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February 17, 2026

ELECTRONICALLY SUBMITTED

Linda C. Bridwell
Executive Director
Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

RECEIVED
FEB 17 2026
PUBLIC SERVICE
COMMISSION

Re: Case No. 2025-00352: Tropf v. Kentucky American Water

Dear Ms. Bridwell:

Enclosed please find Kentucky American Water's e-mail submission. I hereby certify that: (1) this electronic submission is a true and accurate copy of the original documents in paper medium; (2) the electronic submission has been transmitted to the Commission on February 17, 2026 via e-mail; and (3) a paper copy of the submission has been provided to Mr. Tropf via regular mail at the address below.

Very truly yours,

A handwritten signature in blue ink that reads "Lindsey W. Ingram III".

Lindsey W. Ingram III

Enclosure
Cc via regular mail: Adam Tropf
4688 Hathaway Drive
Lexington, KY 40515

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2025-00352
COMMISSION STAFF'S FIRST
REQUEST FOR INFORMATION**

Witness: Oscar Portillo-Garcia

1. Refer to Kentucky American's Answer and Statement Regarding Electronic Service filed on January 15, 2026.

a. Provide proof that the refund was issued to Mr. Trof's account. If it has not yet been issued, state when Mr. Trof's account will be settled. Case No. 2025-00352

b. Explain whether or not the two late payment fees and the returned check fee were refunded.

Response:

- a. Please see the attached documentation labeled KAW_PSC DR1-1_02172026_Exhibit establishing that the refund was issued on November 3, 2025; the customer deposited the check on November 13, 2025.
- b. Yes, the customer's two late payment fees and the returned check fee were credited to the customer's account on October 27, 2025.

ITEM DETAILS

ACCOUNT NUMBER



ACCOUNT NAME

AMERICAN WATER CAPITAL
CORP CR

POST DATE

11/13/2025

CCY

USD

AMOUNT

1,873.97

TRANSACTION TYPE

Checks/Debits

SEQ / REF #

16053185

SERIAL #

1260065596

IMAGE FRONT

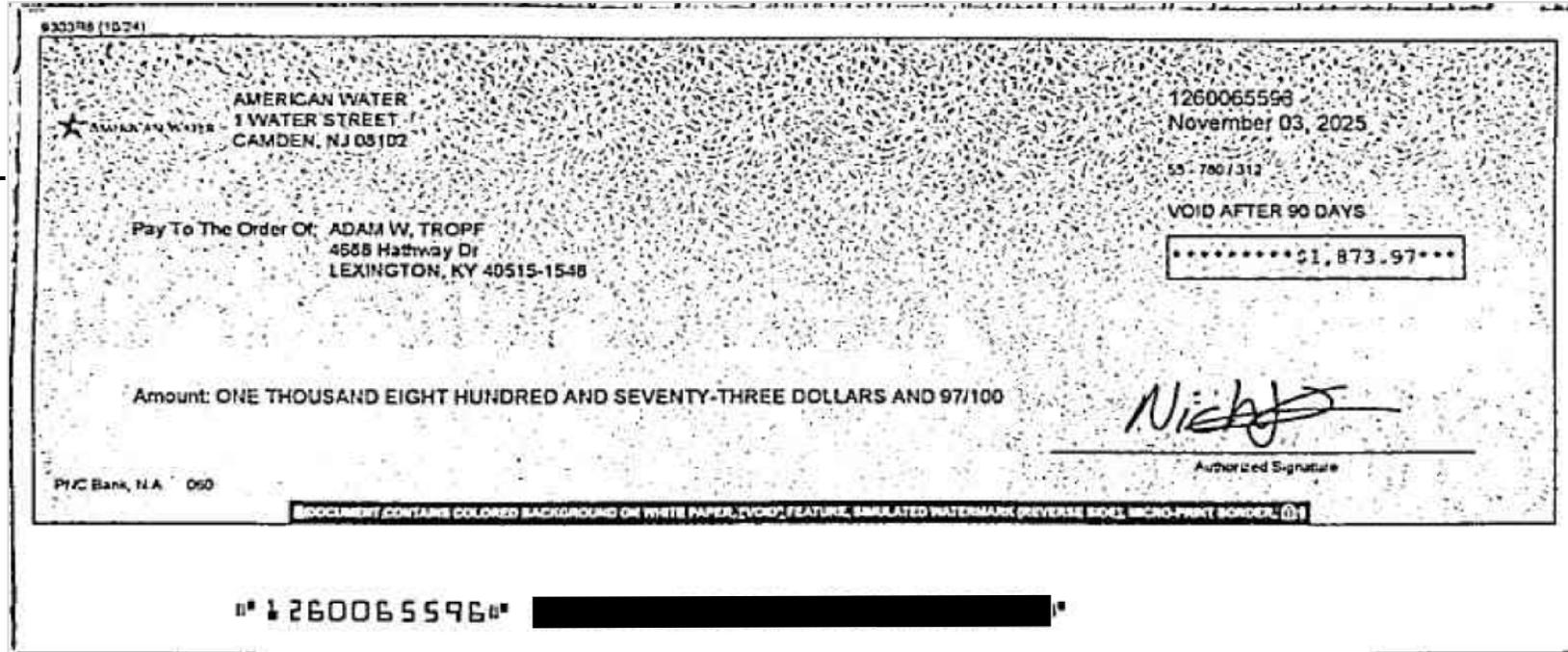


IMAGE BACK

07621732

ENDORSE HERE

X *Adam T. Kelly*

DO NOT WRITE STAMP OR SIGN BELOW THIS LINE
RETURN TO: P.O. BOX 10000, WASHINGTON, DC 20001

111225 - 5250263392980
3501 - 00350046



