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June 18, 2026

Ms. Linda C. Bridwell, P.E.
Executive Director
Kentucky Public Service Commission
P.O. Box 615
Frankfort, Kentucky 40602-0615

RECEIVED

JUN 18 2026

**PUBLIC SERVICE
COMMISSION**

Re: Case No. 2026-00111
Brittany Kincaid v. Farmdale Water District

Dear Ms. Bridwell:

Please find enclosed Farmdale Water District's Answer and Satisfaction of the complaint in the above-referenced proceeding.

Respectfully,

/s/ Tina C. Frederick
Tina Frederick
Counsel for Farmdale District

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BRITTANY KINCAID)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2026-00111
)	
FARMDALE WATER DISTRICT)	
)	
DEFENDANT)	
)	

**FARMDALE WATER DISTRICT’S ANSWER AND SATISFACTION OF
MS. KINCAID’S COMPLAINT**

Pursuant to the Commission’s July 16, 2026 Order in this proceeding, Farmdale Water District (“Farmdale District”) submits this Answer and Satisfaction in response to Ms. Kincaid’s formal Complaint filed April 28, 2026. Farmdale District has prepared this Answer and Satisfaction with the expectation that it satisfies Ms. Kincaid’s Complaint in all respects except an immediate change in Farmdale District’s bill format. For the reasons set forth below an immediate change to the bill format is premature.

In her Complaint, Ms. Kincaid acknowledged that Farmdale District adjusted her March 25, 2026 bill, which is at the center of her Complaint, and accepted her payment of the undisputed amount as payment in full for her March 25, 2026 bill.

Therefore, there is no longer any amount in dispute. However, according to the “Requested Resolution” set forth in Ms. Kincaid’s Complaint she seeks: (1) verification of a zero balance in the form of a written receipt or billing statement showing the March 2026 balance is adjusted to zero; (2) a full account audit to ensure the “16-day overlap and double billing” that she alleges are corrected; and (3) that Farmdale District be required to list the full five-digit readings and the “100X multiplier” on all future statements to facilitate billing transparency. It is these three items that Farmdale District seeks to satisfy with this response.

Attached to this response as **Attachment 1** is a statement showing a “Last Payment” date of April 13, 2026 and showing no arrearages or balance owed. Farmdale District maintains this satisfies the first component of Ms. Kincaid’s Requested Resolution as it is set forth in her Complaint. Farmdale District further maintains that it satisfied this component of Ms. Kincaid’s Requested Resolution when it issued its April 27, 2026 bill and no previous balance was listed on the bill. In the remainder of this response, Farmdale District will attempt to satisfy Ms. Kincaid’s Complaint by providing a full audit of Ms. Kincaid’s account to demonstrate that there has been no 16-day overlap or double billing, and by providing a detailed explanation of its meter reading and billing practices.

Background

Following receipt of her water bill dated March 25, 2026, Ms. Kincaid requested a 12-month meter reading history and disputed the usage appearing on her March 25, 2026 bill. Farmdale District provided Ms. Kincaid with the information she requested and attempted to explain that the high usage (7,400 gallons) appearing on the bill was likely due to underbilling on her February 23, 2026 bill, which was an estimated bill. The weather in early February, when Ms. Kincaid's meter was due to be read, was inclement. Snow and ice were on the ground at that time and the District could not access meter pits to manually read meters. Although Ms. Kincaid's water meter was new, having been installed in July 2025, it was not yet equipped with a "Smart Point" transceiver which enables remote meter reading. Farmdale District was forced to issue estimated bills for customers whose meters could not be read remotely.

Copies of Ms. Kincaid's bills issued on February 23, 2026 and March 25, 2026 are attached to her Complaint as Exhibit A, along with the meter reading history that the District provided to Ms. Kincaid, pictures of a water meter that is not Ms. Kincaid's but her neighbor's, and emails from Farmdale District's counsel to Ms. Kincaid that were sent prior to Ms. Kincaid filing her Complaint.

As the documents filed by Ms. Kincaid indicate, Ms. Kincaid's meter was manually read on January 9, 2026. The meter reading was recorded as "93."

Farmdale District records meter readings in the 100's of gallons. It is important to note that usage is **not rounded** to the **nearest** 100 gallons. A meter displaying 9,301 gallons and a meter displaying 9,399 gallons are each recorded as 93. This meter reading protocol has been common in the water industry for many years. The reason is that reading meters to the 100s of gallons simplifies billing, while still resulting in all water usage being billed, if billed on a somewhat delayed basis. The "left over" meter readings in the 10-gallon position, 1-gallon position, and 1/10 of a gallon position displayed on the meter dial simply carry over and are picked up in the next month's meter reading. For the purpose of illustration, attached to this response as **Attachment 2** is a photo of a meter that Ms. Kincaid filed with her Complaint and a meter reading chart provided by the distributor of the Neptune brand meters that the District uses in its system. The sequence of numbers displayed on the face of the meter dial in the photograph is "0021572.4." This meter would be read as "215."

Ms. Kincaid's meter was next manually read on March 4, 2026. The reading was recorded as "183." In order to calculate the 100s of gallons of water used at Ms. Kincaid's residence between the January 9, 2026 meter-reading and the March 4, 2026 meter-reading, the January reading is subtracted from the March reading.

183	March 4, 2026, manual meter-reading
<u>- 93</u>	Manual January 9, 2026, meter-reading
90	100s of gallons used between manual meter-readings

Because the meters are read in the 100s of gallons, this means that at least **9,000 gallons** of water, but fewer than 10,000 gallons of water, passed through the meter **from January 9, 2026 until March 4, 2026.**

Because Ms. Kincaid's meter was not equipped with a Smart Point at this time, it is not possible to know precisely when and at what rate the water passed through the meter.¹ However, it is possible to determine the amount of water used, recorded in 100s of gallons, from January 9, 2026 until March 4, 2026. The amount of water used during this period, recorded in 100s of gallons, was **9,000 gallons.**

Ms. Kincaid was charged a minimum bill of \$23.93 for water service on her February 23, 2026 bill. This was the minimum billing amount in effect at the time the water was used for a meter the size of the one at Ms. Kincaid's residence. This bill covered usage from January 9, 2026 until February 4, 2026. Farmdale District's minimum bill includes the cost of the first 2,000 gallons of water. Ms. Kincaid's **estimated usage** for this period was **calculated by the billing system** as 1,631 gallons and she was billed the minimum amount for water service (\$23.93), which included usage up to 2,000 gallons.

