD	0.00	906.34	906.34
Total O & M Billing		\$ 589,753.45	\$ 394,938.04	\$ 984,691.49
CAPEX				
B12-01-8011	- 10780110 - Eng Dist Clear	146,752.18	55,398.20	202,150.38
T12-0112-P-1000	- Enterprise Mapcall	98.94	0.00	98.94
T12-012S-P-1001	- New Service Install Ph 1	3,999.87	6,117.93	10,117.80
T12-013E-P-1000	- SuccessFactors Optimization - 2022	75.43	175.47	250.90
T12-013G-P-1001	- Waterly Enhancements 2023	0.00	12.75	12.75
T12-013M-P-1000	- SAP Upgrade	0.93	0.00	0.93
T12-013P-P-1000	- Paradox 2022	183.49	179.58	363.07
T12-013Q-P-0003	- PP Depreciation Module	12.00-	1,007.25	995.25
T12-014A-P-0001	- Meter Data Management System	31.88	0.00	31.88
T12-014D-P-1000	- myWater V2 Enhancements 2023	13.26-	710.14-	723.40-
T12-014G-P-1000	- Work1 View 2023	780.31-	1,394.68-	2,174.99-
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	555.91	2,719.89	3,275.80
Total Capex Billing		\$ 150,893.06	\$ 63,506.25	\$ 214,399.31
Total Service Company Billing - Current Month		\$ 740,646.51	\$ 458,444.29	\$ 1,199,090.80
Less: Payment - Prior estimated billing				- \$ 1,126,801.81
Net Amount Payable (Receivable) - Current month				\$ 72,288.99
Plus: Est. Current month billing				\$ 1,199,090.80
Total Due				\$ 1,271,379.79

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 06/2024

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 207,663.17	\$ 208,895.50	\$ 416,558.67
Central Lab	5,471.33	5,175.59	10,646.92
SC-Central Lab	5,471.33	5,175.59	10,646.92
334517 Central Lab	5,471.33	5,175.59	10,646.92
Customer Service Organization (CSO)	128,964.66	101,466.91	230,431.57
Customer Billing and Collections	39,647.42	1,656.72	41,304.14
334079 Billing & Collection	39,647.42	1,656.72	41,304.14
Customer Care	51,749.48	8,131.01	59,880.49
334070 CCA-Call Handling	6.87	4.74	11.61
334078 Customer Care	51,730.23	7,732.02	59,462.25
337070 CCP-Call Handling	6.38-	0.00	6.38-
337073 CCP-Oper & Spprt	18.76	29.11	47.87
334073 CCA-Oper & Perform	0.00	365.14	365.14
SC-Customer Experience	12,381.14	4,848.15	17,229.29
332045 Customer Experience	12,385.69	4,337.49	16,723.18
334005 CCA-Administration	4.55-	510.66	506.11
SC-Customer Relations	25,183.15	865.48	26,048.63
335203 CORP-CR-Area2-MainBV	23,022.21	687.46	23,709.67
335303 CORP-CR-Area1-MainWB	2,160.94	178.02	2,338.96
SC-Customer Service Center Support	3.47	85,965.55	85,969.02
337076 CCP-Quality & Rprtng	0.47	11,250.41	11,250.88
337077 CSC Supp-PostageCost	1.58	39,505.24	39,506.82
337078 CSC Supp-FormsCost	0.52	13,145.76	13,146.28
337079 CSC Supp-Other Cost	0.90	22,064.14	22,065.04
Technology and Innovation (TI)	60,292.62	101,172.18	161,464.80
SC - Tech Investment and Exp Mngmt	10,268.64	3,818.55	14,087.19
332071 CORP-ITS Admin	10,268.64	3,818.55	14,087.19
SC - ITS-OLD	10,098.64	65,043.83	75,142.47
332073 CORP-ITS Operations	10,098.64	65,043.83	75,142.47
SC - CTIO Customer Enablement	8,309.36	27,032.99	35,342.35
332083 CORP-ITS-BAD-FSA	8,309.36	27,032.99	35,342.35
SC - CTIO Technology Enablement	31,615.98	5,276.81	36,892.79
332079 CORP-ITS-BAD-Middle	3,537.35	3,379.81	6,917.16
332080 CORP-ITS-BAD-Back	20,334.57	647.57	20,982.14
332081 CORP-ITS-BAD-Q&M	7,744.06	1,249.43	8,993.49
Supply Chain	12,934.56	1,080.82	14,015.38
SC-Supply Chain	12,934.56	1,080.82	14,015.38
332610 CORP-Fleet	2,213.56	1,707.79	3,921.35
332410 Supplier Diversity	1,074.33	431.54	1,505.87
332310 National Categories	3,634.64	212.60	3,847.24
332210 State Procurement	2,342.49	385.15	2,727.64
332110 Supply Chain Support	2,701.90	17.45-	2,684.45
332010 CORP-Spply Chain-Src	967.64	1,638.81-	671.17-
Shared Governance & Service Fees	\$ 782,020.77	\$ 193,861.31	\$ 975,882.08
Corporate Security	11,057.30	16,685.11	27,742.41
SC-Corporate Security	11,057.30	16,685.11	27,742.41
332077 CORP-Security Ops	11,057.30	16,685.11	27,742.41
Safety and Environmental Compliance	7,135.13	1,397.74	8,532.87
SC-Environmental Compliance	7,135.13	1,397.74	8,532.87
332166 Environmental Comp	7,135.13	1,397.74	8,532.87
Regulated Operations	76,305.07	10,472.00	86,777.07
SC - Regulated Ops - MWD	1,572.58	2,521.72	4,094.30
335205 CD - Admin & Gen	109.57	1,834.00	1,943.57
335214 CD - Engineering	14.67	89.14-	74.47-
336011 WD-Environmentl Mgmt	1,448.34	725.41	2,173.75

335212	CD - Rates	0.00	51.45
SC - CORP-Regulated Operations		15,642.61	16,064.09
332026	CORP-Regulated Ops	15,642.61	16,064.09
SC - Regulated Ops - MAD		10.21	143.41
335312	MAD - Rates	8.58	33.85
335305	MAD - Admin & Generl	1.63	109.56
SC - Regulated Ops - NED		133.07	164.07
335414	NED - Engineering	133.07	149.42
335405	NED - Admin & Gen	0.00	5.90
335412	NED - Rates	0.00	8.75
SC - Operations Excellence		30,615.37	34,951.77
337530	Operations Training	1,354.46	1,400.88
337520	Ops Advisory	4,536.80	4,962.92
337510	Operation Compliance	7,062.80	7,994.57
337500	Corp GIS	2,230.39	2,718.11
332044	Operation Excellence	9,495.96	11,849.86
332043	Business Performance	5,934.96	6,025.43
SC - Regulated Ops - SE		28,331.23	31,359.43
336205	SE - Admin & Gen	28,694.19	31,398.46
336214	SE - Engineering	362.96-	39.03-
Facilities		1,769.91	32,517.22
SC-Facilities		1,769.91	32,517.22
337650	One Water St-Non Div	3.48	7,698.54
337640	One Water St - Div	3.81	3,965.37
337600	One Water Street	1,762.62	20,853.31
Health and Safety		4,068.93	4,717.34
SC-Health & Safety		4,068.93	4,717.34
332019	CORP-Operatiol Risk	4,068.93	4,717.34
Legal		28,295.11	47,427.16
SC-Legal		28,295.11	47,427.16
336215	SE - Legal	125.24	2,988.44
335315	MAD - Legal	18.70	152.11
335215	CD - Legal	14,788.02	5,816.24
332615	M&A	1,240.02	1,242.76
332515	M&A	2,352.13	2,406.38
332415	Corp Secretary-Legal	5,123.69	24,187.52
332315	Legal-Contracts&Comm	384.18	854.22
332215	Legal - Rates & Reg	8,851.92	9,166.83
332115	Legal-Ethics & Compl	6,740.87	6,787.46
332015	CORP-Legal	11,329.66-	6,250.48-
335415	NED - Legal	0.00	44.17
335815	MBB - Legal	0.00	31.51
Investor Relations		4,226.45	6,028.99
SC-Investor Relations		4,226.45	6,028.99
332037	CORP-Investr Relatn	4,226.45	6,028.99
Water Research and Dev		4,067.71	5,276.97
SC-Water Research & Dev		4,067.71	5,276.97
332066	CORP-Innov&Env Stwd	4,067.71	5,276.97
HR Comp and Benefits		12,815.70	21,577.71
SC-HR Comp & Benefits		12,815.70	21,577.71
332520	CORP-HTR HR Svc Adm	0.00	20.77
332014	CORP-Benefit Svc Ctr	6,454.80	9,840.39
332013	Core HR Admin&OrgMgt	4,170.86	4,412.70
332002	CORP-HR Comp/Benefit	2,190.04	7,303.85
Talent Mgmt and Org Effectiveness		11,177.41	14,526.83
SC-Talent Mgmt & Org Effectiveness		11,177.41	14,526.83
336518	Talent Acquisition	5,170.97	7,888.24
332082	CORP-Oper. Education	58.25	452.77
332003	CORP-HR Talent Dev	5,948.19	6,185.82
HR Business Partners		37,336.69	43,955.51
SC-Human Resources Old		17,044.81	19,470.13
332058	CORP-HR Admin	15,451.66	17,686.05
332048	CORP-HR Hlth&Well	1,593.15	1,784.08
SC-HR Business Partners		20,291.88	24,485.38
332018	CORP-Human Resources	17,221.55	21,228.42
332006	CORP-Business Ctr HR	3,070.33	3,261.86

335218	CD - Human Resources	0.00	KAW_R_AGDR2_NUM077_080425	4.90-
Labor Relations		4,691.01	403.71	5,094.72
SC-Labor Relations		4,691.01	403.71	5,094.72
332004	CORP-HR Labor Relatn	4,691.01	403.71	5,094.72
Finance		165,527.14	16,227.76	181,754.90
SC-Treasury		11,683.78	1,111.04	12,794.82
332575	CORP-PTP Cash Oper	3,501.42	83.56	3,584.98
332519	CORP-HTRClaims Mgmt	1,123.79	67.57	1,191.36
332057	CORP-Treasury	2,181.16	491.40	2,672.56
332021	Treasury Admin	4,877.41	468.51	5,345.92
SC-Regulatory, Corp Tax, Finance Tech		6,271.83	94.78	6,366.61
332617	Reg, CorpTax, FinTec	6,271.83	94.78	6,366.61
Regulatory Services		30,610.75	1,592.28	32,203.03
332574	Regulatory Reporting	30,610.75	1,592.28	32,203.03
FSPDS		33,371.10	1,994.14	35,365.24
336207	SE - FP & A	30,435.49	1,552.96	31,988.45
335605	Corp FP&A - Admin	114.45	0.00	114.45
335307	MAD - F P & A	855.63	82.34	937.97
335207	CD - FP & A	1,965.53	354.81	2,320.34
335407	NED - F P & A	0.00	4.03	4.03
SC-Corporate Finance		25,738.71	244.18	25,982.89
337777	CORP-CFO	25,738.71	244.18	25,982.89
Budgeting & Internal Reporting (BIRS)		11,557.20	3,980.32	15,537.52
332017	CORP-ServCo FP&A	11,557.20	3,980.32	15,537.52
SC-Controller's Organization		46,293.77	7,211.02	53,504.79
332584	CORP-PTPAcct Payable	5,152.03	3,448.04-	1,703.99
332581	CORP-RTRPayroll Acct	6,523.72	4,481.91	11,005.63
332577	CORP-Util Plant Acct	1,671.61	72.62	1,744.23
332573	Ext Rprtng & Tech Ac	3,842.34	724.40	4,566.74
332570	CORP-RTR Acctg & Rep	9,881.20	484.23	10,365.43
332047	CORP-Income Tax	10,252.76	4,618.39	14,871.15
332007	CORP-Finance	8,970.11	277.51	9,247.62
Engineering		9,636.17	973.78	10,609.95
SC-Asset Performance		749.49	795.04	1,544.53
332016	CORP-Arc Flash	749.49	795.04	1,544.53
SC-Asset Management		8,886.68	90.53	8,977.21
336551	CORP-COE-Tech Srvcs	3,460.05	37.05	3,497.10
336550	CORP-COE-Engineering	1,388.77	46.20-	1,342.57
332065	CORP-Asset Mgmt	4,037.86	99.68	4,137.54
External Affairs and Public Policy		19,645.67	3,307.14	22,952.81
SC-Communication & Federal Affairs		19,645.67	3,307.14	22,952.81
332085	CORP-External Comm	15,596.07	2,958.55	18,554.62
332086	CORP-Internal Comm	3,848.41	293.43	4,141.84
335225	CD - Externl Affairs	201.19	6.33	207.52
332022	CORP-Govt Affairs	0.00	34.94	34.94
335325	MAD - Externl Affrs	0.00	13.89	13.89
Business Development		19,192.52	2,047.98	21,240.50
SC-Business Development		19,192.52	2,047.98	21,240.50
335220	CD - Business Dev	97.51	13.89	111.40
332517	CORP-Plan & Rptg	3,651.67	63.82	3,715.49
332020	CORP-Corp Bus Dev	15,443.34	1,984.16	17,427.50
Audit		9,009.95	578.65	9,588.60
SC-Audit		9,009.95	578.65	9,588.60
332061	CORP-ERM	1,578.43	86.98	1,665.41
332060	CORP-Audit	7,431.52	491.67	7,923.19
Administration - Corporate		356,062.90	69,294.19	425,357.09
SC-Corporate Admin		356,062.90	69,294.19	425,357.09
332595	CORPAdm-Depr-NDiv	310.11	1,193.93	1,504.04
332100	Strat Serv & Program	3,440.68	82.47	3,523.15
332099	Cap of Admin	26,464.11	0.00	26,464.11
332098	CORP-Non-Depart Cost	39.39-	16,566.05	16,526.66
332095	CORP-Admin	694.00	43,456.84	44,150.84
332090	Cap Admin Credits	66,074.74-	0.00	66,074.74-
332089	CORP-AWE Pass-Thru	1.81-	54.34	52.53
332070	CORP-SharedBusSvcAdm	160.48	0.00	160.48
332041	CORP-Legal BOD	56,755.23	1,999.72	58,754.95

