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May 9, 2011

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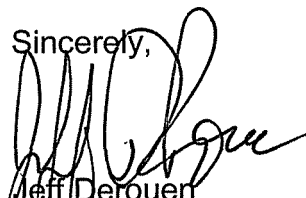
Re: Case No. 2010-00036
Kentucky-American Water Co.

Dear Mr. Ingram:

In its report of February 12, 2011 to the Public Service Commission, Kentucky-American Water Company ("KAWC") advised of its plan to track certain information regarding customer late payments and service terminations through the use of a combination of software reprogramming and existing service disconnection information. KAWC further noted that representatives of Community Action Council are satisfied with this plan.

The Public Service Commission is of the opinion that KAWC's plan meets the requirements of Ordering Paragraph 10 of the Commission's Order of December 14, 2010 and agrees that the plan should be implemented at the earliest date.

Direct any questions regarding this correspondence to Gerald Wuetcher at (502) 564-3940, Extension 259.

Sincerely,

Jeff Derouen
Executive Director

cc: Parties of Record