At this point, a bit of explanation is necessary concerning how Farmdale District's billing system calculates estimated usage. A detailed explanation which

¹ The meter was not equipped with a Smart Point at the time of installation because Smart Points are installed and programed by the Frankfort Plant Board under the terms of an Assistance Agreement. At the time Ms. Kincaid's meter was installed no Frankfort Plant Board technician with the requisite skill to program the Smart Point was available to do so. The Smart Point has now been installed and programed.

was sent to Farmdale District by a representative of United Systems, the company that provides the software and programming for Farmdale District's billing system, is attached to this response as **Attachment 3**. Estimated billings are based on a calculation of the customer's 12-month average usage. Ms. Kincaid's total usage from February 3, 2025, until January 9, 2026, was 19,600 gallons (expressed as 100s of gallons, 196) this divided by 12 months is 1,633 (expressed as 100s of gallons, 16.3). The estimated usage appearing on Ms. Kincaid's February 23, 2026 bill was 1,631 gallons. The representative of United System's who provided the calculation and its explanation could not explain why the calculated 12-month average usage was 1,633, but the billing system recorded this usage as 1,631. In any event, the amount charged to Ms. Kincaid was not affected. Her usage was less than 2,000 gallons so she was charged only the minimum bill amount. This is reflected on the February 23, 2026 bill that Ms. Kincaid filed with her Complaint. Attached to this response as **Attachment 4** is a Reading History Report for Ms. Kincaid's meter from April 1, 2025 until April 7, 2026.

Ms. Kincaid was charged for 7,400 gallons of water on the bill issued on March 25, 2026. This bill was for the billing period of February 4, 2026, through March 4, 2026. The minimum bill in effect at the time the water was consumed was \$27.81, which included the first 2,000 gallons.² The next 3,000 gallons was billed at

² The Commission approved a rate increase for Farmdale District effective as of January 29, 2026.

a rate of \$0.01006 per gallon (\$30.18); the remaining 2,400 gallons were billed at the rate of \$0.00891 per gallon. As shown below the charges for water services on the March 25, 2026 bill were \$79.37.

\$27.81 – Minimum Bill first 2,000 gallons
30.18 – Next 3,000 gallons
+ 21.38 – Final 2,400 gallons
\$ 79.37 – Bill for 7,400 gallons

This is the amount that appears on Ms. Kincaid’s March 25, 2026 bill for water service.

Therefore, Ms. Kincaid was charged the correct amount for the volume of water that passed through her meter from January 9, 2026 through March 4, 2026. This is because the **actual meter readings** (not estimated meter readings generated by the use of a 12-month average usage calculation) indicate that from January 9, 2026 until March 4, 2026, **at least 9,000 gallons**, and fewer than 10,000 gallons, of water passed through Ms. Kincaid’s meter. On the bill issued February 23, 2026 she was charged the minimum bill for estimated usage of 1,631 gallons, and on March 25, 2026 she was charged for 7,400 gallons. The sum of these amounts appears below.

1,631 gallons
+ 7,400 gallons
9,031 gallons

It is important to note for practical purposes that the exact number of gallons appearing on Ms. Kincaid's February 23, 2026 bill is immaterial in this instance. This is because what appeared on the bill and the calculated 12-month average are each under 2,000 gallons. As long as Ms. Kincaid's usage was not calculated or estimated above 2,000 gallons, her bill for water service would have still been the minimum charge in effect at the time, which was \$23.93. What is material is whether Ms. Kincaid was charged for more gallons of water than the number of gallons that passed through her meter from the January 9, 2026 manual reading of her meter until the March 4, 2026 manual reading of her meter. She was not. The manual meter-readings indicate that at least 9,000, but fewer than 10,000, gallons of water passed through the meter. In the month of February 2026, Ms. Kincaid received a minimum bill for water service. The amount charged for water service would have been \$23.93 whether Ms. Kincaid used one gallon of water or 2,000 gallons of water. In March 2026, Ms. Kincaid received a bill for water service for 7,400 gallons of water.

9,000	Gallons of water used January 9, 2026 – March 4, 2026
<u>-7,400</u>	Gallons appearing on the March 25, 2026 Bill
= 1,600	Gallons that should have appeared on February 23, 2026 Bill

Therefore, Ms. Kincaid was not charged for more gallons of water than actually passed through her meter.

Adjustments Made to March 25, 2026 Bill

When Ms. Kincaid initially complained about the amount of her March 25, 2026 bill on April 1, 2026, Farmdale District's office staff applied a billing adjustment of \$14.25 to the charges for water service. The adjustment was offered to Ms. Kincaid in recognition of the fact that her historic water usage indicated she often did not consume the amount of water included in her minimum bill, and the adjustment was intended to "credit" Ms. Kincaid for gallons of water included in the minimum charges assessed in several past months in which Ms. Kincaid did not use at least 2,000 gallons of water.³ Although this type of an adjustment is not expressly authorized by the District's tariff, office staff recognized Ms. Kincaid's frustration and were eager to offer some kind of relief. Since the amount of the adjustment was small, staff made the adjustment.

At this time, the District's office staff also attempted to explain to Ms. Kincaid that her March 25, 2026 bill included amounts of water that she likely consumed between January 9, 2026 and February 4, 2026 because her February 23, 2026 bill was an estimated bill and might not have reflected her actual usage. Estimated bills do not always accurately reflect current usage levels because they are based on the

³ Farmdale District's office staff "credited" Ms. Kincaid's March 25, 2026 bill by subtracting 1,525 gallons from the 7,400 gallons she was billed in March 2026 and converting the resulting 5,875 gallons to an even 100s of gallons (5,800) calculating the bill for 5,800 gallons (\$65.12), and subtracting the amount of the bill for 5,800 gallons from the amount of the bill for 7,400 gallons ($\$79.37 - \$65.12 = \$14.25$) to arrive at a \$14.25 credit amount. The 1,525 gallons that were credited to Ms. Kincaid's March 2026 bill are the difference between the 8,000 gallons "charged" in the minimum bills for October -December 2025 and February 2026 and the gallons of usage appearing on those bills.

customer's 12-month average consumption. Unfortunately, this proved difficult to explain under the circumstances. The situation became even more confused when Ms. Kincaid examined her meter reading history and her bills and found that the place values appearing on the meter dial varied from the place values printed on the bills as "Previous Reading" and "Present Reading."