Total O & M Billing		\$ 989,683.94	\$ 402,756.81	\$ 1,327,440.75
CAPEX				
B12-01-8011	- 10780110 - Eng Dist Clear	110,001.66	53,052.02	163,053.68
T12-0112-P-1000	- Enterprise Mapcall	41.61	0.00	41.61
T12-012S-P-1001	- New Service Install Ph 1	2,187.38	11,028.26	13,215.64
T12-0132-P-2000	- Enterprise MDM Platform v2	3.44	0.00	3.44
T12-013E-P-1000	- SuccessFactors Optimization - 2022	0.00	296.15	296.15
T12-013G-P-1000	- WQ Compliance Management System	10.41	0.00	10.41
T12-013P-P-1000	- Paradox 2022	129.25-	87.12-	216.37-
T12-014A-P-0001	- Meter Data Management System	129.55	1.75	131.30
T12-014D-P-1000	- myWater V2 Enhancements 2023	0.95-	0.00	0.95-
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	60.98	9,685.18	9,746.16
T12-0183-P-0001	- Data Privacy and Data Governance	0.00	537.28	537.28
Total Capex Billing		\$ 112,304.83	\$ 74,513.52	\$ 186,818.35
Total Service Company Billing - Current Month		\$ 1,101,988.77	\$ 477,270.33	\$ 1,579,259.10
Less: Payment - Prior estimated billing				- \$ 1,199,090.80
Net Amount Payable (Receivable) - Current month				\$ 380,168.30
Plus: Est. Current month billing				\$ 1,579,259.10
Total Due				\$ 1,959,427.40

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 07/2024

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 213,308.93	\$ 209,399.00	\$ 422,707.93
Central Lab	3,654.56	2,655.53	6,310.09
SC-Central Lab	3,654.56	2,655.53	6,310.09
334517 Central Lab	3,654.56	2,655.53	6,310.09
Customer Service Organization (CSO)	138,721.13	106,548.86	245,269.99
Customer Billing and Collections	39,062.59	1,692.98	40,755.57
334071 CCA-Billing	12.92	0.00	12.92
334079 Billing & Collection	39,049.67	1,669.68	40,719.35
334072 CCA-Collections	0.00	23.30	23.30
Customer Care	57,836.24	7,995.82	65,832.06
334070 CCA-Call Handling	1.07	4.36	5.43
334078 Customer Care	57,815.36	8,343.54	66,158.90
337073 CCP-Oper & Spprt	19.81	17.50	37.31
334073 CCA-Oper & Perform	0.00	369.58-	369.58-
SC-Customer Experience	13,603.56	5,144.86	18,748.42
332045 Customer Experience	13,544.62	5,047.29	18,591.91
334005 CCA-Administration	58.94	97.57	156.51
SC-Customer Relations	28,215.26	754.50	28,969.76
335203 CORP-CR-Area2-MainBV	26,123.39	626.85	26,750.24
335303 CORP-CR-Area1-MainWB	2,091.87	127.65	2,219.52
SC-Customer Service Center Support	3.48	90,960.70	90,964.18
337076 CCP-Quality & Rprtng	0.59	15,334.99	15,335.58
337077 CSC Supp-PostageCost	1.60	41,806.26	41,807.86
337078 CSC Supp-FormsCost	0.36	9,409.41	9,409.77
337079 CSC Supp-Other Cost	0.93	24,410.04	24,410.97
Technology and Innovation (TI)	56,808.85	99,778.75	156,587.60
SC - Tech Investment and Exp Mngmt	6,998.91	2,689.44	9,688.35
332071 CORP-ITS Admin	6,998.91	2,689.44	9,688.35
SC - ITS-OLD	12,375.67	61,522.04	73,897.71
332073 CORP-ITS Operations	12,375.67	61,522.04	73,897.71
SC - CTIO Customer Enablement	6,953.64	29,592.42	36,546.06
332083 CORP-ITS-BAD-FSA	6,953.64	29,592.42	36,546.06
SC - CTIO Technology Enablement	30,480.63	5,974.85	36,455.48
332079 CORP-ITS-BAD-Middle	3,291.62	3,304.29	6,595.91
332080 CORP-ITS-BAD-Back	19,109.49	1,129.15	20,238.64
332081 CORP-ITS-BAD-Q&M	8,079.52	1,541.41	9,620.93
Supply Chain	14,124.39	415.86	14,540.25
SC-Supply Chain	14,124.39	415.86	14,540.25
332610 CORP-Fleet	2,599.59	569.89-	2,029.70
332410 Supplier Diversity	1,243.27	195.43	1,438.70
332310 National Categories	4,601.95	124.27	4,726.22
332210 State Procurement	2,222.81	26.62	2,249.43
332110 Supply Chain Support	2,695.75	45.27-	2,650.48
332010 CORP-Spply Chain-Src	761.02	684.70	1,445.72
Shared Governance & Service Fees	\$ 365,486.57	\$ 244,925.74	\$ 610,412.31
Corporate Security	11,599.85	19,131.30	30,731.15
SC-Corporate Security	11,599.85	19,131.30	30,731.15
332077 CORP-Security Ops	11,599.85	19,131.30	30,731.15
Safety and Environmental Compliance	5,514.51	2,221.02	7,735.53
SC-Environmental Compliance	5,514.51	2,221.02	7,735.53
332166 Environmental Comp	5,514.51	2,221.02	7,735.53
Regulated Operations	75,259.81	10,604.83	85,864.64
SC - Regulated Ops - MWD	1,978.71	2,874.83	4,853.54
335205 CD - Admin & Gen	92.24	1,811.68	1,903.92
335214 CD - Engineering	0.00	3.38	3.38

336011	WD-Environmentl Mgmt	1,886.47	69.00	69.00
335212	CD - Rates	0.00	77.24	77.24
SC - CORP-Regulated Operations		8,270.44	2,196.75	10,467.19
332026	CORP-Regulated Ops	8,270.44	2,196.75	10,467.19
SC - Regulated Ops - MAD		8.56	125.91	134.47
335312	MAD - Rates	6.93	17.86	24.79
335305	MAD - Admin & Generl	1.63	108.05	109.68
SC - Regulated Ops - NED		133.07-	29.64	103.43-
335414	NED - Engineering	133.07-	21.10	111.97-
335405	NED - Admin & Gen	0.00	5.24	5.24
335412	NED - Rates	0.00	3.30	3.30
SC - Operations Excellence		34,407.26	2,437.44	36,844.70
337530	Operations Training	2,193.04	70.56	2,263.60
337520	Ops Advisory	8,886.14	725.09	9,611.23
337510	Operation Compliance	6,615.83	740.81-	5,875.02
337500	Corp GIS	2,174.17	29.35	2,203.52
332044	Operation Excellence	8,030.34	2,252.66	10,283.00
332043	Business Performance	6,507.74	100.59	6,608.33
SC - Regulated Ops - SE		30,727.91	2,940.26	33,668.17
336205	SE - Admin & Gen	30,727.91	2,551.81	33,279.72
336214	SE - Engineering	0.00	388.45	388.45
Facilities		1,992.44	32,805.51	34,797.95
SC-Facilities		1,992.44	32,805.51	34,797.95
337650	One Water St-Non Div	3.48	10,177.72	10,181.20
337640	One Water St - Div	3.81	3,932.65	3,936.46
337600	One Water Street	1,985.15	18,695.14	20,680.29
Health and Safety		4,916.08	2,649.42	7,565.50
SC-Health & Safety		4,916.08	2,649.42	7,565.50
332019	CORP-Operatioln Risk	4,916.08	2,649.42	7,565.50
Legal		42,672.46	27,750.80	70,423.26
SC-Legal		42,672.46	27,750.80	70,423.26
336215	SE - Legal	2,340.67	2,850.64	5,191.31
335315	MAD - Legal	15.89	148.28	164.17
335215	CD - Legal	16,668.46	10,527.12	27,195.58
332615	M&A	1,027.43	3.30	1,030.73
332515	M&A	1,432.24	57.60	1,489.84
332415	Corp Secretary-Legal	3,384.25	4,179.04	7,563.29
332315	Legal-Contracts&Comm	436.67	12.88-	423.79
332215	Legal - Rates & Reg	6,017.14	550.86	6,568.00
332115	Legal-Ethics & Compl	4,561.40	1,478.53	6,039.93
332015	CORP-Legal	6,788.31	7,880.01	14,668.32
335415	NED - Legal	0.00	55.42	55.42
335815	MBB - Legal	0.00	32.88	32.88
Investor Relations		2,939.57	1,086.69	4,026.26
SC-Investor Relations		2,939.57	1,086.69	4,026.26
332037	CORP-Investr Relatn	2,939.57	1,086.69	4,026.26
Water Research and Dev		4,921.99	129.95-	4,792.04
SC-Water Research & Dev		4,921.99	129.95-	4,792.04
332066	CORP-Innov&Env Stwd	4,921.99	129.95-	4,792.04
HR Comp and Benefits		13,507.95	14,266.28	27,774.23
SC-HR Comp & Benefits		13,507.95	14,266.28	27,774.23
332520	CORP-HTR HR Svc Adm	0.00	4,696.64	4,696.64
332014	CORP-Benefit Svc Ctr	7,235.93	3,756.84	10,992.77
332013	Core HR Admin&OrgMgt	4,141.86	175.93	4,317.79
332002	CORP-HR Comp/Benefit	2,130.16	5,636.87	7,767.03
Talent Mgmt and Org Effectiveness		10,722.38	1,734.58	12,456.96
SC-Talent Mgmt & Org Effectiveness		10,722.38	1,734.58	12,456.96
336518	Talent Acquisition	5,581.61	686.93	6,268.54
332082	CORP-Oper. Education	49.27	274.41	323.68
332003	CORP-HR Talent Dev	5,091.50	773.24	5,864.74
HR Business Partners		29,163.29	4,763.40	33,926.69
SC-Human Resources Old		8,724.65	254.77-	8,469.88
332058	CORP-HR Admin	7,421.58	320.95-	7,100.63
332048	CORP-HR Hlth&Well	1,303.07	66.18	1,369.25
SC-HR Business Partners		20,438.64	5,018.17	25,456.81
332018	CORP-Human Resources	16,364.87	4,819.53	21,184.40

332006	CORP-Business Ctr HR	4,073.77	72.41	5,414.37
Labor Relations		5,002.96	411.41	5,414.37
SC-Labor Relations		5,002.96	411.41	5,414.37
332004	CORP-HR Labor Relatn	5,002.96	411.41	5,414.37
Finance		143,904.78	8,749.76	152,654.54
SC-Treasury		10,728.67	1,525.37	12,254.04
332575	CORP-PTP Cash Oper	2,924.95	87.60	3,012.55
332519	CORP-HTRClaims Mgmt	1,222.13	69.53	1,291.66
332057	CORP-Treasury	2,393.10	1,266.74	3,659.84
332021	Treasury Admin	4,188.49	101.50	4,289.99
SC-Regulatory, Corp Tax, Finance Tech		2,566.62	84.05	2,650.67
332617	Reg, CorpTax, FinTec	2,566.62	84.05	2,650.67
Regulatory Services		29,302.88	1,711.73	31,014.61
332574	Regulatory Reporting	29,302.88	1,711.73	31,014.61
FSPDS		36,041.64	1,940.29	37,981.93
336207	SE - FP & A	32,728.40	1,434.41	34,162.81
335605	Corp FP&A - Admin	96.83	0.00	96.83
335307	MAD - F P & A	981.76	77.69	1,059.45
335207	CD - FP & A	2,234.65	428.19	2,662.84
SC-Corporate Finance		5,690.04	592.45	6,282.49
337777	CORP-CFO	5,690.04	592.45	6,282.49
Budgeting & Internal Reporting (BIRS)		12,413.14	3,729.14	16,142.28
332017	CORP-ServCo FP&A	12,413.14	3,729.14	16,142.28
SC-Controller's Organization		47,161.79	833.27-	46,328.52
332584	CORP-PTPAcct Payable	5,958.08	3,956.92-	2,001.16
332581	CORP-RTRPayroll Acct	7,001.30	548.98-	6,452.32
332577	CORP-Util Plant Acct	1,177.67	66.87	1,244.54
332573	Ext Rprtng & Tech Ac	4,746.69	660.65	5,407.34
332570	CORP-RTR Acctg & Rep	12,050.90	497.62	12,548.52
332047	CORP-Income Tax	11,856.81	2,196.97	14,053.78
332007	CORP-Finance	4,370.34	250.52	4,620.86
Engineering		6,056.58	266.48	6,323.06
SC-Asset Performance		1,116.69	32.07-	1,084.62
332016	CORP-Arc Flash	1,116.69	32.07-	1,084.62
SC-Asset Management		4,939.89	64.61	5,004.50
336551	CORP-COE-Tech Svcs	2,432.05	2.52	2,434.57
336550	CORP-COE-Engineering	584.82	21.98	606.80
332065	CORP-Asset Mgmt	1,923.02	40.11	1,963.13
External Affairs and Public Policy		13,897.84	3,993.43	17,891.27
SC-Communication & Federal Affairs		13,897.84	3,993.43	17,891.27
332085	CORP-External Comm	10,332.28	3,514.17	13,846.45
332086	CORP-Internal Comm	3,396.01	320.25	3,716.26
335225	CD - Externl Affairs	169.55	22.65	192.20
332022	CORP-Govt Affairs	0.00	133.09	133.09
335325	MAD - Externl Affrs	0.00	3.27	3.27
Business Development		16,005.67	2,222.78	18,228.45
SC-Business Development		16,005.67	2,222.78	18,228.45
335220	CD - Business Dev	82.06	3.27	85.33
332517	CORP-Plan & Rptg	4,212.92	156.21	4,369.13
332020	CORP-Corp Bus Dev	11,710.69	2,066.57	13,777.26
Audit		7,863.29	269.19	8,132.48
SC-Audit		7,863.29	269.19	8,132.48
332061	CORP-ERM	1,317.28	158.53	1,475.81
332060	CORP-Audit	6,546.01	110.66	6,656.67
Administration - Corporate		30,454.88-	111,926.21	81,471.33
SC-Corporate Admin		30,454.88-	111,926.21	81,471.33
332595	CORPAdm-Depr-NDiv	310.89	1,184.32	1,495.21
332100	Strat Serv & Program	3,852.53-	328.94-	4,181.47-
332099	Cap of Admin	7,701.27	0.00	7,701.27
332098	CORP-Non-Depart Cost	32.35	12,420.67	12,453.02
332095	CORP-Admin	1,496.63	66,559.17	68,055.80
332090	Cap Admin Credits	47,071.03-	0.00	47,071.03-
332089	CORP-AWE Pass-Thru	0.10-	30.57	30.47
332070	CORP-SharedBusSvcAdm	129.48	0.00	129.48
332041	CORP-Legal BOD	0.00	11,893.85	11,893.85
332001	CORP CEO & BOARD	10,798.16	20,166.57	30,964.73

