

MAR 24 2026

PUBLIC SERVICE
COMMISSION

**COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION**

In the matter of:

Rainmaker Holdings VI LLC dba Avid Hotel Lexington-Hamburg

(Your Full Name)

COMPLAINANT

VS.

Kentucky American Water

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Rainmaker Holdings VI LLC dba Avid Hotel Lexington-Hamburg respectfully shows:

(Your Full Name)

(a) Jeremy Griffin, Area Director & Sunil Patel, President

(Your Full Name)

1810 Bryant Road, Lexington, KY 40509

(Your Address)

[REDACTED]
(Your Email Address)

(b) Kentucky American Water

(Name of Utility)

2300 Richmond Road, Lexington, KY 40502

(Address of Utility)

(c) **That:** Please see attached documentation for complaint details (10 pages)

(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,

or facts that are the reason and basis for the complaint.)

Page 1 = Initial submission to KY PSC on 2/23/2026

Pages 2-7 = Email correspondence with Kelly Sams, Sr. Customer Advocacy
Representative for Ky American Water after complaint submission 2/24 - 2/27

Case No. 2026-00078

Formal Complaint

Page 2 of 2

Rainmaker Holding VI LLC (Complainant) vs. Kentucky American Water (Utility)

Page 8 = breakdown of water utility charges from January 2022 through December 2025. Data pulled directly from monthly statements.

Page 9 = data insights from page 8's utility charges

Page 10 = written synopsis of utility data

Wherefore, complainant asks

(Specifically state the relief desired.)

to be appropriately and fully compensated for the erroneous water charges billed to the business totaling roughly \$10,000; exact amount to be determined by the Defendant and approved by the KY PSC with agreement from the Complainant.

Dated at Lexington, Kentucky, this 16th day of
(Your City)

March, 2026.
(Month)

 3/16/2026
(Your Signature*)
Jeremy Griffin

(Name and Address of Attorney, if any)

Date

Case No. 2026-00078

Jeremy Griffin

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, February 23, 2026 3:54 PM
To: Jeremy Griffin
Subject: KY PSC Utility Inquiry

Caution! This message was sent from outside your organization.

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, February 23, 2026 at 3:53 PM

Name: Jeremy Griffin
Address: 1810 Bryant Road
City: Lexington
State: KY
Zip Code: 40509

Phone number where you can be reached: [REDACTED]
Home phone: [REDACTED]

Utility Name: Kentucky American Water

State the nature of your concern: Hello, I am engaging the KY PSC due to an ongoing billing dispute with Kentucky American Water. Our company owns/operates/manages the Avid Hotel in the Hamburg area of Lexington. In early July 2025, we received our June 2025 water bill and noticed an increase in usage. On the bill was a note stating a new meter was installed on 6/5/2025. We did not request this new meter. We paid the bill and continued to monitor our usage. We contracted a licensed plumber inspect the building and we conducted an internal toilet leak test - no leaks were found in the building. Then we received the July bill, and the usage was suddenly even worse! We submitted a billing dispute to KAWC and requested usage data. Once the usage data was provided it was VERY CLEAR our water usage skyrocketed ONCE KAWC INSTALLED THEIR NEW METER on 6/5/25 (please see the attached invoices showing this erroneous usage). KAWC came responded stating their meter was reading as it should. We disputed that resolution to request another new meter to be installed, this was done on 8/8/25. Once this new meter was installed on 8/8/26, our usage returned to normal levels and has stayed that way since, 5 months later. Something was clearly amiss with the initial meter installed on 6/5/26, yet KAWC will not take any responsibility or accountability for this, and frankly, its unacceptable. This hotel opened in August 2021 and has never had any spike of water usage until KAWC messed with the meter on 6/5/26. Now that a few months have passed, and with a replacement meter, the usage is exactly where is has been historically. We kindly request a full investigation into this matter with KAWC and, when they are found to be guilty of providing malfunctioning equipment that caused roughly ~\$10,000 dollars of erroneous water utility charges, our company would like to be credited. Wed greatly appreciate your time and effort in exposing KAWCs failure in operations and billing. I have attached the following: - June 2025 - February 2026 water bills - end of year water bills for 2021-2024 - KAWC response to disputes Thank you for your time. Jeremy Griffin Area Director of Operations, Rainmaker Hospitality [REDACTED]

Have you contacted the utility about the problem: Yes

----- This is a Copy of the email sent to KY Public Service Commission Consumer Services Division. This email is automatically generated please do not reply to this email address.