In trying to explain why the meter readings on the bills appear as two-digit numbers when eight number positions appear on the meter's dial, the Staff used the term "multiplier." This is the term United Systems uses to express that meters are read in 100s of gallons, but it is an inexact term and can lead to great confusion, as it did in this case. Ms. Kincaid concluded that the actual usage being recorded on her meter was being multiplied by 100, and that her bill reflected a great many more gallons of water than she actually used. Of course, this is not the case and the use of the word "multiplier" in this instance was merely an attempt to explain that customer meters are read to the 100s of gallons (not rounded). It is unfortunate, but the office staff was not able to provide an explanation that was clear to Ms. Kincaid, who was understandably alarmed by her large water bill at the time.

The situation became even worse, when Ms. Kincaid questioned why the meter reading dates appearing on the meter reading history, which she was provided, and the dates of the billing periods printed on the bills appeared to differ and be in irregular intervals. This led Ms. Kincaid to conclude that she was "double billed" for

a 16-day period in February 2026. As stated above, Ms. Kincaid's meter was not read in February 2026, but rather her usage was estimated based on a 12-month average use calculation. When an estimated bill is generated, the date that prints at the top of the bill where the ending date of the billing period is located is the date the bill was *calculated*. This is because no actual meter reading (and corresponding meter-reading date) was entered into the billing system. These estimated meter readings are easily recognizable on **Attachment 4**, the Reading History Report. Meter readings generated by virtue of the calculation of an estimated bill are all time stamped at 11:59 p.m. The office staff can manually enter the date that the meter was *scheduled* to be read, and that date will appear on the Reading History Report, instead of the date the bill was calculated, but the date that prints on the bill will still be the date that the bill was *calculated*. The date that the bill was calculated is shown on the Reading History Report as the "Trans. Date."

The date the estimated bill was calculated occurring later in the month than the regularly scheduled meter reading date does not result in double billing. This is because the estimated bill will only reflect a 12-month average usage. When the meter is next **actually** read the bill generated will catch-up any under estimation. If the estimated bill was for usage in excess of actual usage, that will also be remedied by the bill generated following the next **actual meter reading**. This is because the estimated meter reading, which is generated when the billing system applies the 12-

month average calculation as the usage for a month in which an estimated bill is issued, will correspond to the amount of estimated usage appearing on the bill.⁴ If the estimated usage was greater than the actual usage, it will be reflected in the actual meter reading.

Farmdale District has been working with the Frankfort Plant Board to install and program Smart Points on all of the meters that do not currently have them. On April 8, 2026, personnel from the Frankfort Plant Board were available to work on the programming project and a Smart Point was installed on Ms. Kincaid's meter. Her water usage has been monitored by the District since the Smart Point's installation to determine if she has a leak on her side of the meter. There is no evidence of a leak. Her meter does not register constant water usage, which would be concerning for a leaky fixture inside the home. There have also been no sudden periods of extremely high usage that would indicate a burst pipe underground. Her monthly usage is a bit higher than the calculated 12-month average usage indicates. This is to be expected because until early July 2025, Ms. Kincaid's meter was likely not registering all of her usage, especially usage at low flow.

By check dated April 8, 2026, Ms. Kincaid made a payment of \$78.56, which she indicated was for the undisputed amount based upon her calculation of her

⁴ See Attachment 3, at 3 for an explanation of how the numerical meter reading is generated when an estimated bill is issued.

average usage. Because of the difficulty Farmdale District's staff had in explaining the effect of estimated bills, reading meters in 100s of gallons, and the idiosyncrasies of its billing system, the District's management and Board of Commissioners decided to adjust Ms. Kincaid's March 25, 2026 bill, and accept her payment of the undisputed amount as payment in full. The District's counsel informed Ms. Kincaid of this via email before this Complaint was filed.

The District believes its decision to accept Ms. Kincaid's payment of the undisputed amount as payment in full for the March 25, 2026 bill is justified given the good faith Ms. Kincaid displayed by paying the undisputed amount and by the fact that there will **not** be a repeat of this situation. This is because the District's installation of the Smart Point eliminated the need to issue estimated bills when weather, physical obstruction, or other factors prevent manual meter reading. In addition to facilitating remote meter reading, the Smart Point enables the District to provide Ms. Kincaid with a print out of her hourly water usage each month if she requests it. Ms. Kincaid's March 25, 2026 bill was accurately calculated, but the unusual appearance of the bill (having meter readings of two and three digits on the bill), the fact that the meter reading dates default to the date an estimated bill is calculated, and the practice of reading meters to the 100s of gallons all led to a very confusing situation for Ms. Kincaid. Because of this, and because it has installed the necessary Smart Point to keep this situation from happening in the future, Farmdale

District believes it is best to “start fresh” and accept Ms. Kincaid’s payment of the undisputed amount as payment in full for her March 25, 2026 bill. Attached to this Answer as **Attachment 5** are usage reports generated by Ms. Kincaid’s meter since the Smart Point was installed.

Farmdale District maintains that the foregoing explanation and attachments provide Ms. Kincaid and the Commission with a full audit of the relevant account transactions and assurance that there has been no double billing or overlapping of billing periods. Concerning the District’s practice of reading meters and billing its customers to the 100s of gallons, the District is aware that since approximately half of its customers are served by meters that can be remotely read and that generate helpful usage data, it is time to begin planning a change in some procedures. The District is in conversation with United Systems about transitioning its billing system to bill to the gallon, rather than in 100s of gallons. This is a complicated process that comes with a financial cost and affects the accuracy of a number of historical reports. Farmdale District is proceeding with great caution concerning this transition because once historic data is lost, it cannot be retrieved. The District is weighing the options of transitioning after all of its customer meters are capable of being remotely read, or of transitioning sooner and retraining its field staff to read meters manually to the gallon. Each option has benefits and drawbacks.

Farmdale District asserts that it has satisfied Ms. Kincaid's complaint by: (1) providing a statement showing that as of April 13, 2026 her account had a zero balance; (2) by giving a full accounting of Ms. Kincaid's meter readings and an explanation for how her bills were generated and calculated from January 2026 through March 2026 to provide assurance that no double billing or billing period overlapping occurred; and (3) by providing the usage reports generated by the new meter documenting when and how much water is passing through Ms. Kincaid's meter. Ms. Kincaid's ability to receive a monthly usage report upon request should provide adequate billing transparency without an immediate change to Farmdale District's bill format.

WHEREFORE, on the basis of the foregoing, Farmdale District moves the Commission for an Order finding that this Complaint has been satisfied.

