

**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.

August 8, 2025 Supplemental Response:

- a. Please see the updated chart below reflecting the H2O account balances through July 2025.

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	\$74,281.76
August	\$75,952.00	
September	\$73,356.00	
October	\$147,620.00	
November	\$141,736.34	
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