Total O & M Billing		\$ 578,795.50	\$ 454,324.74	\$ 1,033,120.24
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CAPEX				
B12-01-8011	- 10780110 - Eng Dist Clear	113,544.33	46,126.90	159,671.23
T12-0112-P-1000	- Enterprise Mapcall	20.85	0.00	20.85
T12-012P-P-1000	- MapCall Enh - 2022	212.32	51.73	264.05
T12-012S-P-1001	- New Service Install Ph 1	2,726.04	8,300.15	11,026.19
T12-0132-P-2000	- Enterprise MDM Platform v2	0.88-	0.00	0.88-
T12-013E-P-1000	- SuccessFactors Optimization - 2022	10.48	0.00	10.48
T12-013M-P-1000	- SAP Upgrade	2.37	0.16	2.53
T12-013P-P-1000	- Paradox 2022	3.51-	0.00	3.51-
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	60.55	1.80	62.35
T12-014A-P-0001	- Meter Data Management System	52.53	28.96	81.49
T12-014G-P-1000	- Workl View 2023	0.00	49.30-	49.30-
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	34.80	0.00	34.80
T12-0183-P-0001	- Data Privacy and Data Governance	0.00	17.43	17.43
Total Capex Billing		\$ 116,659.88	\$ 54,477.83	\$ 171,137.71
Total Service Company Billing - Current Month		\$ 695,455.38	\$ 508,802.57	\$ 1,204,257.95
Less: Payment - Prior estimated billing				- \$ 1,579,259.10
Net Amount Payable (Receivable) - Current month				\$ -375,001.15
Plus: Est. Current month billing				\$ 1,204,257.95
Total Due				\$ 829,256.80

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 08/2024

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 223,538.85	\$ 273,857.72	\$ 497,396.57
Central Lab	3,510.22	2,964.39	6,474.61
SC-Central Lab	3,510.22	2,964.39	6,474.61
334517 Central Lab	3,510.22	2,964.39	6,474.61
Customer Service Organization (CSO)	143,216.94	130,885.02	274,101.96
Customer Billing and Collections	38,149.86	1,706.58	39,856.44
334079 Billing & Collection	38,149.86	1,706.58	39,856.44
Customer Care	58,980.57	8,840.92	67,821.49
334070 CCA-Call Handling	62.25	5.03	67.28
334078 Customer Care	58,896.23	8,481.90	67,378.13
337073 CCP-Oper & Spprt	22.09	19.51	41.60
334073 CCA-Oper & Perform	0.00	334.48	334.48
SC-Customer Experience	16,385.52	10,582.52	26,968.04
332045 Customer Experience	16,358.66	10,635.52	26,994.18
334005 CCA-Administration	26.86	53.00-	26.14-
SC-Customer Relations	29,694.79	954.28	30,649.07
335203 CORP-CR-Area2-MainBV	27,632.70	711.51	28,344.21
335303 CORP-CR-Area1-MainWB	2,062.09	242.77	2,304.86
SC-Customer Service Center Support	6.20	108,800.72	108,806.92
337076 CCP-Quality & Rprtng	0.31-	14,519.15	14,518.84
337077 CSC Supp-PostageCost	0.00	41,180.93	41,180.93
337078 CSC Supp-FormsCost	1.60	17,494.25	17,495.85
337079 CSC Supp-Other Cost	4.91	35,606.39	35,611.30
Technology and Innovation (TI)	61,859.93	137,712.39	199,572.32
SC - Tech Investment and Exp Mngmt	8,116.16	3,395.13	11,511.29
332071 CORP-ITS Admin	8,116.16	3,395.13	11,511.29
SC - ITS-OLD	10,760.28	97,655.74	108,416.02
332073 CORP-ITS Operations	10,760.28	97,655.74	108,416.02
SC - CTIO Customer Enablement	11,199.99	25,682.53	36,882.52
332083 CORP-ITS-BAD-FSA	11,199.99	25,682.53	36,882.52
SC - CTIO Technology Enablement	31,783.50	10,756.80	42,540.30
332079 CORP-ITS-BAD-Middle	4,619.94	3,140.74	7,760.68
332080 CORP-ITS-BAD-Back	19,945.24	775.54	20,720.78
332081 CORP-ITS-BAD-Q&M	7,218.32	6,840.52	14,058.84
Supply Chain	14,951.76	2,295.92	17,247.68
SC-Supply Chain	14,951.76	2,295.92	17,247.68
332610 CORP-Fleet	2,352.84	1,367.72	3,720.56
332410 Supplier Diversity	1,163.18	106.25	1,269.43
332310 National Categories	4,516.54	203.68	4,720.22
332210 State Procurement	3,044.38	359.87	3,404.25
332110 Supply Chain Support	2,738.25	174.70	2,912.95
332010 CORP-Spply Chain-Src	1,136.57	83.70	1,220.27
Shared Governance & Service Fees	\$ 344,577.75	\$ 239,018.74	\$ 583,596.49
Corporate Security	8,838.23	19,101.86	27,940.09
SC-Corporate Security	8,838.23	19,101.86	27,940.09
332077 CORP-Security Ops	8,838.23	19,101.86	27,940.09
Safety and Environmental Compliance	6,166.40	2,601.26	8,767.66
SC-Environmental Compliance	6,166.40	2,601.26	8,767.66
332166 Environmental Comp	6,166.40	2,601.26	8,767.66
Regulated Operations	74,532.02	33,699.41	108,231.43
SC - Regulated Ops - MWD	1,845.29	3,088.75	4,934.04
335205 CD - Admin & Gen	100.64	1,982.33	2,082.97
335214 CD - Engineering	0.00	45.81	45.81
336011 WD-Environmentl Mgmt	1,744.65	904.52	2,649.17
335212 CD - Rates	0.00	156.09	156.09

SC - CORP-Regulated Operations		10,656.87	KAW R AGDR2	NUM077	080425	445.60
332026	CORP-Regulated Ops	10,656.87	788.73			11,445.60
SC - Regulated Ops - MAD		8.95	160.74			169.69
335312	MAD - Rates	7.25	47.77			55.02
335305	MAD - Admin & Generl	1.70	112.97			114.67
SC - Regulated Ops - NED		0.00	321.70			321.70
335414	NED - Engineering	0.00	301.64			301.64
335405	NED - Admin & Gen	0.00	6.33-			6.33-
335412	NED - Rates	0.00	26.39			26.39
SC - Operations Excellence		34,017.13	27,916.05			61,933.18
337530	Operations Training	3,793.24	219.12			4,012.36
337520	Ops Advisory	4,469.26	314.06			4,783.32
337510	Operation Compliance	6,274.01	885.66			7,159.67
337500	Corp GIS	2,555.70	585.17			3,140.87
332044	Operation Excellence	10,596.30	25,603.59			36,199.89
332043	Business Performance	6,328.62	308.45			6,637.07
SC - Regulated Ops - SE		28,003.78	1,423.44			29,427.22
336205	SE - Admin & Gen	28,003.78	1,095.11			29,098.89
336214	SE - Engineering	0.00	328.33			328.33
Facilities		1,906.42	27,995.13			29,901.55
SC-Facilities		1,906.42	27,995.13			29,901.55
337650	One Water St-Non Div	3.48	4,691.41			4,694.89
337640	One Water St - Div	3.81	2,927.09			2,930.90
337600	One Water Street	1,899.13	20,376.63			22,275.76
Health and Safety		2,989.95	977.59			3,967.54
SC-Health & Safety		2,989.95	977.59			3,967.54
332019	CORP-Operatiol Risk	2,989.95	977.59			3,967.54
Legal		33,907.43	12,334.84			46,242.27
SC-Legal		33,907.43	12,334.84			46,242.27
336215	SE - Legal	682.71	2,809.30			3,492.01
335315	MAD - Legal	16.61	198.78			215.39
335215	CD - Legal	17,038.40	756.51			17,794.91
332615	M&A	991.87	1.56			993.43
332515	M&A	1,383.10	61.56			1,444.66
332415	Corp Secretary-Legal	3,240.99	3,408.47			6,649.46
332315	Legal-Contracts&Comm	419.15	15.10			434.25
332215	Legal - Rates & Reg	6,076.48	376.16			6,452.64
332115	Legal-Ethics & Compl	4,268.64	915.48			5,184.12
332015	CORP-Legal	210.52-	3,700.58			3,490.06
335415	NED - Legal	0.00	57.60			57.60
335815	MBB - Legal	0.00	33.74			33.74
Investor Relations		2,921.28	1,355.49			4,276.77
SC-Investor Relations		2,921.28	1,355.49			4,276.77
332037	CORP-Investr Relatn	2,921.28	1,355.49			4,276.77
Water Research and Dev		4,317.31	64.17			4,381.48
SC-Water Research & Dev		4,317.31	64.17			4,381.48
332066	CORP-Innov&Env Stwd	4,317.31	64.17			4,381.48
HR Comp and Benefits		13,152.46	4,731.99			17,884.45
SC-HR Comp & Benefits		13,152.46	4,731.99			17,884.45
332520	CORP-HTR HR Svc Adm	0.00	5.14			5.14
332014	CORP-Benefit Svc Ctr	7,009.68	2,706.81			9,716.49
332013	Core HR Admin&OrgMgt	4,089.95	226.40			4,316.35
332002	CORP-HR Comp/Benefit	2,052.83	1,793.64			3,846.47
Talent Mgmt and Org Effectiveness		8,744.12	2,845.42			11,589.54
SC-Talent Mgmt & Org Effectiveness		8,744.12	2,845.42			11,589.54
336518	Talent Acquisition	4,949.99	2,091.71			7,041.70
332082	CORP-Oper. Education	50.09	322.75			372.84
332003	CORP-HR Talent Dev	3,744.04	430.96			4,175.00
HR Business Partners		28,698.78	9,199.15			37,897.93
SC-Human Resources Old		8,865.38	2,956.19			11,821.57
332058	CORP-HR Admin	7,166.23	1,022.38			8,188.61
332048	CORP-HR Hlth&Well	1,699.15	1,933.81			3,632.96
SC-HR Business Partners		19,833.40	6,242.96			26,076.36
332018	CORP-Human Resources	15,469.04	5,942.45			21,411.49
332006	CORP-Business Ctr HR	4,364.36	299.14			4,663.50
335218	CD - Human Resources	0.00	1.37			1.37