Respectfully submitted,

/s/Tina C. Frederick

Tina C. Frederick

Stoll Keenon Ogden PLLC

300 West Vine Street, Ste 2100

Lexington, Kentucky 40507

Telephone: 859-231-3951

Fax: (859) 253-1093

Tina.frederick@skofirm.com

Counsel for Farmdale Water District

Filed June 18, 2026

CERTIFICATE OF SERVICE

In accordance with the Commission's Order of July 22, 2021 in Case No. 2020-00085 (Electronic Emergency Docket Related to the Novel Coronavirus COVID-19), this is to certify that the electronic filing has been transmitted to the Commission on June 18, 2026; and that a true and accurate copy of this filing has been sent via U. S. Mail to Ms. Brittany Kincaid at the address provided on the Complaint.




/s/Tina C. Frederick
Tina C. Frederick

Attachment 1

Statement Showing Zero Balance



Brittany Kincaid

Location   
413 Greenfields Lane
Frankfort, KY 40601

Meter Reading Route *11*
Alternate Reading Order *41*

Active

Billing 
413 Greenfields Lane
Frankfort, KY 40601

Home |
Type *R Residential*
Cycle *01 Cycle 1*

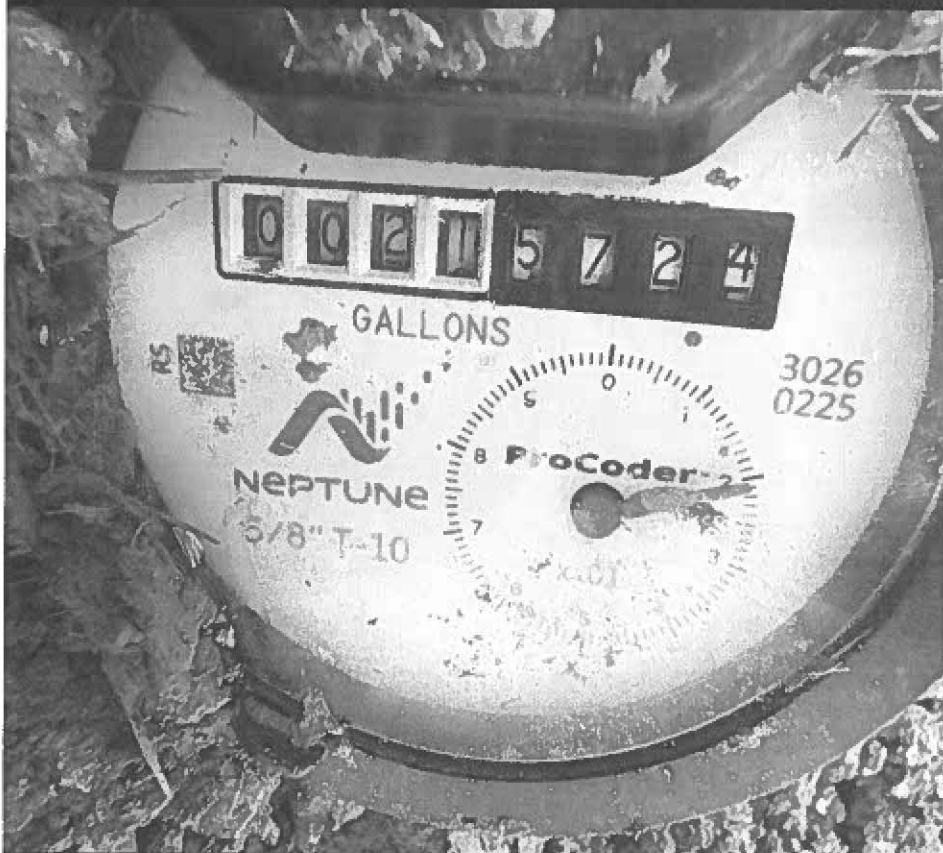
Deposit

Total Arrears		\$0.00
Current Balance		\$0.00
Cust Credit		\$0.00
Total Credit		\$0.00
Net Due		\$0.00
Total Balance		\$0.00
Total Owed		\$0.00
Last Payment		04/13/2026
Last Paid		(\$78.56)

PAY

Attachment 2

Photo of Neptune Meter and Meter Reading Chart



Add a Caption

Thursday • Apr 9, 2026 • 12:36 PM

Adjust

IMG_1543

Apple iPhone 16

HEIF

Ultra Wide Camera — 13 mm f2.2

12 MP • 4032 × 3024 • 1.8 MB

STANDARD

ISO 250

18 mm

0 ev

f2.2

1/83 s

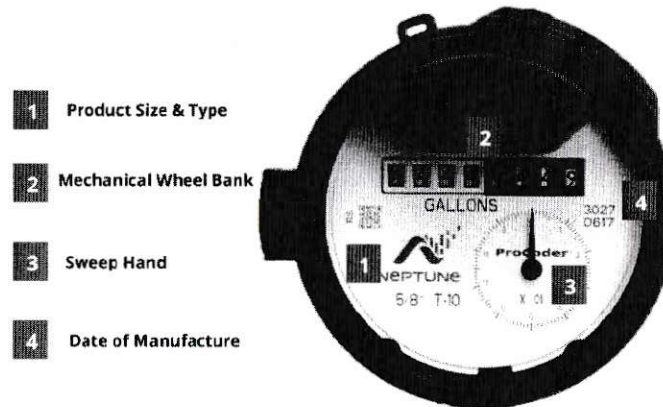


PRO-CODER REGISTER READING CHART

5/8" - 1" Pro-Coder Register Dial Positions

DIAL POSITION	1	2	3	4	5	6	7	8	Actual Reading 25.2 Gallons
	0	0	0	0	0	2	5	2	
DIAL VALUE	1,000,000	100,000	10,000	1,000	100	10	1	0.1	

Below is the face of the ProCoder™ register.



Attachment 3

Explanation from United Systems

Tina Frederick

From: Farmdale Water <farmdalewater@gmail.com>
Sent: Thursday, June 11, 2026 3:42 PM
To: Tina Frederick
Subject: Fwd: Readings



----- Forwarded message -----

From: **Farmdale Water** <farmdalewater@gmail.com>
Date: Thu, Jun 11, 2026 at 3:33 PM
Subject: Re: Readings
To: Johnna Reed <johnnar@united-systems.com>

Thanks Johnna

On Thu, Jun 11, 2026 at 3:27 PM Johnna Reed <johnnar@united-systems.com> wrote:

Here is a summary of the readings leading up to that average in Excel. For the Calculated Usage column I just subtracted the prior reading from the current.

If we look at 12 months' worth of usages (highlighted blue) and average those, that is 16.33. That is not exactly 16.31 but there is likely some background consideration of those two odd usages that I did not consider in this simplified view.

You can do the same type of thing looking at 7/3/25. If you average the usage from 8/1/24-7/3/25 you get 16.83, which matches that running average of 1680.