Case No. 2026-00078

Jeremy Griffin

From: Sunil Patel
Sent: Friday, February 27, 2026 12:40 PM
To: Kelly A Sams
Cc: Jeremy Griffin
Subject: Re: Rainmaker Holding VI LLC / 210044062225

Kelly,

I think we it would be of great benefit to hold in person meeting before involving legal team. I think it's important to hear our viewpoint regarding the mysterious spike in usage and why our account needs to be credited. We can explain why we do not agree with the standard explanation given to us so far that "our meters are reading correctly".

Thank you,



Sunil Patel
President

rainmaker hospitality
2452 sir barton way
Lexington KY 40509

enhanced service...exceptional hospitality

From: Kelly A Sams <Kelly.Sams@amwater.com>
Sent: Friday, February 27, 2026 12:26:15 PM
To: Sunil Patel [REDACTED]
Subject: Re: Rainmaker Holding VI LLC / [REDACTED]

Caution! This message was sent from outside your organization.

We will communicate your concerns and disagreements regarding the findings of our investigation to our legal team. Thank you.

Thank you,

Kelly Sams (She/Her/Hers)

Sr. Customer Advocacy Representative
859.269.2386 option 6 | amwater.com

Case No. 2026-00078

kelly.sams@amwater.com

From: Sunil Patel [REDACTED]
Sent: Friday, February 27, 2026 12:14 PM
To: Jeremy Griffin [REDACTED] Kelly A Sams <Kelly.Sams@amwater.com>
Subject: Re: Rainmaker Holding VI LLC / [REDACTED]

Kelly,

I would like to request an in-person meeting with all the stakeholder to discuss this issue.

Thank you,



Sunil Patel
President

rainmaker hospitality
2452 sir barton way
Lexington KY 40509

[REDACTED]
enhanced service...exceptional hospitality

From: Jeremy Griffin [REDACTED]
Sent: Friday, February 27, 2026 11:19 AM
To: Kelly A Sams <Kelly.Sams@amwater.com>
Subject: RE: Rainmaker Holding VI LLC / [REDACTED]

Thank you, Kelly.

So how can KAWC explain the sudden substantial usage increases once the meter was installed in early June? Nothing was wrong and usage was normal for years, KAWC does work on the property and suddenly our usage spikes causing ~\$10,000 of overages. That's a reason, not coincidence.

We are requesting KAWC use historical averages over the same time period as the spikes in Summer 2025 and provide a credit for the difference. We will continue pursuing this issue until we are properly compensated for KAWC's error. We'd appreciate KAWC's cooperation.

Thank you,

Case No. 2026-00078



Jeremy Griffin
Area Director of Operations
rainmaker hospitality

2452 Sir Barton Way, STE 101
Lexington KY 40509



From: Kelly A Sams <Kelly.Sams@amwater.com>

Sent: Friday, February 27, 2026 10:56 AM

To: Jeremy Griffin [REDACTED]

Subject: Re: Rainmaker Holding VI LLC / [REDACTED]

Good morning, Jeremy,

After we concluded our investigation, we found the following.

On June 6, 2025, we performed a meter replacement in accordance with our established guidelines. Following the completion of this work, we conducted a leak inspection on July 2 at your request. During this inspection, we provided an hourly usage report that highlights consistent usage during certain periods and instances of zero usage on other occasions.