Labor Relations		6,519.96	KAW R AGDR2 NUM077 080425	18.98
SC-Labor Relations		6,519.96	1,199.02	7,718.98
332004	CORP-HR Labor Relatn	6,519.96	1,199.02	7,718.98
Finance		131,107.32	23,270.24	154,377.56
SC-Treasury		11,322.20	1,210.16	12,532.36
332575	CORP-PTP Cash Oper	2,795.23	95.96	2,891.19
332519	CORP-HTRClaims Mgmt	997.04	87.12	1,084.16
332057	CORP-Treasury	2,656.99	823.00	3,479.99
332021	Treasury Admin	4,872.94	204.08	5,077.02
SC-Regulatory, Corp Tax, Finance Tech		5,705.10	99.92	5,805.02
332617	Reg, CorpTax, FinTec	5,705.10	99.92	5,805.02
Regulatory Services		26,537.50	2,710.64	29,248.14
332574	Regulatory Reporting	26,537.50	2,710.64	29,248.14
FSPDS		22,027.52	2,246.91	24,274.43
336207	SE - FP & A	18,956.28	1,424.52	20,380.80
335605	Corp FP&A - Admin	98.43	0.00	98.43
335307	MAD - F P & A	939.53	168.38	1,107.91
335207	CD - FP & A	2,033.28	651.64	2,684.92
335407	NED - F P & A	0.00	2.37	2.37
SC-Corporate Finance		8,323.05	509.08	8,832.13
337777	CORP-CFO	8,323.05	509.08	8,832.13
Budgeting & Internal Reporting (BIRS)		12,418.71	4,813.46	17,232.17
332017	CORP-ServCo FP&A	12,418.71	4,813.46	17,232.17
SC-Controller's Organization		44,773.24	11,680.07	56,453.31
332584	CORP-PTPAcct Payable	5,603.93	3,258.27-	2,345.66
332581	CORP-RTRPayroll Acct	6,735.21	1,272.98	8,008.19
332577	CORP-Util Plant Acct	860.87	79.39	940.26
332573	Ext Rprtng & Tech Ac	4,931.23	1,109.58	6,040.81
332570	CORP-RTR Acctg & Rep	9,053.05	550.06	9,603.11
332047	CORP-Income Tax	12,709.11	8,455.43	21,164.54
332007	CORP-Finance	4,879.84	3,470.90	8,350.74
Engineering		1,276.37	578.75	1,855.12
SC-Asset Performance		3,805.23-	113.12	3,692.11-
332016	CORP-Arc Flash	3,805.23-	113.12	3,692.11-
SC-Asset Management		5,081.60	390.60	5,472.20
336551	CORP-COE-Tech Srvcs	1,779.87	180.32	1,960.19
336550	CORP-COE-Engineering	597.90	35.58	633.48
332065	CORP-Asset Mgmt	2,703.83	174.70	2,878.53
External Affairs and Public Policy		12,891.69	4,604.88	17,496.57
SC-Communication & Federal Affairs		12,891.69	4,604.88	17,496.57
332085	CORP-External Comm	9,332.25	3,590.74	12,922.99
332086	CORP-Internal Comm	3,374.46	600.69	3,975.15
335225	CD - Externl Affairs	184.98	27.08	212.06
332022	CORP-Govt Affairs	0.00	380.14	380.14
335325	MAD - Externl Affrs	0.00	6.23	6.23
Business Development		19,921.11	5,173.42	25,094.53
SC-Business Development		19,921.11	5,173.42	25,094.53
335220	CD - Business Dev	89.54	6.23	95.77
332517	CORP-Plan & Rptg	3,837.87	187.93	4,025.80
332020	CORP-Corp Bus Dev	15,993.70	4,985.49	20,979.19
Audit		7,861.65	4,481.63	12,343.28
SC-Audit		7,861.65	4,481.63	12,343.28
332061	CORP-ERM	1,561.37	2,030.52	3,591.89
332060	CORP-Audit	6,300.28	2,451.11	8,751.39
Administration - Corporate		21,174.75-	84,598.54	63,423.79
SC-Corporate Admin		21,174.75-	84,598.54	63,423.79
332595	CORPAdm-Depr-NDiv	311.67	1,067.06	1,378.73
332100	Strat Serv & Program	1,471.45	340.03	1,811.48
332099	Cap of Admin	9,582.71	0.00	9,582.71
332098	CORP-Non-Depart Cost	39.42-	14,558.19	14,518.77
332095	CORP-Admin	6,553.55	59,454.75	66,008.30
332090	Cap Admin Credits	49,417.08-	0.00	49,417.08-
332070	CORP-SharedBusSvcAdm	131.63	0.00	131.63
332041	CORP-Legal BOD	0.00	352.36	352.36
332001	CORP CEO & BOARD	10,230.74	8,826.15	19,056.89

CAPEX

B12-01-8011	- 10780110 - Eng Dist Clear	124,518.16	47,036.27	171,554.43
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	0.00	148.32-	148.32-
T12-012P-P-1000	- MapCall Enh - 2022	93.79-	0.00	93.79-
T12-012S-P-1001	- New Service Install Ph 1	1,785.15	7,083.81	8,868.96
T12-013E-P-1000	- SuccessFactors Optimization - 2022	23.41	0.00	23.41
T12-013G-P-1001	- Waterly Enhancements 2023	34.73	0.25	34.98
T12-013T-P-1000	- Enterprise GIS 2023	0.00	637.50-	637.50-
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	18.36-	0.00	18.36-
T12-014A-P-0001	- Meter Data Management System	4.59	7,949.44-	7,944.85-
T12-018A-P-0002	- Data Privacy Technology Enh - Ph 2	9.23	0.00	9.23

Total Capex Billing		\$ 126,263.12	\$ 45,385.07	\$ 171,648.19
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Total Service Company Billing - Current Month		\$ 694,379.72	\$ 558,261.53	\$ 1,252,641.25
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Less: Payment - Prior estimated billing				- \$ 1,204,257.95
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Net Amount Payable (Receivable) - Current month				\$ 48,383.30
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Plus: Est. Current month billing				\$ 1,252,641.25
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Total Due				\$ 1,301,024.55
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Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 09/2024

		Labor, Taxes & Benefits	Other	Total
Shared Business Services		\$ 219,053.90	\$ 224,711.11	\$ 443,765.01
Central Lab		4,422.84	5,008.75	9,431.59
SC-Central Lab		4,422.84	5,008.75	9,431.59
334517	Central Lab	4,422.84	5,008.75	9,431.59
Customer Service Organization (CSO)		133,019.47	104,540.03	237,559.50
Customer Billing and Collections		39,972.36	1,851.74	41,824.10
334071	CCA-Billing	0.01-	0.00	0.01-
334079	Billing & Collection	39,972.37	1,851.74	41,824.11
Customer Care		45,657.16	7,723.74	53,380.90
334070	CCA-Call Handling	332.66	3.83	336.49
334078	Customer Care	45,307.45	7,665.53	52,972.98
337070	CCP-Call Handling	0.01-	0.00	0.01-
337073	CCP-Oper & Spprt	17.06	15.06	32.12
334073	CCA-Oper & Perform	0.00	39.32	39.32
SC-Customer Experience		19,030.26	9,950.88	28,981.14
332045	Customer Experience	18,943.79	9,865.06	28,808.85
334005	CCA-Administration	86.47	85.82	172.29
SC-Customer Relations		28,356.36	766.98	29,123.34
335203	CORP-CR-Area2-MainBV	26,651.76	599.98	27,251.74
335303	CORP-CR-Area1-MainWB	1,704.60	167.00	1,871.60
SC-Customer Service Center Support		3.33	84,246.69	84,250.02
337076	CCP-Quality & Rprtng	0.04-	10,529.50	10,529.46
337077	CSC Supp-PostageCost	0.00	26,522.38	26,522.38
337078	CSC Supp-FormsCost	3.08	17,335.32	17,338.40
337079	CSC Supp-Other Cost	0.29	29,859.49	29,859.78
Technology and Innovation (TI)		66,124.20	112,197.82	178,322.02
SC - Tech Investment and Exp Mngmt		12,459.87	3,138.75	15,598.62
332071	CORP-ITS Admin	12,459.87	2,816.46	15,276.33
332189	ITS-AWE Pass-Thru	0.00	322.29	322.29
SC - ITS-OLD		9,075.67	65,768.19	74,843.86
332073	CORP-ITS Operations	9,075.67	65,767.14	74,842.81
332076	CORP-ITS Commun	0.00	1.05	1.05
SC - CTIO Customer Enablement		8,835.37	31,712.50	40,547.87
332083	CORP-ITS-BAD-FSA	8,835.37	31,712.50	40,547.87
SC - CTIO Technology Enablement		35,753.29	5,244.86	40,998.15
332079	CORP-ITS-BAD-Middle	3,946.96	2,985.04	6,932.00
332080	CORP-ITS-BAD-Back	24,014.37	1,217.56	25,231.93
332081	CORP-ITS-BAD-Q&M	7,791.96	1,042.26	8,834.22
Supply Chain		15,487.39	2,964.51	18,451.90
SC-Supply Chain		15,487.39	2,964.51	18,451.90
332610	CORP-Fleet	2,353.03	688.13	3,041.16
332410	Supplier Diversity	1,126.89	152.26	1,279.15
332310	National Categories	5,066.57	98.07	5,164.64
332210	State Procurement	2,798.23	228.83	3,027.06
332110	Supply Chain Support	2,961.16	121.09	3,082.25
332010	CORP-Spply Chain-Src	1,181.51	1,676.13	2,857.64
Shared Governance & Service Fees		\$ 561,105.81	\$ 188,686.86	\$ 749,792.67
Corporate Security		12,016.37	14,369.87	26,386.24
SC-Corporate Security		12,016.37	14,369.87	26,386.24
332077	CORP-Security Ops	12,016.37	14,369.87	26,386.24
Safety and Environmental Compliance		10,338.65	1,469.59	11,808.24
SC-Environmental Compliance		10,338.65	1,469.59	11,808.24
332166	Environmental Comp	10,338.65	1,469.59	11,808.24
Regulated Operations		90,121.81	10,581.16	100,702.97
SC - Regulated Ops - MWD		1,812.80	2,536.85	4,349.65

335205	CD - Admin & Gen	84.35	60.51	2.39-
335214	CD - Engineering	0.00	2.39-	2.39-
336011	WD-Environmentl Mgmt	1,728.45	806.34	2,534.79
335212	CD - Rates	0.00	56.74	56.74
SC - CORP-Regulated Operations		37,044.42	895.74	37,940.16
332026	CORP-Regulated Ops	37,044.42	895.74	37,940.16
SC - Regulated Ops - MAD		7.78	116.75	124.53
335312	MAD - Rates	6.30	18.33	24.63
335305	MAD - Admin & Generl	1.48	98.42	99.90
SC - Regulated Ops - NED		0.00	44.77-	44.77-
335414	NED - Engineering	0.00	48.19-	48.19-
335412	NED - Rates	0.00	3.42	3.42
SC - Operations Excellence		42,737.89	5,956.31	48,694.20
337530	Operations Training	2,521.76	152.89	2,674.65
337520	Ops Advisory	7,109.83	144.62	7,254.45
337510	Operation Compliance	6,725.09	663.84-	6,061.25
337500	Corp GIS	2,323.99	93.86	2,417.85
332044	Operation Excellence	17,208.23	5,947.48	23,155.71
332043	Business Performance	6,848.99	281.30	7,130.29
SC - Regulated Ops - SE		8,518.92	1,120.28	9,639.20
336205	SE - Admin & Gen	8,469.61	861.88	9,331.49
336214	SE - Engineering	49.31	258.40	307.71
Facilities		1,808.40	26,117.53	27,925.93
SC-Facilities		1,808.40	26,117.53	27,925.93
337650	One Water St-Non Div	3.48	4,645.74	4,649.22
337640	One Water St - Div	3.81	2,895.01	2,898.82
337600	One Water Street	1,801.11	18,576.78	20,377.89
Health and Safety		7,393.32	70.61	7,463.93
SC-Health & Safety		7,393.32	70.61	7,463.93
332019	CORP-Operatiol Risk	7,393.32	70.61	7,463.93
Legal		49,563.07	1,028.63	50,591.70
SC-Legal		49,563.07	1,028.63	50,591.70
336215	SE - Legal	673.20	2,791.57	3,464.77
335315	MAD - Legal	14.44	97.58	112.02
335215	CD - Legal	12,000.69	7,996.43-	4,004.26
332615	M&A	1,526.15	4.80	1,530.95
332515	M&A	3,075.00	57.21	3,132.21
332415	Corp Secretary-Legal	6,579.30	1,026.79-	5,552.51
332315	Legal-Contracts&Comm	401.62	374.53	776.15
332215	Legal - Rates & Reg	7,709.75	293.14	8,002.89
332115	Legal-Ethics & Compl	347.69-	3,616.41	3,268.72
332015	CORP-Legal	17,930.61	2,750.41	20,681.02
335415	NED - Legal	0.00	31.39	31.39
335815	MBB - Legal	0.00	34.81	34.81
Investor Relations		4,688.13	938.34	5,626.47
SC-Investor Relations		4,688.13	938.34	5,626.47
332037	CORP-Investr Relatn	4,688.13	938.34	5,626.47
Water Research and Dev		3,739.41	1,026.05	4,765.46
SC-Water Research & Dev		3,739.41	1,026.05	4,765.46
332066	CORP-Innov&Env Stwd	3,739.41	1,026.05	4,765.46
HR Comp and Benefits		14,100.53	6,377.05	20,477.58
SC-HR Comp & Benefits		14,100.53	6,377.05	20,477.58
332520	CORP-HTR HR Svc Adm	0.00	99.37	99.37
332014	CORP-Benefit Svc Ctr	6,968.51	3,653.61	10,622.12
332013	Core HR Admin&OrgMgt	4,735.67	207.49	4,943.16
332002	CORP-HR Comp/Benefit	2,396.35	2,416.58	4,812.93
Talent Mgmt and Org Effectiveness		12,633.23	2,421.86	15,055.09
SC-Talent Mgmt & Org Effectiveness		12,633.23	2,421.86	15,055.09
336518	Talent Acquisition	6,424.40	1,712.18	8,136.58
332082	CORP-Oper. Education	154.34	371.35	525.69
332003	CORP-HR Talent Dev	6,054.49	338.33	6,392.82
HR Business Partners		45,323.30	4,282.23	49,605.53
SC-Human Resources Old		22,555.64	2,397.40	24,953.04
332058	CORP-HR Admin	20,615.13	1,139.14	21,754.27
332048	CORP-HR Hlth&Well	1,940.51	1,258.26	3,198.77
SC-HR Business Partners		22,767.66	1,884.83	24,652.49