Date	Reading	Usage	Average	Calculated Usage			
1/9/2026	93	1700	1631	17			
12/29/2025	76	1611	1615	16	estimated		
11/25/2025	60	1583	1611	16	estimated		
10/27/2025	44	1650	1583	17	estimated		
9/4/2025	27	1600	1650	16			
8/5/2025	11	1100	1680	11	estimated		
7/4/2025	0	0	0	0	Changeout Record		
7/3/2025	3290	1900	1680	19			
6/4/2025	3271	1500	1620	15			
5/7/2025	3256	1900	1650	19			
4/1/2025	3237	1500	1630	15			
3/5/2025	3222	1700	1610	17			
2/3/2025	3205	1800	1570	18		196 /12	16.33333
1/2/2025	3187	1200	1560	12			
12/3/2024	3175	1400	1590	14			
11/5/2024	3161	1700	1620	17			
10/1/2024	3144	1900	1590	19			
9/3/2024	3125	2200	1540	22			
8/1/2024	3103	1500	1520	15			
7/3/2024	3088	1300	1510	13			
6/4/2024	3075	1800	1540				

From: Farmdale Water <farmdalewater@gmail.com>
Sent: Thursday, June 11, 2026 2:06 PM
To: Johnna Reed <johnnar@united-systems.com>
Subject: Re: Readings

Think Security – This email originated from an external source.

Sure!

On Thu, Jun 11, 2026 at 3:05 PM Johnna Reed <johnnar@united-systems.com> wrote:

Can I connect to your computer real quick?

From: Farmdale Water <farmdalewater@gmail.com>
Sent: Thursday, June 11, 2026 2:04 PM
To: Johnna Reed <johnnar@united-systems.com>
Subject: Re: Readings

Think Security – This email originated from an external source.

Tina Frederick

----- Forwarded message -----

From: **Johnna Reed** <johnnar@united-systems.com>

Date: Thu, Jun 11, 2026 at 2:15 PM

Subject: FW: Estimated Readings

To: Farmdale Water <farmdalewater@gmail.com>

Hi Jan.

Based on the Estimation Method being set to “Last Month’s Average Usage” any estimated readings would take the prior reading and add that same month’s calculated average usage (based on the prior 12 months) and add those together to create the estimate reading.


Looking specifically at the Kincaid account and the 2/4/26 estimated reading, the January reading was 93. The average usage calculated as of that reading was 1631. Taking into account the meter multiplier of 100, the system would add 16 to the previous reading. The result is that the customer is billed their running average usage of 1600 gallons, and there is a reading inserted as estimated of 109.

You can see the same thing playing out on prior estimated readings as well:

10/25 – 27+17 (16.50 rounded up) = 44

11/25 – 44+16 (15.83 rounded up) = 60

12/25 – 60+16 = 76



Kincaid, Brittany

Charges Posted
Last Payment 05/11/2026 \$40.05

Meter Serial Number
18576043

Locator Tag

Information:

Notices Sent: 4

Times Since Last Delinquent

Times On Cutoff List: 1

Last Cutoff Date: 1/13/2026 2:29 PM

Date Of Last Notice: 1/13/2026 2:33 PM

Current Service Date: 5/27/2026 9:17 AM

Previous Service Date: 4/27/2026 9:50 AM

Service Details	Deposits	Dependencies	Readings	Billing Options	Location Details	Handheld Information	Notes	NTA	Attachments
Reading Date	Reading	Usage	Change Out Usage	Deduct Usage	Total Usage				
6/1/2026 9:00 AM	256	2400	0	0	2400				
5/1/2026 1:00 AM	232	1800	0	0	1800				
4/7/2026 11:23 AM	214	3100	0	0	3100				
3/4/2026 9:54 AM	183	7400	0	0	7400				
2/4/2026 11:59 PM	109	1631	0	0	1631				
1/9/2026 10:06 AM	93	1700	0	0	1700				
12/29/2025 11:59 PM	76	1611	0	0	1611				
11/25/2025 11:59 PM	60	1583	0	0	1583				
10/27/2025 11:59 PM	44	1650	0	0	1650				
9/4/2025 10:33 AM	27	1600	0	0	1600				
8/5/2025 11:59 PM	11	1100	400	0	1500				

Let me know if you have any further questions.

Thanks.



Johnna Reed
United Systems & Software, Incorporated

Office: 800.455.3293 - Fax: 270.527.3132



CONFIDENTIALITY NOTICE: This e-mail message, and any documents, files, or previous e-mail messages attached to it, may contain information that is confidential, proprietary, and/or legally privileged. If the reader of this e-mail message is not the intended recipient, you are hereby notified that any unauthorized review, use, disclosure, or distribution of this communication is strictly prohibited. Disclosing this and previous e-mail messages, or any document or file attached to it to anyone other than the intended recipient may cause the breaching party to be liable to United Systems & Software, Inc. and its subsidiaries for damages. If you have received this communication in error, please notify the sender by replying to the e-mail message and delete it from your computer, without saving it in any manner.

Attachment 4

Reading History Report

Farmdale Water District Reading History Report

Cycle(s)	All	Sort Order	Account
Service Type(s)	WT WATER	Reading Factor	<input type="checkbox"/>
Account Range			
Date Selection For Report	Reading		
Beginning Date	04/01/2025		
Ending Date	05/01/2026		
Show Totals Only	<input type="checkbox"/>		