On July 12, we obtained a new reading from the meter, confirming that the initial reading was accurate. However, you expressed concerns regarding the reported usage and requested an additional inspection of the meter. In response, we removed the meter and installed a new one. This work was completed on August 8, 2025.

On August 11, we conducted a test on the meter, which passed successfully. This is the meter that you assert is not functioning correctly. The results are attached to this email. On August 27, we gathered another data log and shared it with you.

KAW gathered an additional hourly usage report on February 26, 2026. The data in this report matches the billing information provided to you, confirming the accuracy of our invoicing. We have provided comprehensive evidence demonstrating that our equipment was functioning properly. We have also shared the same information with the commission. However, we do not possess the technology to identify the sources that utilize this water. Nevertheless, we can obtain hourly usage reports and test meters at our certified meter shop for accuracy purposes.

Thank you,

Kelly Sams (She/Her/Hers)

Sr. Customer Advocacy Representative

859.269.2386 option 6 | amwater.com

kelly.sams@amwater.com

Case No. 2026-00078

From: Jeremy Griffin [REDACTED]
Sent: Wednesday, February 25, 2026 3:31 PM
To: Kelly A Sams <Kelly.Sams@amwater.com>
Subject: RE: Rainmaker Holding VI LLC / [REDACTED]

Understood, thanks.



Jeremy Griffin
Area Director of Operations
rainmaker hospitality

2452 Sir Barton Way, STE 101
Lexington KY 40509
[REDACTED]

From: Kelly A Sams <Kelly.Sams@amwater.com>
Sent: Wednesday, February 25, 2026 3:30 PM
To: Jeremy Griffin [REDACTED]
Subject: Re: Rainmaker Holding VI LLC / [REDACTED]

Good afternoon,

Hello Jeremy, the data collection will be conducted tomorrow. Once we get the readings back, I will contact you.

Thank you,

Kelly Sams (She/Her/Hers)
Sr. Customer Advocacy Representative
Kentucky American Water
Advocate Office: 859.269.2386 option 6

From: Jeremy Griffin [REDACTED]
Sent: Wednesday, February 25, 2026 3:24 PM
To: Kelly A Sams <Kelly.Sams@amwater.com>
Cc: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>
Subject: RE: Rainmaker Holding VI LLC / [REDACTED]

Hi Kelly –

Wanted to follow up to see when the data read you mentioned yesterday would be conducted, and what the next steps are of this investigation.

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I have also attached an excel file of this hotel's water usage from 2022 through 2025. I input the data straight from our utility bills and asked AI to provide a detailed summary of results on the other tabs.

I hope this helps KAWC understand just how much the hotel was suddenly impacted once a new meter was installed on 6/5/25. Please advise as you know more.

Thanks.



Jeremy Griffin
Area Director of Operations
rainmaker hospitality

2452 Sir Barton Way, STE 101
Lexington KY 40509
[REDACTED]

From: Kelly A Sams <Kelly.Sams@amwater.com>
Sent: Tuesday, February 24, 2026 11:31 AM
To: Jeremy Griffin [REDACTED]
Cc: KAWC - Customer Advocacy <KAWC - CustomerAdvocacy@amwater.com>
Subject: Rainmaker Holding VI LLC / [REDACTED]

Good morning,

Hello, Jeremy, this is Kelly from Kentucky American Water. Do you have a direct line that we can reach you at to talk about your concerns in more detail?