332018	CORP-Human Resources	18,494.12	27.93	
332006	CORP-Business Ctr HR	4,273.54	4,500.00	
335218	CD - Human Resources	0.00	24.56	
Labor Relations		5,546.36	740.90	6,287.26
SC-Labor Relations		5,546.36	740.90	6,287.26
332004	CORP-HR Labor Relatn	5,546.36	740.90	6,287.26
Finance		208,807.63	15,266.37	224,074.00
SC-Treasury		14,165.98	2,209.92	16,375.90
332575	CORP-PTP Cash Oper	2,678.06	100.92	2,778.98
332519	CORP-HTRClaims Mgmt	1,044.69	63.88	1,108.57
332057	CORP-Treasury	2,827.98	1,744.33	4,572.31
332021	Treasury Admin	7,615.25	300.79	7,916.04
SC-Regulatory,Corp Tax,Finance Tech		10,845.49	116.77	10,962.26
332617	Reg, CorpTax, FinTec	10,845.49	116.77	10,962.26
Regulatory Services		37,494.07	3,571.68	41,065.75
332574	Regulatory Reporting	37,494.07	3,571.68	41,065.75
FSPDS		38,091.20	1,650.55	39,741.75
336207	SE - FP & A	35,118.53	1,492.28	36,610.81
335605	Corp FP&A - Admin	98.11	0.00	98.11
335307	MAD - F P & A	1,002.56	39.23	1,041.79
335207	CD - FP & A	1,872.00	118.36	1,990.36
335407	NED - F P & A	0.00	0.68	0.68
SC-Corporate Finance		42,925.62	637.59	43,563.21
337777	CORP-CFO	42,925.62	637.59	43,563.21
Budgeting & Internal Reporting (BIRS)		13,120.83	5,109.97	18,230.80
332017	CORP-ServCo FP&A	13,120.83	5,109.97	18,230.80
SC-Controller's Organization		52,164.44	1,969.89	54,134.33
332584	CORP-PTP Acct Payable	4,984.93	3,722.67-	1,262.26
332581	CORP-RTR Payroll Acct	6,966.77	1,048.33	8,015.10
332577	CORP-Util Plant Acct	1,111.01	72.18	1,183.19
332573	Ext Rprtng & Tech Ac	4,353.67	344.62	4,698.29
332570	CORP-RTR Acctg & Rep	10,382.94	761.94	11,144.88
332047	CORP-Income Tax	13,016.46	3,207.66	16,224.12
332007	CORP-Finance	11,348.66	257.83	11,606.49
Engineering		10,629.22	535.54	11,164.76
SC-Asset Performance		237.41-	151.89	85.52-
332016	CORP-Arc Flash	237.41-	151.89	85.52-
SC-Asset Management		10,866.63	63.66	10,930.29
336551	CORP-COE-Tech Srvcs	4,099.74	9.96	4,109.70
336550	CORP-COE-Engineering	1,794.10	22.66	1,816.76
332065	CORP-Asset Mgmt	4,972.79	31.04	5,003.83
External Affairs and Public Policy		24,695.19	7,730.03	32,425.22
SC-Communication & Federal Affairs		24,695.19	7,730.03	32,425.22
332085	CORP-External Comm	20,117.84	7,454.57	27,572.41
332086	CORP-Internal Comm	4,422.32	272.90	4,695.22
335225	CD - Externl Affairs	155.03	22.83	177.86
332022	CORP-Govt Affairs	0.00	25.81-	25.81-
335325	MAD - Externl Affrs	0.00	5.54	5.54
Business Development		21,634.97	2,367.01	24,001.98
SC-Business Development		21,634.97	2,367.01	24,001.98
335220	CD - Business Dev	75.04	5.54	80.58
332517	CORP-Plan & Rptg	4,385.93	144.14	4,530.07
332020	CORP-Corp Bus Dev	17,174.00	2,222.87	19,396.87
Audit		11,425.13	21,500.37	32,925.50
SC-Audit		11,425.13	21,500.37	32,925.50
332061	CORP-ERM	1,694.23	118.80	1,813.03
332060	CORP-Audit	9,730.90	21,381.57	31,112.47
Administration - Corporate		26,641.09	71,658.46	98,299.55
SC-Corporate Admin		26,641.09	71,658.46	98,299.55
332595	CORPAdm-Depr-NDiv	312.46	1,067.06	1,379.52
332100	Strat Serv & Program	9,678.12	236.39	9,914.51
332099	Cap of Admin	45,090.48	0.00	45,090.48
332098	CORP-Non-Depart Cost	40.01-	1,121.39-	1,161.40-
332095	CORP-Admin	3,352.96	62,568.91	65,921.87
332090	Cap Admin Credits	85,916.30-	0.00	85,916.30-
332070	CORP-SharedBusSvcAdm	131.19	0.00	131.19

Total O & M Billing		\$ 780,159.71	\$ 413,397.97	\$ 1,193,557.68
CAPEX				
B12-01-8011	- 10780110 - Eng Dist Clear	134,734.36	67,595.55	202,329.91
T12-0112-P-1000	- Enterprise Mapcall	91.82	0.00	91.82
T12-0111-P-1000	- Data Analytics & Enablmt Enhncmnts 2021	37.03-	0.00	37.03-
T12-012P-P-1000	- MapCall Enh - 2022	100.18-	0.00	100.18-
T12-012S-P-1001	- New Service Install Ph 1	3,392.39	5,255.13	8,647.52
T12-013E-P-1000	- SuccessFactors Optimization - 2022	28.34	0.00	28.34
T12-013G-P-1000	- WQ Compliance Management System	21.38	0.00	21.38
T12-013G-P-1001	- Waterly Enhancements 2023	6.37	0.00	6.37
T12-013M-P-1000	- SAP Upgrade	2.74	0.00	2.74
T12-013Y-P-1000	- SAP Tech and Functional Upgrade 2023	7.93	0.32	8.25
T12-014A-P-0001	- Meter Data Management System	54.09	27.27-	26.82
Total Capex Billing		\$ 138,202.21	\$ 72,823.73	\$ 211,025.94
Total Service Company Billing - Current Month		\$ 918,361.92	\$ 486,221.70	\$ 1,404,583.62
Less: Payment - Prior estimated billing				- \$ 1,252,641.25
Net Amount Payable (Receivable) - Current month				\$ 151,942.37
Plus: Est. Current month billing				\$ 1,404,583.62
Total Due				\$ 1,556,525.99

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 10/2024

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 217,252.84	\$ 214,466.65	\$ 431,719.49
Central Lab	4,925.96	2,346.25	7,272.21
SC-Central Lab	4,925.96	2,346.25	7,272.21
334517 Central Lab	4,925.96	2,346.25	7,272.21
Customer Service Organization (CSO)	131,579.30	106,355.41	237,934.71
Customer Billing and Collections	42,928.35	1,855.31	44,783.66
334079 Billing & Collection	42,928.35	1,815.52	44,743.87
334072 CCA-Collections	0.00	39.79	39.79
Customer Care	44,603.19	7,021.96	51,625.15
334070 CCA-Call Handling	303.46	3.52	306.98
334078 Customer Care	44,283.39	7,284.33	51,567.72
337073 CCP-Oper & Spprt	16.34	17.53	33.87
334073 CCA-Oper & Perform	0.00	283.42-	283.42-
SC-Customer Experience	14,778.66	8,156.77	22,935.43
332045 Customer Experience	14,878.92	8,351.15	23,230.07
334005 CCA-Administration	100.26-	194.38-	294.64-
SC-Customer Relations	29,267.32	784.73	30,052.05
335203 CORP-CR-Area2-MainBV	27,729.85	659.10	28,388.95
335303 CORP-CR-Area1-MainWB	1,537.47	125.63	1,663.10
SC-Customer Service Center Support	1.78	88,536.64	88,538.42
337076 CCP-Quality & Rprtng	0.03	13,709.93	13,709.96
337077 CSC Supp-PostageCost	0.00	42,069.43	42,069.43
337078 CSC Supp-FormsCost	2.92	13,663.92	13,666.84
337079 CSC Supp-Other Cost	1.17-	19,093.36	19,092.19
Technology and Innovation (TI)	65,641.17	104,051.14	169,692.31
SC - Tech Investment and Exp Mngmt	6,443.02	3,454.14	9,897.16
332071 CORP-ITS Admin	6,447.21	3,772.24	10,219.45
332189 ITS-AWE Pass-Thru	4.19-	318.10-	322.29-
SC - ITS-OLD	13,996.43	68,468.54	82,464.97
332073 CORP-ITS Operations	13,996.43	68,469.27	82,465.70
332076 CORP-ITS Commun	0.00	0.73-	0.73-
SC - CTIO Customer Enablement	10,490.17	31,355.16	41,845.33
332083 CORP-ITS-BAD-FSA	10,490.17	31,355.16	41,845.33
SC - CTIO Technology Enablement	34,711.55	6,135.20	40,846.75
332079 CORP-ITS-BAD-Middle	5,200.94	3,400.80	8,601.74
332080 CORP-ITS-BAD-Back	21,434.22	973.73	22,407.95
332081 CORP-ITS-BAD-Q&M	8,076.39	1,760.67	9,837.06
Supply Chain	15,106.41	1,713.85	16,820.26
SC-Supply Chain	15,106.41	1,713.85	16,820.26
332610 CORP-Fleet	2,585.64	505.81	3,091.45
332410 Supplier Diversity	1,180.83	405.19	1,586.02
332310 National Categories	5,132.62	132.63	5,265.25
332210 State Procurement	2,435.56	374.32	2,809.88
332110 Supply Chain Support	2,762.62	209.23	2,971.85
332010 CORP-Spply Chain-Src	1,009.14	86.67	1,095.81
Shared Governance & Service Fees	\$ 364,225.86	\$ 219,305.80	\$ 583,531.66
Corporate Security	13,948.94	21,705.63	35,654.57
SC-Corporate Security	13,948.94	21,705.63	35,654.57
332077 CORP-Security Ops	13,948.94	21,705.63	35,654.57
Safety and Environmental Compliance	5,005.80	2,226.64	7,232.44
SC-Environmental Compliance	5,005.80	2,226.64	7,232.44
332166 Environmental Comp	5,005.80	2,226.64	7,232.44
Regulated Operations	51,678.96	14,415.16	66,094.12
SC - Regulated Ops - MWD	1,642.76	3,180.82	4,823.58
335205 CD - Admin & Gen	95.35	1,875.15	1,970.50

335214	CD - Engineering	0.00		9.44
336011	WD-Environmentl Mgmt	1,547.41	1,214.80	2,762.21
335212	CD - Rates	0.00	81.43	81.43
SC - CORP-Regulated Operations		8,594.96	829.68	9,424.64
332026	CORP-Regulated Ops	8,594.96	829.68	9,424.64
SC - Regulated Ops - MAD		7.68	153.51	161.19
335312	MAD - Rates	6.22	56.53	62.75
335305	MAD - Admin & Generl	1.46	96.98	98.44
SC - Regulated Ops - NED		0.00	338.05	338.05
335414	NED - Engineering	0.00	333.37	333.37
335412	NED - Rates	0.00	4.68	4.68
SC - Operations Excellence		31,124.09	8,923.09	40,047.18
337530	Operations Training	3,239.59	272.55	3,512.14
337520	Ops Advisory	4,180.27	488.67	4,668.94
337510	Operation Compliance	7,285.58	1,664.49	8,950.07
337500	Corp GIS	3,340.00	314.86	3,654.86
332044	Operation Excellence	6,735.39	5,707.43	12,442.82
332043	Business Performance	6,343.26	475.09	6,818.35
SC - Regulated Ops - SE		10,309.47	990.01	11,299.48
336205	SE - Admin & Gen	10,309.47	761.66	11,071.13
336214	SE - Engineering	0.00	228.35	228.35
Facilities		1,972.12	28,513.98	30,486.10
SC-Facilities		1,972.12	28,513.98	30,486.10
337650	One Water St-Non Div	3.48	4,599.87	4,603.35
337640	One Water St - Div	3.81	2,862.76	2,866.57
337600	One Water Street	1,964.83	21,051.35	23,016.18
Health and Safety		5,489.54	1,656.09	7,145.63
SC-Health & Safety		5,489.54	1,656.09	7,145.63
332019	CORP-Operatioln Risk	5,489.54	1,656.09	7,145.63
Legal		40,609.92	5,935.67	46,545.59
SC-Legal		40,609.92	5,935.67	46,545.59
336215	SE - Legal	429.26-	3,233.13	2,803.87
335315	MAD - Legal	14.26	103.98	118.24
335215	CD - Legal	18,599.53	732.06	19,331.59
332615	M&A	1,112.52	509.30	1,621.82
332515	M&A	1,432.24	55.40	1,487.64
332415	Corp Secretary-Legal	3,363.47	1,037.45	4,400.92
332315	Legal-Contracts&Comm	436.68	355.15-	81.53
332215	Legal - Rates & Reg	5,204.18	347.66	5,551.84
332115	Legal-Ethics & Compl	2,935.57	430.96-	2,504.61
332015	CORP-Legal	7,940.73	616.99	8,557.72
335415	NED - Legal	0.00	51.48	51.48
335815	MBB - Legal	0.00	34.33	34.33
Investor Relations		3,428.03	1,125.58	4,553.61
SC-Investor Relations		3,428.03	1,125.58	4,553.61
332037	CORP-Investr Relatn	3,428.03	1,125.58	4,553.61
Water Research and Dev		4,980.28	61.56	5,041.84
SC-Water Research & Dev		4,980.28	61.56	5,041.84
332066	CORP-Innov&Env Stwd	4,980.28	61.56	5,041.84
HR Comp and Benefits		13,884.26	8,363.58	22,247.84
SC-HR Comp & Benefits		13,884.26	8,363.58	22,247.84
332520	CORP-HTR HR Svc Adm	0.00	64.73-	64.73-
332014	CORP-Benefit Svc Ctr	7,175.69	4,876.33	12,052.02
332013	Core HR Admin&OrgMgt	4,580.15	209.74	4,789.89
332002	CORP-HR Comp/Benefit	2,128.42	3,342.24	5,470.66
Talent Mgmt and Org Effectiveness		10,714.42	4,926.36	15,640.78
SC-Talent Mgmt & Org Effectiveness		10,714.42	4,926.36	15,640.78
336518	Talent Acquisition	6,042.88	2,418.71	8,461.59
332082	CORP-Oper. Education	53.61-	271.19	217.58
332003	CORP-HR Talent Dev	4,725.15	2,236.46	6,961.61
HR Business Partners		32,924.71	5,920.12	38,844.83
SC-Human Resources Old		9,322.17	1,696.87	11,019.04
332058	CORP-HR Admin	7,335.49	1,188.64	8,524.13
332048	CORP-HR Hlth&Well	1,986.68	508.23	2,494.91
SC-HR Business Partners		23,602.54	4,223.25	27,825.79
332018	CORP-Human Resources	19,028.19	3,958.51	22,986.70