Reading Date	Trans. Date	Service	Rate	Meter Number	Previous Reading	Present Reading	Reading Usage Type	Deduct Usage	Demand Usage	Change Out
01 Kincaid, Brittany										
					413 Greenfields Lane Frankfort, KY 40601					
04/01/25 01:37 PM	04/24/25 01:17 PM	WATER	01	74956758	3222	3237	1,500 Read	0	0	<input type="checkbox"/>
05/07/25 01:20 PM	05/27/25 01:42 PM	WATER	01	74956758	3237	3256	1,900 Read	0	0	<input type="checkbox"/>
06/04/25 01:18 PM	06/25/25 03:19 PM	WATER	01	74956758	3256	3271	1,500 Read	0	0	<input type="checkbox"/>
07/03/25 12:13 PM	07/25/25 01:07 PM	WATER	01	74956758	3271	3290	1,900 Read	0	0	<input type="checkbox"/>
07/04/25 12:13 PM		WATER	01	18576043	3290	3294	400 Estimated	0	0	<input checked="" type="checkbox"/>
08/05/25 11:59 PM	08/25/25 04:15 PM	WATER	01	18576043	0	11	1,100 Estimated	0	0	<input type="checkbox"/>
09/04/25 10:33 AM	09/25/25 02:19 PM	WATER	01	18576043	11	27	1,600 Read	0	0	<input type="checkbox"/>
10/27/25 11:59 PM	10/27/25 03:31 PM	WATER	01	18576043	27	44	1,650 Estimated	0	0	<input type="checkbox"/>
11/25/25 11:59 PM	11/25/25 01:26 PM	WATER	01	18576043	44	60	1,583 Estimated	0	0	<input type="checkbox"/>
12/29/25 11:59 PM	12/29/25 02:13 PM	WATER	01	18576043	60	76	1,611 Estimated	0	0	<input type="checkbox"/>
01/09/26 10:06 AM	01/28/26 11:52 AM	WATER	01	18576043	76	93	1,700 Read	0	0	<input type="checkbox"/>
02/04/26 11:59 PM	02/20/26 02:43 PM	WATER	01	18576043	93	109	1,631 Estimated	0	0	<input type="checkbox"/>
03/04/26 09:54 AM	03/25/26 03:37 PM	WATER	01	18576043	109	183	7,400 Read	0	0	<input type="checkbox"/>
04/07/26 11:23 AM	04/27/26 12:57 PM	WATER	01	18576043	183	214	3,100 Read	0	0	<input type="checkbox"/>
Total Account Usage							28575			

1 Customers in Route 0011	28,575 Route Usage
1 Total Customers	28,575 Total Usage

Attachment 5

Recent Usage Reports

580 Consumption (Gal) - Usage Consumption (Gal) - Reading

4/13/2026 5:00	0	22071
4/13/2026 4:00	0	22071
4/13/2026 3:00	0	22071
4/13/2026 2:00	0	22071
4/13/2026 1:00	0	22071
4/13/2026 0:00	10	22071
4/12/2026 23:00	20	22070
4/12/2026 22:00	40	22050
4/12/2026 21:00	10	22005
4/12/2026 20:00	30	22000
4/12/2026 19:00	10	21970
4/12/2026 18:00	0	21960
4/12/2026 17:00	0	21958
4/12/2026 16:00	30	21958
4/12/2026 15:00	10	21930
4/12/2026 14:00	30	21920
4/12/2026 13:00	10	21886
4/12/2026 12:00	0	21880
4/12/2026 11:00	0	21880
4/12/2026 10:00	0	21880
4/12/2026 9:00	30	21873
4/12/2026 8:00	10	21850
4/12/2026 7:00	0	21840
4/12/2026 6:00	0	21840
4/12/2026 5:00	0	21840
4/12/2026 4:00	0	21840
4/12/2026 3:00	0	21840
4/12/2026 2:00	0	21840
4/12/2026 1:00	0	21833
4/12/2026 0:00	0	21833
4/11/2026 23:00	10	21833
4/11/2026 22:00	10	21830
4/11/2026 21:00	20	21810
4/11/2026 20:00	0	21800
4/11/2026 19:00	0	21800
4/11/2026 18:00	0	21800
4/11/2026 17:00	0	21798
4/11/2026 16:00	0	21798
4/11/2026 15:00	20	21798
4/11/2026 14:00	0	21780
4/11/2026 13:00	0	21774
4/11/2026 12:00	0	21774
4/11/2026 11:00	0	21774

4/11/2026 10:00	10	21774
4/11/2026 9:00	0	21770
4/11/2026 8:00	0	21770
4/11/2026 7:00	0	21770
4/11/2026 6:00	0	21770
4/11/2026 5:00	0	21765
4/11/2026 4:00	0	21765
4/11/2026 3:00	0	21765
4/11/2026 2:00	0	21765
4/11/2026 1:00	0	21765
4/11/2026 0:00	0	21765
4/10/2026 23:00	0	21765
4/10/2026 22:00	0	21765
4/10/2026 21:00	0	21763
4/10/2026 20:00	10	21763
4/10/2026 19:00	30	21760
4/10/2026 18:00	0	21730
4/10/2026 17:00	0	21730
4/10/2026 16:00	10	21730
4/10/2026 15:00	30	21720
4/10/2026 14:00	10	21690
4/10/2026 13:00	0	21673
4/10/2026 12:00	0	21673
4/10/2026 11:00	0	21673
4/10/2026 10:00	0	21673
4/10/2026 9:00	30	21673
4/10/2026 8:00	10	21650
4/10/2026 7:00	0	21640
4/10/2026 6:00	0	21640
4/10/2026 5:00	0	21633
4/10/2026 4:00	0	21633
4/10/2026 3:00	0	21633
4/10/2026 2:00	0	21633
4/10/2026 1:00	10	21633
4/10/2026 0:00	0	21630
4/9/2026 23:00	0	21630
4/9/2026 22:00	0	21630
4/9/2026 21:00	0	21625
4/9/2026 20:00	0	21625
4/9/2026 19:00	0	21625
4/9/2026 18:00	0	21625
4/9/2026 17:00	10	21625
4/9/2026 16:00	10	21620
4/9/2026 15:00	0	21610

4/9/2026 14:00	30	21610
4/9/2026 13:00	0	21575
4/9/2026 12:00	0	21575
4/9/2026 11:00	0	21575
4/9/2026 10:00	0	21575
4/9/2026 9:00	0	21575
4/9/2026 8:00	0	21575
4/9/2026 7:00	10	21575
4/9/2026 6:00	0	21570
4/9/2026 5:00	0	21567
4/9/2026 4:00	0	21567
4/9/2026 3:00	0	21567
4/9/2026 2:00	0	21567
4/9/2026 1:00	0	21565
4/9/2026 0:00	0	21565
4/8/2026 23:00	0	21565
4/8/2026 22:00	0	21565
4/8/2026 21:00	0	21564
4/8/2026 20:00	10	21564
4/8/2026 19:00	0	21560
4/8/2026 18:00	10	21560
4/8/2026 17:00	30	21544
4/8/2026 16:00	20	21520