Thank you,

Kelly Sams (She/Her/Hers)

Sr. Customer Advocacy Representative
Kentucky American Water
Advocate Office: 859.269.2386 option 6

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Month-Year	Rooms Sold	Water Cost	Water Usage (GAL)	Cost/Rooms Sold	Gal/Rooms Sold
Dec-25	1122	828.82	72200	0.74	64.35
Nov-25	1115	803.10	81900	0.72	73.45
Oct-25	1806	1,037.53	108800	0.57	60.24
Sep-25	1469	838.40	83700	0.57	56.98
Aug-25	1341	569.46	49800	0.42	37.14
Jul-25	1715	3,773.77	453700	2.20	264.55
Jun-25	1861	6,665.86	818400	3.58	439.76
May-25	1953	2,180.97	253000	1.12	129.54
Apr-25	1848	1,095.95	116200	0.59	62.88
Mar-25	1682	1033.51	108500	0.61	64.51
Feb-25	1113	780.39	76600	0.70	68.82
Jan-25	987	688.63	65000	0.70	65.86
Dec-24	1000	768.10	78000	0.77	78.00
Nov-24	1633	842.01	89000	0.52	54.50
Oct-24	1888	992.87	114700	0.53	60.75
Sep-24	1612	954.93	110900	0.59	68.80
Aug-24	1557	883.76	100800	0.57	64.74
Jul-24	2017	964.82	128100	0.48	63.51
Jun-24	1525	787.87	79400	0.52	52.07
May-24	2098	1,166.37	119500	0.56	56.96
Apr-24	1944	1,037.42	103900	0.53	53.45
Mar-24	1753	1042.25	104800	0.59	59.78
Feb-24	1429	812.36	77000	0.57	53.88
Jan-24	1357	629.65	70900	0.46	52.25
Dec-23	1501	719.54	86800	0.48	57.83
Nov-23	1672	698.36	83600	0.42	50.00
Oct-23	2221	925.94	118000	0.42	53.13
Sep-23	2034	770.94	97300	0.38	47.84
Aug-23	1802	802.04	103500	0.45	57.44
Jul-23	2165	840.41	109500	0.39	50.58
Jun-23	1984	1,051.39	142500	0.53	71.82
May-23	1955	934.41	124200	0.48	63.53
Apr-23	2031	717.66	90300	0.35	44.46
Mar-23	1891	591.98	70600	0.31	37.33
Feb-23	1387	1031.02	139000	0.74	100.22
Jan-23	1131	473.85	52000	0.42	45.98
Dec-22	1582	546.29	63300	0.35	40.01
Nov-22	1589	712.99	89300	0.45	56.20
Oct-22	2243	777.75	99400	0.35	44.32
Sep-22	1664	784.17	100400	0.47	60.34
Aug-22	1649	800.19	102900	0.49	62.40
Jul-22	1907	937.39	124300	0.49	65.18
Jun-22	1694	872.39	116120	0.51	68.55
May-22	1894	771.36	101204	0.41	53.43
Apr-22	1705	769.96	100980	0.45	59.23
Mar-22	1248	721.75	93126	0.58	74.62
Feb-22	925	530.06	62532	0.57	67.60
Jan-22	820	442.01	48545	0.54	59.20

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Avid Hamburg – Water Insights (2022–2025)

Generated: 2026-02-25 20:09

Baseline (2022–2024) median Gal/Room	57.6
Baseline mean $\pm \sigma$ (Gal/Room)	58.6 \pm 11.6
2025 Gal/Room (weighted)	127
Change vs 2024 (Gal/Room)	67.6
2025 usage vs 2024 (gal)	1110800
2025 cost vs 2024 (\$)	9413.98

Flagged anomaly months

Month	Rooms Sold	Usage (gal)	Cost (\$)	Gal/Room	GPR z-score	Excess vs median (gal)	\$/kgal
Feb-23	1387	139,000	\$1,031.02	100.2	3.60	59,064	\$7.42
May-25	1953	253,000	\$2,180.97	129.5	6.14	140,444	\$8.62
Jun-25	1861	818,400	\$6,665.86	439.8	32.98	711,147	\$8.14
Jul-25	1715	453,700	\$3,773.77	264.5	17.82	354,861	\$8.32

Yearly summary

Year	Rooms sold	Usage (gal)	Usage (kgal)	Cost (\$)	/Room (weight)	\$/kgal (weighted)
2022	18,920	1,102,107	1,102	\$8,666.31	58.3	\$7.86
2023	21,774	1,217,300	1,217	\$9,557.54	55.9	\$7.85
2024	19,813	1,177,000	1,177	\$10,882.41	59.4	\$9.25
2025	18,012	2,287,800	2,288	\$20,296.39	127.0	\$8.87