332006	CORP-Business Ctr HR	4,574.35	18.18	18.18
335218	CD - Human Resources	0.00	20.91	20.91
Labor Relations		5,560.01	717.43	6,277.44
SC-Labor Relations		5,560.01	717.43	6,277.44
332004	CORP-HR Labor Relatn	5,560.01	717.43	6,277.44
Finance		149,902.45	16,207.43	166,109.88
SC-Treasury		10,036.76	1,534.08	11,570.84
332575	CORP-PTP Cash Oper	2,935.70	93.74	3,029.44
332519	CORP-HTRClaims Mgmnt	1,220.36	116.99	1,337.35
332057	CORP-Treasury	2,622.63	945.00	3,567.63
332021	Treasury Admin	3,258.07	378.35	3,636.42
SC-Regulatory, Corp Tax, Finance Tech		3,440.51	69.22	3,509.73
332617	Reg, CorpTax, FinTec	3,440.51	69.22	3,509.73
Regulatory Services		30,792.69	2,962.27	33,754.96
332574	Regulatory Reporting	30,792.69	2,962.27	33,754.96
FSPDS		36,137.62	1,726.35	37,863.97
336207	SE - FP & A	32,787.58	1,241.21	34,028.79
335605	Corp FP&A - Admin	99.84	0.00	99.84
335307	MAD - F P & A	1,097.42	66.54	1,163.96
335207	CD - FP & A	2,152.78	416.94	2,569.72
335407	NED - F P & A	0.00	1.66	1.66
SC-Corporate Finance		6,574.89	179.51	6,754.40
337777	CORP-CFO	6,574.89	179.51	6,754.40
Budgeting & Internal Reporting (BIRS)		14,163.18	3,707.26	17,870.44
332017	CORP-ServCo FP&A	14,163.18	3,707.26	17,870.44
SC-Controller's Organization		48,756.80	6,028.74	54,785.54
332584	CORP-PTP Acct Payable	5,832.86	1,514.06-	4,318.80
332581	CORP-RTR Payroll Acct	7,299.28	1,861.02	9,160.30
332577	CORP-Util Plant Acct	988.09	73.04	1,061.13
332573	Ext Rprtng & Tech Ac	5,592.47	126.03	5,718.50
332570	CORP-RTR Acctg & Rep	10,676.01	1,400.91	12,076.92
332047	CORP-Income Tax	13,350.28	3,749.09	17,099.37
332007	CORP-Finance	5,017.81	328.23	5,346.04
332571	CORP-PTP General Tax	0.00	4.48	4.48
Engineering		6,423.42	662.83	7,086.25
SC-Asset Performance		1,733.57	114.11	1,847.68
332016	CORP-Arc Flash	1,733.57	114.11	1,847.68
SC-Asset Management		4,689.85	341.54	5,031.39
336551	CORP-COE-Tech Srvcs	2,085.91	176.11	2,262.02
336550	CORP-COE-Engineering	597.55	46.53	644.08
332065	CORP-Asset Mgmnt	2,006.39	118.90	2,125.29
External Affairs and Public Policy		15,690.59	1,100.29-	14,590.30
SC-Communication & Federal Affairs		15,690.59	1,100.29-	14,590.30
332085	CORP-External Comm	11,866.84	1,959.50-	9,907.34
332086	CORP-Internal Comm	3,648.50	733.95	4,382.45
335225	CD - Externl Affairs	175.25	21.24	196.49
332022	CORP-Govt Affairs	0.00	98.66	98.66
335325	MAD - Externl Affrs	0.00	5.36	5.36
Business Development		21,353.86	5,612.43	26,966.29
SC-Business Development		21,353.86	5,612.43	26,966.29
335220	CD - Business Dev	84.83	5.36	90.19
332517	CORP-Plan & Rptg	5,476.52	161.43	5,637.95
332020	CORP-Corp Bus Dev	15,792.51	5,451.00	21,243.51
Audit		7,945.46	2,840.51	10,785.97
SC-Audit		7,945.46	2,840.51	10,785.97
332061	CORP-ERM	1,960.81	2,512.92	4,473.73
332060	CORP-Audit	5,984.65	327.59	6,312.24
Administration - Corporate		27,286.91-	99,306.20	72,019.29
SC-Corporate Admin		27,286.91-	99,306.20	72,019.29
332595	CORPAdm-Depr-NDiv	313.24	1,067.06	1,380.30
332100	Strat Serv & Program	1,562.03	209.82-	1,352.21
332099	Cap of Admin	7,936.45	0.00	7,936.45
332098	CORP-Non-Depart Cost	104.19	6,082.09	6,186.28
332095	CORP-Admin	1,487.20	73,756.32	75,243.52
332090	Cap Admin Credits	49,169.84-	0.00	49,169.84-
332070	CORP-SharedBusSvcAdm	133.51	0.00	133.51

332041 CORP-Legal BOD
 332001 CORP CEO & BOARD

0.00 KAW_R_AGDR2_NUM077_080425 43.44
 10,346.31 5,867.11 16,213.42

Total O & M Billing		\$ 581,478.70	\$ 433,772.45	\$ 1,015,251.15
CAPEX				
B12-01-8011	- 10780110 - Eng Dist Clear	121,100.58	52,863.16	173,963.74
T12-0112-P-1000	- Enterprise Mapcall	8.53-	0.00	8.53-
T12-011W-P-1000	- SuccessFactors EmplCentral & WFA 2021	2.87	0.00	2.87
T12-012S-P-1001	- New Service Install Ph 1	2,195.26	25,095.72	27,290.98
T12-013E-P-1000	- SuccessFactors Optimization - 2022	2.58-	0.00	2.58-
T12-013G-P-1000	- WQ Compliance Management System	5.74-	0.00	5.74-
T12-013G-P-1001	- Waterly Enhancements 2023	6.37-	2.10	4.27-
T12-014A-P-0001	- Meter Data Management System	89.97	14.97	104.94
T12-014A-P-0003	- MDMS: Release 2	91.48	3.31	94.79
Total Capex Billing		\$ 123,456.94	\$ 77,979.26	\$ 201,436.20
Total Service Company Billing - Current Month		\$ 704,935.64	\$ 511,751.71	\$ 1,216,687.35
Less: Payment - Prior estimated billing				- \$ 1,404,583.62
Net Amount Payable (Receivable) - Current month				\$ -187,896.27
Plus: Est. Current month billing				\$ 1,216,687.35
Total Due				\$ 1,028,791.08

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 11/2024

	Labor, Taxes & Benefits	Other	Total
Shared Business Services	\$ 196,696.13	\$ 202,640.50	\$ 399,336.63
Central Lab	4,248.07	4,026.41	8,274.48
SC-Central Lab	4,248.07	4,026.41	8,274.48
334517 Central Lab	4,248.07	4,026.41	8,274.48
Customer Service Organization (CSO)	122,283.63	105,834.33	228,117.96
Customer Billing and Collections	38,900.49	1,622.91	40,523.40
334079 Billing & Collection	38,900.49	1,622.91	40,523.40
Customer Care	40,037.04	7,024.57	47,061.61
334070 CCA-Call Handling	218.40	3.07	221.47
334078 Customer Care	39,804.11	6,984.05	46,788.16
337073 CCP-Oper & Spprt	14.53	38.92	53.45
334073 CCA-Oper & Perform	0.00	1.47-	1.47-
SC-Customer Experience	15,369.03	7,499.61	22,868.64
332045 Customer Experience	15,441.04	7,498.74	22,939.78
334005 CCA-Administration	72.01-	0.87	71.14-
SC-Customer Relations	27,973.87	931.38	28,905.25
335203 CORP-CR-Area2-MainBV	26,788.13	817.94	27,606.07
335303 CORP-CR-Area1-MainWB	1,185.74	113.44	1,299.18
SC-Customer Service Center Support	3.20	88,755.86	88,759.06
337076 CCP-Quality & Rprt	0.87	13,735.08	13,735.95
337077 CSC Supp-PostageCost	0.00	38,276.46	38,276.46
337078 CSC Supp-FormsCost	1.40	22,100.72	22,102.12
337079 CSC Supp-Other Cost	0.93	14,643.60	14,644.53
Technology and Innovation (TI)	56,755.01	90,850.25	147,605.26
SC - Tech Investment and Exp Mngmt	5,738.87	6,527.12-	788.25-
332071 CORP-ITS Admin	5,738.87	6,527.12-	788.25-
SC - ITS-OLD	14,827.12	60,207.02	75,034.14
332073 CORP-ITS Operations	14,827.12	60,207.02	75,034.14
SC - CTIO Customer Enablement	9,300.72	31,169.16	40,469.88
332083 CORP-ITS-BAD-FSA	9,300.72	31,169.16	40,469.88
SC - CTIO Technology Enablement	26,888.30	6,001.19	32,889.49
332080 CORP-ITS-BAD-Back	15,647.05	2,054.58	17,701.63
332079 CORP-ITS-BAD-Middle	3,830.40	2,865.11	6,695.51
332081 CORP-ITS-BAD-Q&M	7,410.85	1,081.50	8,492.35
Supply Chain	13,409.42	1,929.51	15,338.93
SC-Supply Chain	13,409.42	1,929.51	15,338.93
332610 CORP-Fleet	2,967.99	711.07	3,679.06
332410 Supplier Diversity	1,169.76	138.59	1,308.35
332310 National Categories	4,909.30	193.72	5,103.02
332210 State Procurement	1,873.72	111.33	1,985.05
332110 Supply Chain Support	2,688.46	94.59	2,783.05
332010 CORP-Spply Chain-Src	199.81-	680.21	480.40
Shared Governance & Service Fees	\$ 335,201.43	\$ 292,930.82	\$ 628,132.25
Corporate Security	7,305.25	70,862.94	78,168.19
SC-Corporate Security	7,305.25	70,862.94	78,168.19
332077 CORP-Security Ops	7,305.25	70,862.94	78,168.19
Safety and Environmental Compliance	6,348.41	1,814.08	8,162.49
SC-Environmental Compliance	6,348.41	1,814.08	8,162.49
332166 Environmental Comp	6,348.41	1,693.88	8,042.29
332180 Safety & Env Comp	0.00	120.20	120.20
Regulated Operations	72,069.85	14,729.92	86,799.77
SC - Regulated Ops - MWD	1,634.59	3,140.48	4,775.07
335205 CD - Admin & Gen	95.87	1,895.15	1,991.02
335214 CD - Engineering	0.00	9.65	9.65
336011 WD-Environmentl Mgmt	1,538.72	1,149.86	2,688.58