580

Intervals (EDT)	Consumption (Gal) - Usage	Consumption (Gal) - Reading
5/1/2026 13:00	0	23215
5/1/2026 12:00	0	23215
5/1/2026 11:00	0	23215
5/1/2026 10:00	0	23215
5/1/2026 9:00	0	23215
5/1/2026 8:00	0	23215
5/1/2026 7:00	10	23215
5/1/2026 6:00	0	23210
5/1/2026 5:00	0	23210
5/1/2026 4:00	0	23210
5/1/2026 3:00	0	23210
5/1/2026 2:00	0	23210
5/1/2026 1:00	0	23208
5/1/2026 0:00	10	23208
4/30/2026 23:00	20	23200
4/30/2026 22:00	20	23180
4/30/2026 21:00	0	23152
4/30/2026 20:00	0	23152
4/30/2026 19:00	20	23152
4/30/2026 18:00	10	23140
4/30/2026 17:00	30	23127
4/30/2026 16:00	0	23100
4/30/2026 15:00	0	23100
4/30/2026 14:00	0	23100
4/30/2026 13:00	0	23098
4/30/2026 12:00	0	23098
4/30/2026 11:00	0	23098
4/30/2026 10:00	0	23098
4/30/2026 9:00	0	23098
4/30/2026 8:00	0	23098
4/30/2026 7:00	20	23098
4/30/2026 6:00	0	23080
4/30/2026 5:00	0	23075
4/30/2026 4:00	0	23075
4/30/2026 3:00	0	23075
4/30/2026 2:00	0	23075
4/30/2026 1:00	0	23073
4/30/2026 0:00	0	23073
4/29/2026 23:00	0	23073
4/29/2026 22:00	0	23073
4/29/2026 21:00	60	23071
4/29/2026 20:00	0	23020
4/29/2026 19:00	0	23020
4/29/2026 18:00	0	23020

4/29/2026 17:00	0	23013
4/29/2026 16:00	0	23013
4/29/2026 15:00	0	23013
4/29/2026 14:00	0	23013
4/29/2026 13:00	0	23010
4/29/2026 12:00	0	23010
4/29/2026 11:00	0	23010
4/29/2026 10:00	0	23010
4/29/2026 9:00	0	23010
4/29/2026 8:00	0	23010
4/29/2026 7:00	10	23010
4/29/2026 6:00	0	23010
4/29/2026 5:00	0	23010
4/29/2026 4:00	0	23010
4/29/2026 3:00	0	23010
4/29/2026 2:00	0	23010
4/29/2026 1:00	0	23004
4/29/2026 0:00	0	23004
4/28/2026 23:00	0	23004
4/28/2026 22:00	20	23004
4/28/2026 21:00	0	22982
4/28/2026 20:00	20	22982
4/28/2026 19:00	0	22970
4/28/2026 18:00	0	22970
4/28/2026 17:00	0	22962
4/28/2026 16:00	0	22962
4/28/2026 15:00	0	22962
4/28/2026 14:00	0	22962
4/28/2026 13:00	0	22960
4/28/2026 12:00	0	22960
4/28/2026 11:00	0	22960
4/28/2026 10:00	0	22960
4/28/2026 9:00	0	22960
4/28/2026 8:00	0	22960
4/28/2026 7:00	30	22960
4/28/2026 6:00	0	22940
4/28/2026 5:00	0	22940
4/28/2026 4:00	0	22940
4/28/2026 3:00	0	22940
4/28/2026 2:00	0	22940
4/28/2026 1:00	0	22936
4/28/2026 0:00	0	22936
4/27/2026 23:00	0	22936
4/27/2026 22:00	0	22936
4/27/2026 21:00	0	22936

4/27/2026 20:00	10	22936
4/27/2026 19:00	0	22930
4/27/2026 18:00	0	22930
4/27/2026 17:00	0	22930
4/27/2026 16:00	10	22930
4/27/2026 15:00	0	22920
4/27/2026 14:00	30	22920
4/27/2026 13:00	0	22885
4/27/2026 12:00	0	22885
4/27/2026 11:00	0	22885
4/27/2026 10:00	0	22885
4/27/2026 9:00	0	22885
4/27/2026 8:00	0	22885
4/27/2026 7:00	0	22885
4/27/2026 6:00	0	22885
4/27/2026 5:00	10	22880
4/27/2026 4:00	0	22880
4/27/2026 3:00	0	22880
4/27/2026 2:00	0	22880
4/27/2026 1:00	0	22879
4/27/2026 0:00	0	22879
4/26/2026 23:00	0	22879
4/26/2026 22:00	0	22879
4/26/2026 21:00	20	22874
4/26/2026 20:00	10	22860
4/26/2026 19:00	0	22850
4/26/2026 18:00	0	22850
4/26/2026 17:00	0	22850
4/26/2026 16:00	0	22850
4/26/2026 15:00	0	22850
4/26/2026 14:00	0	22850
4/26/2026 13:00	0	22844
4/26/2026 12:00	0	22844
4/26/2026 11:00	0	22844
4/26/2026 10:00	0	22844
4/26/2026 9:00	0	22844
4/26/2026 8:00	10	22844
4/26/2026 7:00	0	22840
4/26/2026 6:00	0	22840
4/26/2026 5:00	0	22833
4/26/2026 4:00	0	22833
4/26/2026 3:00	0	22833
4/26/2026 2:00	0	22833
4/26/2026 1:00	0	22833
4/26/2026 0:00	0	22833

4/25/2026 23:00	0	22833
4/25/2026 22:00	10	22833
4/25/2026 21:00	60	22826
4/25/2026 20:00	0	22770
4/25/2026 19:00	0	22770
4/25/2026 18:00	0	22770
4/25/2026 17:00	0	22770
4/25/2026 16:00	0	22770
4/25/2026 15:00	0	22770
4/25/2026 14:00	0	22770
4/25/2026 13:00	0	22763
4/25/2026 12:00	0	22763
4/25/2026 11:00	0	22763
4/25/2026 10:00	10	22763
4/25/2026 9:00	0	22757
4/25/2026 8:00	0	22757
4/25/2026 7:00	0	22757
4/25/2026 6:00	0	22757
4/25/2026 5:00	0	22754
4/25/2026 4:00	0	22754
4/25/2026 3:00	0	22754
4/25/2026 2:00	0	22754
4/25/2026 1:00	0	22752
4/25/2026 0:00	0	22752
4/24/2026 23:00	0	22752
4/24/2026 22:00	0	22752
4/24/2026 21:00	0	22752
4/24/2026 20:00	10	22752
4/24/2026 19:00	0	22750
4/24/2026 18:00	0	22750
4/24/2026 17:00	20	22749
4/24/2026 16:00	0	22730
4/24/2026 15:00	0	22730
4/24/2026 14:00	0	22730
4/24/2026 13:00	0	22730
4/24/2026 12:00	0	22730
4/24/2026 11:00	0	22730
4/24/2026 10:00	10	22730
4/24/2026 9:00	0	22719
4/24/2026 8:00	0	22719
4/24/2026 7:00	0	22719
4/24/2026 6:00	0	22719
4/24/2026 5:00	0	22715
4/24/2026 4:00	0	22715
4/24/2026 3:00	0	22715