Narrative

Usage remained stable through 2022–2024 (\approx 56–59 gal/room). In 2025, May–July showed abnormal increases in both gallons and gallons/room, consistent with a meter issue or a large short-term leak. Post 8/8/2025 meter replacement, usage returned to normal. Recommended: set alert if Gal/Room > 85 or daily reads > 2 \times baseline; perform night-flow checks; consider submeters on cooling tower and irrigation.

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Avid Hamburg Water Usage (2022–2025) Utility Synopsis

Executive summary (what stands out)

Stable baseline, then a 2025 spike. From 2022–2024 your weighted average gallons per room (GPR) stayed around 56–59 gal/room; in 2025 it jumped to 127 gal/room—driven entirely by May–July 2025.

Cost & volume doubled in 2025. Total usage rose from 1,177,000 gal (2024) to 2,287,800 gal (2025) (+1,110,800 gal), and water cost rose from \$10,882 to \$20,296 (+\$9,414).

Meter anomaly window (highly likely). Comments note meter changes on 6/5 and 8/8/2025 and extreme daily reads between 6/5–6/9 and 7/11–8/7, aligning with the surges seen in June–July 2025. After the 8/8 meter swap, usage normalized.

Key usage & cost trends (2022–2025)

Yearly roll-up

2022: 1,102 kgal, \$8,666, 58.3 gal/room, \$7.86/kgal (weighted).

2023: 1,217 kgal, \$9,558, 55.9 gal/room, \$7.85/kgal (weighted).

2024: 1,177 kgal, \$10,882, 59.4 gal/room, \$9.25/kgal (weighted).

2025: 2,288 kgal, \$20,296, 127.0 gal/room, \$8.87/kgal (weighted).

Baseline (2022–2024) median GPR \approx 57.6, mean \approx 58.6 with $\sigma \approx$ 11.6; 2025 breaks sharply from this distribution.

Outliers & meter issue correlation

Top outlier months by GPR:

Jun-2025: 440 gal/room; 818,400 gal; \$6,666. z-score \approx +33 σ .

Jul-2025: 265 gal/room; 453,700 gal; \$3,774. z-score \approx +17.8 σ .

May-2025: 130 gal/room; 253,000 gal; \$2,181. z-score \approx +6.1 σ .

Workbook comments record:

New meter installed 6/5/2025; 156,200 gal from 6/5–6/9 (~31,240 gal/day).

430,700 gal from 7/11–8/7 (~15,382 gal/day).

New meter installed 8/8/2025; 23,000 gal from 8/8–8/11 (~5,750 gal/day).

These timing notes line up precisely with the mid-summer spikes and the subsequent return to normal levels after 8/8.

Interpretation: The pattern is consistent with meter over-registration or a large, short-term leak between early June and early August 2025, followed by normalization post-replacement on 8/8.

Quantified impact (what it likely cost)

Using the 2022–2024 median GPR as an operational baseline, the excess water in the 2025 anomaly window is approximately:

May-2025: ~140,000 gal excess \rightarrow ~\$1.2k incremental cost (at month's unit rate).

Jun-2025: ~711,000 gal excess \rightarrow ~\$5.8k incremental cost.

Jul-2025: ~355,000 gal excess \rightarrow ~\$3.0k incremental cost.

Total estimated excess (May–Jul 2025): ~1.21 million gallons and ~\$10.0k. This nearly explains the full \$9.4k year-over-year cost increase from 2024 \rightarrow 2025.

Demand drivers & fixed load

A simple baseline regression (2022–2024) suggests monthly usage = 41 \times Rooms Sold + 28,160 gal. Deviations in May–Jul 2025 are far beyond normal residual variation, reinforcing the anomaly diagnosis.