335212	CD - Rates	0.00	KAW_R_AGDR2	NUM077_080425	85.82
SC - CORP-Regulated Operations		8,223.51	2,166.86	10,390.37	
332026	CORP-Regulated Ops	8,223.51	2,166.86	10,390.37	
SC - Regulated Ops - MAD		6.79	95.83	102.62	
335312	MAD - Rates	5.50	10.07	15.57	
335305	MAD - Admin & Generl	1.29	85.76	87.05	
SC - Regulated Ops - NED		0.00	426.53	426.53	
335414	NED - Engineering	0.00	421.23	421.23	
335412	NED - Rates	0.00	5.30	5.30	
SC - Operations Excellence		34,503.12	7,398.23	41,901.35	
337530	Operations Training	2,911.64	248.41	3,160.05	
337520	Ops Advisory	10,617.95	1,704.48	12,322.43	
337510	Operation Compliance	6,940.31	274.66	6,665.65	
337500	Corp GIS	1,402.84	137.76	1,540.60	
332044	Operation Excellence	6,743.84	5,460.00	12,203.84	
332043	Business Performance	5,886.54	122.24	6,008.78	
SC - Regulated Ops - SE		27,701.84	1,501.99	29,203.83	
336205	SE - Admin & Gen	27,701.84	1,155.55	28,857.39	
336214	SE - Engineering	0.00	346.44	346.44	
Facilities		1,798.58	26,635.21	28,433.79	
SC-Facilities		1,798.58	26,635.21	28,433.79	
337650	One Water St-Non Div	3.48	4,554.68	4,558.16	
337640	One Water St - Div	3.81	2,830.72	2,834.53	
337600	One Water Street	1,791.29	19,249.81	21,041.10	
Health and Safety		5,868.16	2,876.19	8,744.35	
SC-Health & Safety		5,868.16	2,876.19	8,744.35	
332019	CORP-Operatiol Risk	5,868.16	2,876.19	8,744.35	
Legal		36,166.42	26,249.56	62,415.98	
SC-Legal		36,166.42	26,249.56	62,415.98	
336215	SE - Legal	0.00	2,371.65	2,371.65	
335315	MAD - Legal	12.60	127.70	140.30	
335215	CD - Legal	15,094.95	808.73	15,903.68	
332615	M&A	1,029.39	48.41	1,077.80	
332515	M&A	1,333.97	54.75	1,388.72	
332415	Corp Secretary-Legal	3,119.16	1,101.45	4,220.61	
332315	Legal-Contracts&Comm	401.63	31.07	432.70	
332215	Legal - Rates & Reg	5,422.50	339.37	5,761.87	
332115	Legal-Ethics & Compl	2,937.92	1,291.12	4,229.04	
332015	CORP-Legal	6,814.30	20,006.17	26,820.47	
335415	NED - Legal	0.00	34.74	34.74	
335815	MBB - Legal	0.00	34.40	34.40	
Investor Relations		3,287.10	2,657.68	5,944.78	
SC-Investor Relations		3,287.10	2,657.68	5,944.78	
332037	CORP-Investr Relatn	3,287.10	2,657.68	5,944.78	
Water Research and Dev		4,415.93	1,835.63	6,251.56	
SC-Water Research & Dev		4,415.93	1,835.63	6,251.56	
332066	CORP-Innov&Env Stwd	4,415.93	1,835.63	6,251.56	
HR Comp and Benefits		12,557.04	9,310.32	21,867.36	
SC-HR Comp & Benefits		12,557.04	9,310.32	21,867.36	
332518	CORP- HTR HR Svc CC	16.42	0.00	16.42	
332014	CORP-Benefit Svc Ctr	6,766.01	3,827.91	10,593.92	
332013	Core HR Admin&OrgMgt	3,806.91	205.56	4,012.47	
332002	CORP-HR Comp/Benefit	1,967.70	5,276.85	7,244.55	
Talent Mgmt and Org Effectiveness		11,566.03	2,736.85	14,302.88	
SC-Talent Mgmt & Org Effectiveness		11,566.03	2,736.85	14,302.88	
336518	Talent Acquisition	6,906.98	2,157.94	9,064.92	
332082	CORP-Oper. Education	51.00	315.08	366.08	
332003	CORP-HR Talent Dev	4,608.05	263.83	4,871.88	
HR Business Partners		28,692.76	8,562.18	37,254.94	
SC-Human Resources Old		8,446.81	4,765.90	13,212.71	
332058	CORP-HR Admin	6,677.79	2,903.67	9,581.46	
332048	CORP-HR Hlth&Well	1,769.02	1,862.23	3,631.25	
SC-HR Business Partners		20,245.95	3,796.28	24,042.23	
332018	CORP-Human Resources	16,487.07	3,535.38	20,022.45	
332006	CORP-Business Ctr HR	3,758.88	237.98	3,996.86	
335218	CD - Human Resources	0.00	22.92	22.92	

Labor Relations		5,110.76	KAW R AGDR2	2,597.15
SC-Labor Relations		5,110.76	486.39	5,597.15
332004	CORP-HR Labor Relatn	5,110.76	486.39	5,597.15
Finance		135,125.96	9,452.35	144,578.31
SC-Treasury		10,315.24	1,251.81	11,567.05
332575	CORP-PTP Cash Oper	2,685.34	92.59	2,777.93
332519	CORP-HTRClaims Mgmnt	1,059.62	112.89	1,172.51
332057	CORP-Treasury	3,316.77	925.00	4,241.77
332021	Treasury Admin	3,253.51	121.33	3,374.84
SC-Regulatory, Corp Tax, Finance Tech		3,021.54	125.02	3,146.56
332617	Reg, CorpTax, FinTec	3,021.54	125.02	3,146.56
Regulatory Services		29,857.26	2,482.24	32,339.50
332574	Regulatory Reporting	29,857.26	2,482.24	32,339.50
FSPDS		31,220.41	1,915.83	33,136.24
336207	SE - FP & A	28,152.68	1,409.70	29,562.38
335605	Corp FP&A - Admin	100.22	0.00	100.22
335307	MAD - F P & A	1,001.91	79.97	1,081.88
335207	CD - FP & A	1,965.60	424.56	2,390.16
335407	NED - F P & A	0.00	1.60	1.60
SC-Corporate Finance		6,362.59	169.36	6,531.95
337777	CORP-CFO	6,362.59	169.36	6,531.95
Budgeting & Internal Reporting (BIRS)		11,161.81	3,762.03	14,923.84
332017	CORP-ServCo FP&A	11,161.81	3,762.03	14,923.84
SC-Controller's Organization		43,187.11	253.94-	42,933.17
332584	CORP-PTPAcct Payable	5,656.87	4,912.05-	744.82
332581	CORP-RTRPayroll Acct	6,675.50	560.48	7,235.98
332577	CORP-Util Plant Acct	1,396.77	73.09	1,469.86
332573	Ext Rprtng & Tech Ac	2,658.71	14.52-	2,644.19
332570	CORP-RTR Acctg & Rep	10,823.66	1,256.70	12,080.36
332047	CORP-Income Tax	11,239.48	2,546.95	13,786.43
332007	CORP-Finance	4,736.12	235.41	4,971.53
Engineering		5,716.18	402.20	6,118.38
SC-Asset Performance		1,087.13	162.85	1,249.98
332016	CORP-Arc Flash	1,087.13	162.85	1,249.98
SC-Asset Management		4,629.05	78.00	4,707.05
336551	CORP-COE-Tech Srvcs	1,919.43	30.23	1,949.66
336550	CORP-COE-Engineering	597.00	20.19	617.19
332065	CORP-Asset Mgmnt	2,112.62	27.58	2,140.20
External Affairs and Public Policy		12,719.65	10,435.82	23,155.47
SC-Communication & Federal Affairs		12,719.65	10,435.82	23,155.47
332085	CORP-External Comm	9,388.78	9,990.94	19,379.72
332086	CORP-Internal Comm	3,154.66	336.96	3,491.62
335225	CD - Externl Affairs	176.21	22.99	199.20
332022	CORP-Govt Affairs	0.00	80.20	80.20
335325	MAD - Externl Affrs	0.00	4.73	4.73
Business Development		20,895.87	3,326.71	24,222.58
SC-Business Development		20,895.87	3,326.71	24,222.58
335220	CD - Business Dev	85.29	4.73	90.02
332517	CORP-Plan & Rptg	3,835.57	375.45	4,211.02
332020	CORP-Corp Bus Dev	16,975.01	2,951.26	19,926.27
Audit		7,581.83	802.64	8,384.47
SC-Audit		7,581.83	802.64	8,384.47
332061	CORP-ERM	1,682.88	214.27	1,897.15
332060	CORP-Audit	5,898.95	588.37	6,487.32
Administration - Corporate		42,024.35-	99,544.46	57,520.11
SC-Corporate Admin		42,024.35-	99,544.46	57,520.11
332595	CORPAdm-Depr-NDiv	314.03	1,067.06	1,381.09
332100	Strat Serv & Program	1,907.46	327.60	2,235.06
332099	Cap of Admin	7,936.45	0.00	7,936.45
332098	CORP-Non-Depart Cost	39.92-	15,332.13	15,292.21
332095	CORP-Admin	7,169.29	75,140.88	82,310.17
332090	Cap Admin Credits	69,368.46-	0.00	69,368.46-
332089	CORP-AWE Pass-Thru	0.00	3.76-	3.76-
332070	CORP-SharedBusSvcAdm	134.01	0.00	134.01
332041	CORP-Legal BOD	0.00	513.95	513.95
332001	CORP CEO & BOARD	9,922.79	7,166.60	17,089.39

Total O & M Billing		\$ 531,897.56	\$ 495,571.32	\$ 1,027,468.88
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CAPEX				
B12-01-8011	- 10780110 - Eng Dist Clear	143,352.47	69,072.69	212,425.16
T12-012S-P-1001	- New Service Install Ph 1	2,100.72	7,004.87	9,105.59
T12-013G-P-1000	- WQ Compliance Management System	5.22	0.00	5.22
T12-014A-P-0001	- Meter Data Management System	52.97	0.71	53.68
T12-014D-P-1000	- myWater V2 Enhancements 2023	0.45-	0.00	0.45-
B12-01-0059	- 2025 KY Rate Case	0.00	2,161.27	2,161.27
Total Capex Billing		\$ 145,510.93	\$ 78,239.54	\$ 223,750.47
Total Service Company Billing - Current Month		\$ 677,408.49	\$ 573,810.86	\$ 1,251,219.35
Less: Payment - Prior estimated billing				- \$ 1,216,687.35
Net Amount Payable (Receivable) - Current month				\$ 34,532.00
Plus: Est. Current month billing				\$ 1,251,219.35
Total Due				\$ 1,285,751.35

Company Name: Kentucky-American Water C
 Company Number: 1012
 Month/Year: 12/2024

		Labor, Taxes & Benefits	Other	Total
Shared Business Services		\$ 209,002.80	\$ 273,442.58	\$ 482,445.38
Central Lab		6,157.82	9,680.54	15,838.36
SC-Central Lab		6,157.82	9,680.54	15,838.36
334517	Central Lab	6,157.82	9,680.54	15,838.36
Customer Service Organization (CSO)		124,132.18	107,995.43	232,127.61
Customer Billing and Collections		38,949.69	2,126.00	41,075.69
334071	CCA-Billing	0.02-	566.93	566.91
334079	Billing & Collection	38,949.71	1,559.07	40,508.78
Customer Care		42,806.19	8,273.18	51,079.37
334070	CCA-Call Handling	272.22	3.29	275.51
334078	Customer Care	42,707.46	8,255.96	50,963.42
337070	CCP-Call Handling	0.02-	0.00	0.02-
337073	CCP-Oper & Spprt	173.47-	13.93	159.54-
SC-Customer Experience		15,706.34	8,828.12	24,534.46
332045	Customer Experience	15,527.76	7,351.86	22,879.62
334005	CCA-Administration	178.58	1,448.97	1,627.55
337005	CCP-Administration	0.00	27.29	27.29
SC-Customer Relations		26,666.60	1,310.04	27,976.64
335203	CORP-CR-Area2-MainBV	24,238.48	1,017.23	25,255.71
335303	CORP-CR-Area1-MainWB	2,428.12	292.81	2,720.93
SC-Customer Service Center Support		3.36	87,458.09	87,461.45
337076	CCP-Quality & Rprtng	0.87	12,314.24	12,315.11
337077	CSC Supp-PostageCost	0.00	37,148.00	37,148.00
337078	CSC Supp-FormsCost	0.98	13,998.58	13,999.56
337079	CSC Supp-Other Cost	1.51	23,997.27	23,998.78
Technology and Innovation (TI)		62,323.36	150,984.98	213,308.34
SC - Tech Investment and Exp Mngmt		8,575.75	14,761.04	23,336.79
332071	CORP-ITS Admin	8,575.75	14,761.04	23,336.79
SC - ITS-OLD		7,571.90	92,690.50	100,262.40
332073	CORP-ITS Operations	7,571.90	92,678.94	100,250.84
332076	CORP-ITS Commun	0.00	11.56	11.56
SC - CTIO Customer Enablement		10,766.16	35,274.08	46,040.24
332083	CORP-ITS-BAD-FSA	10,766.16	35,274.08	46,040.24
SC - CTIO Technology Enablement		35,409.55	8,259.36	43,668.91
332080	CORP-ITS-BAD-Back	20,653.33	1,721.26	22,374.59
332079	CORP-ITS-BAD-Middle	4,864.39	5,224.48	10,088.87
332081	CORP-ITS-BAD-Q&M	9,891.83	1,313.62	11,205.45
Supply Chain		16,389.44	4,781.63	21,171.07
SC-Supply Chain		16,389.44	4,781.63	21,171.07
332610	CORP-Fleet	2,940.04	3,031.25	5,971.29
332410	Supplier Diversity	1,189.77	881.93	2,071.70
332310	National Categories	5,951.52	127.58	6,079.10
332210	State Procurement	2,098.71	245.93	2,344.64
332110	Supply Chain Support	2,703.93	168.54-	2,535.39
332010	CORP-Spply Chain-Src	1,505.47	663.48	2,168.95
Shared Governance & Service Fees		\$ 547,320.33	\$ 351,526.58	\$ 898,846.91
Corporate Security		11,137.69	57,665.80	68,803.49
SC-Corporate Security		11,137.69	57,665.80	68,803.49
332077	CORP-Security Ops	11,137.69	57,665.80	68,803.49
Safety and Environmental Compliance		13,854.41	1,796.17	15,650.58
SC-Environmental Compliance		13,854.41	1,796.17	15,650.58
332166	Environmental Comp	13,854.41	1,794.64	15,649.05
332180	Safety & Env Comp	0.00	1.53	1.53
Regulated Operations		86,790.10	16,776.39	103,566.49
SC - Regulated Ops - MWD		818.62	2,790.31	3,608.93