4/24/2026 2:00	0	22715
4/24/2026 1:00	0	22715
4/24/2026 0:00	0	22715
4/23/2026 23:00	30	22715
4/23/2026 22:00	10	22690
4/23/2026 21:00	0	22678
4/23/2026 20:00	0	22678
4/23/2026 19:00	0	22678
4/23/2026 18:00	0	22678
4/23/2026 17:00	0	22677
4/23/2026 16:00	0	22677
4/23/2026 15:00	10	22677
4/23/2026 14:00	30	22670
4/23/2026 13:00	0	22638
4/23/2026 12:00	0	22638
4/23/2026 11:00	0	22638
4/23/2026 10:00	0	22638
4/23/2026 9:00	0	22637
4/23/2026 8:00	0	22637
4/23/2026 7:00	20	22637
4/23/2026 6:00	0	22620
4/23/2026 5:00	0	22617
4/23/2026 4:00	0	22617
4/23/2026 3:00	0	22617
4/23/2026 2:00	0	22617
4/23/2026 1:00	0	22617
4/23/2026 0:00	0	22617
4/22/2026 23:00	0	22617
4/22/2026 22:00	0	22617
4/22/2026 21:00	0	22613
4/22/2026 20:00	10	22613
4/22/2026 19:00	0	22610
4/22/2026 18:00	0	22610
4/22/2026 17:00	10	22600
4/22/2026 16:00	0	22600
4/22/2026 15:00	0	22600
4/22/2026 14:00	0	22600
4/22/2026 13:00	0	22597
4/22/2026 12:00	0	22597
4/22/2026 11:00	0	22597
4/22/2026 10:00	0	22597
4/22/2026 9:00	0	22597
4/22/2026 8:00	0	22597
4/22/2026 7:00	0	22597
4/22/2026 6:00	0	22597

4/22/2026 5:00	0	22593
4/22/2026 4:00	0	22593
4/22/2026 3:00	0	22593
4/22/2026 2:00	0	22593
4/22/2026 1:00	0	22593
4/22/2026 0:00	0	22593
4/21/2026 23:00	10	22593
4/21/2026 22:00	0	22590
4/21/2026 21:00	0	22586
4/21/2026 20:00	0	22586
4/21/2026 19:00	30	22586
4/21/2026 18:00	10	22560
4/21/2026 17:00	0	22548
4/21/2026 16:00	0	22548
4/21/2026 15:00	0	22548
4/21/2026 14:00	0	22548
4/21/2026 13:00	0	22546
4/21/2026 12:00	0	22546
4/21/2026 11:00	0	22546
4/21/2026 10:00	0	22546
4/21/2026 9:00	0	22546
4/21/2026 8:00	0	22546
4/21/2026 7:00	20	22546
4/21/2026 6:00	0	22530
4/21/2026 5:00	0	22525
4/21/2026 4:00	0	22525
4/21/2026 3:00	0	22525
4/21/2026 2:00	0	22525
4/21/2026 1:00	0	22525
4/21/2026 0:00	0	22525
4/20/2026 23:00	0	22525
4/20/2026 22:00	10	22525
4/20/2026 21:00	0	22520
4/20/2026 20:00	0	22520
4/20/2026 19:00	10	22520
4/20/2026 18:00	0	22510
4/20/2026 17:00	0	22501
4/20/2026 16:00	0	22501
4/20/2026 15:00	0	22501
4/20/2026 14:00	10	22501
4/20/2026 13:00	0	22498
4/20/2026 12:00	0	22498
4/20/2026 11:00	0	22498
4/20/2026 10:00	0	22498
4/20/2026 9:00	0	22498

4/20/2026 8:00	0	22498
4/20/2026 7:00	0	22498
4/20/2026 6:00	0	22498
4/20/2026 5:00	0	22498
4/20/2026 4:00	0	22498
4/20/2026 3:00	0	22498
4/20/2026 2:00	0	22498
4/20/2026 1:00	0	22492
4/20/2026 0:00	0	22492
4/19/2026 23:00	10	22492
4/19/2026 22:00	0	22490
4/19/2026 21:00	0	22487
4/19/2026 20:00	0	22487
4/19/2026 19:00	0	22487
4/19/2026 18:00	0	22487
4/19/2026 17:00	0	22486
4/19/2026 16:00	0	22486
4/19/2026 15:00	0	22486
4/19/2026 14:00	0	22486
4/19/2026 13:00	0	22485
4/19/2026 12:00	0	22485
4/19/2026 11:00	0	22485
4/19/2026 10:00	0	22485
4/19/2026 9:00	0	22482
4/19/2026 8:00	10	22482
4/19/2026 7:00	0	22480
4/19/2026 6:00	0	22480
4/19/2026 5:00	0	22478
4/19/2026 4:00	0	22478
4/19/2026 3:00	0	22478
4/19/2026 2:00	0	22478
4/19/2026 1:00	0	22478
4/19/2026 0:00	0	22478
4/18/2026 23:00	20	22478
4/18/2026 22:00	30	22460
4/18/2026 21:00	10	22420
4/18/2026 20:00	10	22420
4/18/2026 19:00	0	22410
4/18/2026 18:00	0	22410
4/18/2026 17:00	0	22408
4/18/2026 16:00	0	22408
4/18/2026 15:00	0	22408
4/18/2026 14:00	0	22408
4/18/2026 13:00	10	22400
4/18/2026 12:00	10	22400

4/18/2026 11:00	0	22390
4/18/2026 10:00	10	22390
4/18/2026 9:00	0	22379
4/18/2026 8:00	0	22379
4/18/2026 7:00	0	22379
4/18/2026 6:00	0	22379
4/18/2026 5:00	0	22379
4/18/2026 4:00	0	22379
4/18/2026 3:00	0	22379
4/18/2026 2:00	0	22379
4/18/2026 1:00	0	22373
4/18/2026 0:00	0	22373
4/17/2026 23:00	0	22373
4/17/2026 22:00	30	22373
4/17/2026 21:00	0	22350
4/17/2026 20:00	0	22350
4/17/2026 19:00	0	22350
4/17/2026 18:00	0	22350
4/17/2026 17:00	0	22350
4/17/2026 16:00	0	22350
4/17/2026 15:00	0	22350
4/17/2026 14:00	0	22350
4/17/2026 13:00	0	22350
4/17/2026 12:00	10	22350
4/17/2026 11:00	0	22340
4/17/2026 10:00	0	22340
4/17/2026 9:00	0	22340
4/17/2026 8:00	0	22340
4/17/2026 7:00	0	22340
4/17/2026 6:00	0	22340
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