335205	CD - Admin & Gen	43.03-	89.98	
335214	CD - Engineering	0.00	5.53	5.53
336011	WD-Environmentl Mgmt	861.65	1,083.80	2,945.45
335212	CD - Rates	0.00	67.97	67.97
SC - CORP-Regulated Operations		37,012.42	2,946.84	39,959.26
332026	CORP-Regulated Ops	37,012.42	2,946.84	39,959.26
SC - Regulated Ops - MAD		9.09	140.93	150.02
335312	MAD - Rates	7.36	24.76	32.12
335305	MAD - Admin & Generl	1.73	116.17	117.90
SC - Regulated Ops - NED		0.00	327.66	327.66
335414	NED - Engineering	0.00	322.46	322.46
335412	NED - Rates	0.00	5.20	5.20
SC - Operations Excellence		30,282.99	9,010.69	39,293.68
337530	Operations Training	3,245.76	71.54	3,317.30
337520	Ops Advisory	8,021.17	95.07	8,116.24
337510	Operation Compliance	3,996.35	52.92	4,049.27
337500	Corp GIS	908.60	563.20	1,471.80
332044	Operation Excellence	8,086.02	8,022.20	16,108.22
332043	Business Performance	6,025.09	205.76	6,230.85
SC - Regulated Ops - SE		18,666.98	1,559.96	20,226.94
336205	SE - Admin & Gen	18,647.07	1,210.53	19,857.60
336214	SE - Engineering	19.91	349.43	369.34
Facilities		1,848.68	33,887.66	35,736.34
SC-Facilities		1,848.68	33,887.66	35,736.34
337650	One Water St-Non Div	3.48	4,407.15	4,410.63
337640	One Water St - Div	3.81	2,953.58	2,957.39
337600	One Water Street	1,841.39	26,526.93	28,368.32
Health and Safety		7,804.09	3,297.21	11,101.30
SC-Health & Safety		7,804.09	3,297.21	11,101.30
332019	CORP-Operatiol Risk	7,804.09	3,297.21	11,101.30
Legal		47,960.16	4,844.78	52,804.94
SC-Legal		47,960.16	4,844.78	52,804.94
336215	SE - Legal	780.81	2,814.65	3,595.46
335315	MAD - Legal	16.86	117.33	134.19
335215	CD - Legal	15,429.24	714.31	16,143.55
332615	M&A	1,475.13	64.77	1,539.90
332515	M&A	2,888.24	68.02	2,956.26
332415	Corp Secretary-Legal	6,721.93	689.00	7,410.93
332315	Legal-Contracts&Comm	417.06	8.12	425.18
332215	Legal - Rates & Reg	4,193.75	428.40	4,622.15
332115	Legal-Ethics & Compl	1,850.71-	152.04	1,698.67-
332015	CORP-Legal	17,887.85	299.14-	17,588.71
335415	NED - Legal	0.00	45.74	45.74
335815	MBB - Legal	0.00	41.54	41.54
Investor Relations		4,742.18	1,633.22	6,375.40
SC-Investor Relations		4,742.18	1,633.22	6,375.40
332037	CORP-Investr Relatn	4,742.18	1,633.22	6,375.40
Water Research and Dev		4,574.53	175.63-	4,398.90
SC-Water Research & Dev		4,574.53	175.63-	4,398.90
332066	CORP-Innov&Env Stwd	4,574.53	175.63-	4,398.90
HR Comp and Benefits		13,593.22	6,774.94	20,368.16
SC-HR Comp & Benefits		13,593.22	6,774.94	20,368.16
332520	CORP-HTR HR Svc Adm	0.00	182.79	182.79
332014	CORP-Benefit Svc Ctr	7,827.69	6,584.36	14,412.05
332013	Core HR Admin&OrgMgt	3,380.99	226.61	3,607.60
332002	CORP-HR Comp/Benefit	2,384.54	218.82-	2,165.72
Talent Mgmt and Org Effectiveness		9,872.15	2,018.59	11,890.74
SC-Talent Mgmt & Org Effectiveness		9,872.15	2,018.59	11,890.74
336518	Talent Acquisition	8,361.52	2,432.80	10,794.32
332082	CORP-Oper. Education	50.01	321.67	371.68
332003	CORP-HR Talent Dev	1,460.62	735.88-	724.74
HR Business Partners		45,101.27	15,841.53	60,942.80
SC-Human Resources Old		21,360.76	10,507.45	31,868.21
332058	CORP-HR Admin	19,260.79	5,571.49	24,832.28
332048	CORP-HR Hlth&Well	2,099.97	4,935.96	7,035.93
SC-HR Business Partners		23,740.51	5,334.08	29,074.59

332018	CORP-Human Resources	19,929.38	283.21	4,094.34
332006	CORP-Business Ctr HR	3,811.13	21.61	21.61
335218	CD - Human Resources	0.00		
Labor Relations		5,539.21	283.62	5,822.83
SC-Labor Relations		5,539.21	283.62	5,822.83
332004	CORP-HR Labor Relatn	5,539.21	283.62	5,822.83
Finance		203,157.21	16,411.87	219,569.08
SC-Treasury		11,471.08	796.95	12,268.03
332575	CORP-PTP Cash Oper	2,803.19	117.30	2,920.49
332519	CORP-HTRClaims Mgmt	1,123.88	78.28	1,202.16
332057	CORP-Treasury	3,256.62	395.26	3,651.88
332021	Treasury Admin	4,287.39	206.11	4,493.50
SC-Regulatory, Corp Tax, Finance Tech		10,484.80	173.72	10,658.52
332617	Reg, CorpTax, FinTec	10,484.80	173.72	10,658.52
Regulatory Services		52,104.25	2,652.29	54,756.54
332574	Regulatory Reporting	52,104.25	2,652.29	54,756.54
FSPDS		22,017.41	2,014.25	24,031.66
336207	SE - FP & A	19,184.76	1,449.85	20,634.61
335605	Corp FP&A - Admin	98.29	0.00	98.29
335307	MAD - F P & A	1,227.22	148.94	1,376.16
335207	CD - FP & A	1,507.14	413.86	1,921.00
335407	NED - F P & A	0.00	1.60	1.60
SC-Corporate Finance		40,764.22	147.18	40,911.40
337777	CORP-CFO	40,764.22	147.18	40,911.40
Budgeting & Internal Reporting (BIRS)		11,712.17	4,983.67	16,695.84
332017	CORP-ServCo FP&A	11,712.17	4,983.67	16,695.84
SC-Controller's Organization		54,603.28	5,643.81	60,247.09
332584	CORP-PTP Acct Payable	5,877.10	4,122.22	1,754.88
332581	CORP-RTR Payroll Acct	7,029.05	1,622.33	8,651.38
332577	CORP-Util Plant Acct	1,129.42	87.15	1,216.57
332573	Ext Rprtng & Tech Ac	1,232.73	806.65	2,039.38
332570	CORP-RTR Acctg & Rep	13,027.00	479.74	13,506.74
332047	CORP-Income Tax	14,015.45	6,255.70	20,271.15
332007	CORP-Finance	12,292.53	514.46	12,806.99
Engineering		12,978.38	663.80	13,642.18
SC-Asset Performance		263.24	144.29	118.95
332016	CORP-Arc Flash	263.24	144.29	118.95
SC-Asset Management		13,241.62	420.97	13,662.59
336551	CORP-COE-Tech Srvcs	3,757.82	219.37	3,977.19
336550	CORP-COE-Engineering	1,635.50	62.02	1,697.52
332065	CORP-Asset Mgmt	7,848.30	139.58	7,987.88
External Affairs and Public Policy		23,431.40	103,591.97	127,023.37
SC-Communication & Federal Affairs		23,431.40	103,591.97	127,023.37
332085	CORP-External Comm	18,559.54	100,451.39	119,010.93
332086	CORP-Internal Comm	4,719.45	2,993.83	7,713.28
335225	CD - Externl Affairs	152.41	20.31	172.72
332022	CORP-Govt Affairs	0.00	119.11	119.11
335325	MAD - Externl Affrs	0.00	7.33	7.33
Business Development		24,599.03	6,374.93	30,973.96
SC-Business Development		24,599.03	6,374.93	30,973.96
335220	CD - Business Dev	73.77	7.33	81.10
332517	CORP-Plan & Rptg	3,146.36	688.88	3,835.24
332020	CORP-Corp Bus Dev	21,378.90	5,686.05	27,064.95
Audit		10,220.57	2,614.41	12,834.98
SC-Audit		10,220.57	2,614.41	12,834.98
332061	CORP-ERM	1,646.61	252.41	1,899.02
332060	CORP-Audit	8,573.96	2,362.00	10,935.96
Administration - Corporate		20,116.05	77,019.68	97,135.73
SC-Corporate Admin		20,116.05	77,019.68	97,135.73
332595	CORPAdm-Depr-NDiv	312.84	1,067.06	1,379.90
332100	Strat Serv & Program	16,489.13	164.83	16,653.96
332099	Cap of Admin	43,325.89	0.00	43,325.89
332098	CORP-Non-Depart Cost	39.37	49,078.11	49,117.48
332095	CORP-Admin	22,711.44	110,134.49	132,845.93
332090	Cap Admin Credits	85,361.68	0.00	85,361.68
332070	CORP-SharedBusSvcAdm	131.43	0.00	131.43

Total O & M Billing		\$ 756,323.13	\$ 624,969.16	\$ 1,381,292.29
CAPEX				
B12-01-8011	- 10780110 - Eng Dist Clear	127,863.27	46,693.80	174,557.07
T12-0112-P-1000	- Enterprise Mapcall	5.20	0.00	5.20
T12-0119-P-1000	- Enhanced Portal	49.61	0.00	49.61
T12-012S-P-1001	- New Service Install Ph 1	2,951.95	29,843.67	32,795.62
T12-0132-P-1000	- Enterprise MDM Platform v1	166.07	37.73	203.80
T12-013M-P-1000	- SAP Upgrade	46.37	0.00	46.37
T12-014A-P-0001	- Meter Data Management System	43.43	0.98	44.41
B12-01-0059	- 2025 KY Rate Case	0.00	9,132.99	9,132.99
Total Capex Billing		\$ 131,125.90	\$ 85,709.17	\$ 216,835.07
Total Service Company Billing - Current Month		\$ 887,449.03	\$ 710,678.33	\$ 1,598,127.36
Less: Payment - Prior estimated billing				- \$ 1,251,219.35
Net Amount Payable (Receivable) - Current month				\$ 346,908.01
Plus: Est. Current month billing				\$ 1,598,127.36
Total Due				\$ 1,945,035.37

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

Witness: Harold Walker

78. Cash working capital. Refer to the Direct Testimony of Harold Walker, III (“Walker Testimony”), Exhibit HW-1, page 5 of 6. Explain why the Company included non-cash items in the cash working capital calculation since they were disallowed in the prior rate case.

Response:

In the Company’s last rate application, in Case No. 2023-00191, the Commission excluded noncash items from the Company’s lead/lag study based on recent Commission precedent. The Company’s current lead/lag study includes noncash items because the noncash items represent 52% of their Net Operating Funds. The operations of the Company are dependent on the receipt of all their Net Operating Funds since Net Operating Funds represent the Company’s cost of service or revenue requirement. Accordingly, the Company is impacted when noncash expenses are not paid for by customers. If noncash expense items are not considered a cash working capital requirement, then it implies a company is not impacted when they do not collect that portion of their cost of service comprised of noncash expenses. Obviously, the collection of the entire cost of service is essential to the operations of a company, otherwise noncash expenses would not be included in the determination of a company’s cost of service.

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

Witness: Harold Walker

79. Cash working capital. Refer to Kentucky American's response to the Attorney General's First Request, Item 63(a). Provide copies of the pages of the contract which discusses payment prior to the midpoint of the service.

Response:

Please see KAW_R_AGDR2_NUM079_080425_Attachment, Article IV. Billing Procedures and Books and Records, Section 4.1 of the agreement between the Company and American Water Works Service Company.

- (b) legal and other fees for services rendered to the Service Company,
- (c) taxes,
- (d) other general office supplies and other similar expenses, and
- (e) interest on working capital.

ARTICLE IV. BILLING PROCEDURES AND BOOKS AND RECORDS

4.1 As soon as practicable after the last day of each month, Service Company shall render a bill to Water Company for all amounts due from Water Company for services and expenses for such month plus an amount equal to the estimated cost of such services and expenses for the current month, all computed pursuant to Articles II and III. Such bill shall be in sufficient detail to show separately the charge for each class of service rendered. All amounts so billed shall reflect the credit for payments made on the estimated portion of the prior bill and shall be paid by Water Company within a reasonable time after receipt of the bill therefore.

4.2 Service Company agrees to keep its books and records available at all times for inspection by representatives of Water Company or by regulatory bodies having jurisdiction over Water Company.

4.3 Service Company shall at any time, upon request of Water Company, furnish any and all information required by Water Company with respect to the services rendered by Service Company

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

Witness: Harold Walker

80. Cash working capital. Refer to Kentucky American's response to the Attorney General's First Request, Item 63(c). Explain the reason why the lead days have increased since the Company's previous rate case application.

Response:

Lead days typically vary based on the period studied. About 50% of the lead days decreased, while 47% of the lead days increased since the Company's previous rate case application. Only the lead days for Group Insurance remained unchanged since the Company's previous rate case application. The reason lead days change from study to study is simply that numerous things may change over the process of the measurement period being studied. For example, economic conditions change, vendors sampled change, vendors' invoicing policies change, vendors' service periods change, vendors' services provided change, documentation of invoiced services change, staffing levels and responsibilities change, payment policies change, people invoicing change, people processing invoices change, accounting policies change, etc.

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

Witness: Harold Walker

81. Cash Working Capital. Does American Water and its affiliates completely exclude non-cash items from the working capital calculation in other jurisdictions? If so, identify all the other jurisdictions where the non-cash items are excluded and provide direct links or copies of the cash working capital studies.

Response:

American Water affiliates are price regulated in 13 states. The six American Water affiliates that have been authorized to include noncash items in Working Capital for rate purposes include: California American Water; Hawaii American Water; Indiana American Water; New Jersey American Water; Virginia American Water; and West Virginia American Water. The seven American Water affiliates that have not been authorized to include noncash items in Working Capital for rate purposes include: Illinois American Water; Iowa American Water; Kentucky American Water; Maryland American Water; Missouri American Water; Pennsylvania American Water; and Tennessee American Water.

Copies of the cash working capital studies of the seven American-Water affiliates that have not been authorized to include noncash items in Working Capital for rate purposes are available at their respective commission websites.