

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BELDEN CRAIG GAINES)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2024-00262
BULLOCK PEN WATER DISTRICT)	
)	
DEFENDANT)	

ORDER

Bullock Pen Water District (Bullock Pen District) is hereby notified that it has been named as a Defendant in a formal complaint filed on August 12, 2024, a copy of which is attached as Appendix A to this Order.

Based upon the complaint filed on August 12, 2024, and documents filed on September 23, 2024, copies of which are attached as an Appendix A and B to this Order respectively, the Commission finds that the complaint established a *prima facie* case and should be accepted for filing.

The Commission finds that pursuant to 807 KAR 5:001, Section 20, Bullock Pen District should satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order. If Bullock Pen District decides to file a written answer instead of satisfying the matters complained of, Bullock Pen District should include, with its written answer, a copy of all results of meter tests performed on Mr. Gaines’s meter(s) that are at issue in this matter as well as any documentation of written or oral communications with Mr. Gaines regarding this issue. The Commission

directs Bullock Pen District to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission.

IT IS THEREFORE ORDERED that:

1. Bullock Pen District shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order.

2. If Bullock Pen District files a written answer instead of satisfying the matters complained of then Bullock Pen District shall include with its written answer a copy of all meter test results for tests performed on Mr. Gaines' meter that is at issue in this matter as well as documentation of any written or oral communications with Mr. Gaines regarding this issue.

3. A copy of this Order shall be served on Belden Craig Gaines by U.S. certified mail, return receipt requested at 5005 Warsaw Road, Dry Ridge, Kentucky 41035.

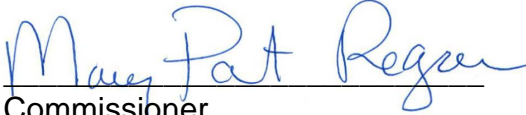
4. Bullock Pen District shall serve any written answer on Mr. Gaines at the address listed in ordering paragraph 3 and file written notice to the Commission of such.

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

PUBLIC SERVICE COMMISSION


Chairman


Commissioner


Commissioner

ATTEST:


Executive Director



APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2024-00262 DATED NOV 07 2024

EIGHT PAGES TO FOLLOW

RECEIVED

AUG 12 2024

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE
COMMISSION

In the matter of:

Belden Craig Gaines
(Your Full Name)

COMPLAINANT

VS.

Bullock Pen Water District
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Belden Craig Gaines respectfully shows:
(Your Full Name)

(a) Belden Craig Gaines
(Your Full Name)

5005 Warsaw Rd, Dny Ridge, KY 41035
(Your Address)

(b) Bullock Pen Water District
(Name of Utility)

1 Farrell Drive, Crittenden, KY 41030
(Address of Utility)

(c) That: BPWD failed to address our concern regarding
(Describe here, attaching additional sheets if necessary,

the low pressure we were experiencing by not performing
the specific act, fully and clearly, or facts that are the reason

the requested test and not contacting us with the
and basis for the complaint.)

Findings.

Continued on Next Page

Formal Complaint

Belden Craig Gaines vs. Bullock Penwater District

Page 2 of 2

Please see attached sheets "Summary Complaint"
for full complaint, explanation and examples of
inconsistencies. (pages 1-3)

Also attached is the letter requested by BPWD
prior to the in person meeting with them and
a summary of flow rates & usages. (pages 4-6)

Wherefore, complainant asks I feel we should owe in the
(Specifically state the relief desired.)

range of \$500 after ~~and~~ estimated adjustment for
BPWD not catching the meter spinning during their
inspection either 5/20+5/23 as well as never fulfilling our
request for a "water main pressure test" and accompanying
follow up call from BPWD. (continued on attached pg 3)

Dated at Dry Ridge, Kentucky, this 6th day
(Your City)

of August, 20 24
(Month)


(Your Signature*)

(Name and address of attorney, if any)

8/6/24
Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

Summary complaint

BPWD failed to address our concern regarding the low pressure we were experiencing by not testing or checking the meter as requested and not contacting us regarding the test they performed instead. Our initial request to test at the meter was to determine if the problem was on our side of the meter or a change in service pressure. By not testing at the meter and testing instead the pressure at the house, the tech failed to note the actual drop in pressure because it was in the acceptable range of service pressure at 50psi.

If they had done their due diligence the leak would have been somewhere between the dates of 5/20 and 5/23, as we question the original date of service, and usage would have been minimal in comparison.

BPWD took 9 days from the time of our scheduled meter reading for the May-June billing period to contact us. 6/17/24-6/26/24

BPWD violated our Customer Rights by not allowing for us to be present during the service call or calling us with the findings. Based upon fact we were told that they were busy on the 20th and it would probably be a few days and they did not commit to a day or timeframe, just assured us they would follow up with us as we specifically requested in order to determine if we had a problem or if it was simply a pressure drop problem from them. We have lived here since 2011, so we new the pressure at the house was significantly reduced, but needed the main test to determine if we had a problem or they did. We have no way to test their pressure and are totally dependent on them to provide main pressures, as all customers and or plumbers etc would be to determine if there was a problem. We are not allowed to touch their meter to do the test we requested. To this day, no main pressure test at our home location has ever been done. Had it been done in May as originally requested, we would have immediately known we had a 20PSI discrepancy which would have informed us of a problem on our side.

BPWD's story changed during each conversation and meeting and again in the response to The Public Service Commission request. The issue was so poorly documented that they were relying on individuals memory of the situation at the time of each conversation.

Please see attached list of inconsistencies, the letter BPWD requested previously outlining the time line of the situation and detailed information on usage and flow rates.

Additional information and examples of inconsistencies

Inconsistencies including date of service, lack of records and documentation of inspection and follow up, stories kept changing

1- I was told a tech would not be able to come out for several days, but the tech reported he came out the same day we called. We were home that day and no one came out that day. It took several days before we saw the grass disturbed at the meter. 5/20-5/23 is our estimated date from our observation?

2- During calls and conversations, Amy and other Service Associates had to keep asking others in the office to fill in the story because lack of documentation. The story evolved and details changed during every conversation. She kept asking individuals in the office what had happened and what they remembered of the situation. I was also told that their system had been updated with more of the details on their system after the call from them on Jun 26th. Not sure why details wouldn't have been documented originally in May regarding original request?

3- I was originally told the bill would be \$3000 but it was actually just over \$3700. This was explained as June charged being added to May bill which would make sense, but. I had originally asked for a approximate number for all of the usage on the date of June 26th in regard to the reading they had on the date the meter was shut off and was told around \$3000. Somehow that later became \$3700

4- Because of inconsistencies on phone calls, Amber Gaines attended the meeting to have an extra person to verify the conversation that took place.

5- We were told at the in person meeting that BPWD's normal process took them 9 days to compare meter readings for excessive use. Asked them why it took so long and stated the seemed like a very long time to see that we had used 478,000 vs our normal 4000 gallons. Process was presented as normal vs. response letter says they were having issues with the new Neptune system and it took them 7 days to even start looking for discrepancies.

6- In our in person meeting with Amy and Paul we were told the tech made the decision to turn off the meter, the response states he was instructed to turn off the meter. We were told by Amy in the prior call to the in person meeting and it was verified by Amy and Paul in the in person meeting that the techs are instructed to turn off spinning meters for excessive use and to notify customers via their customer service team in the office. It was presented in both conversations that it was the service tech responsibility vs needing direction from the office.

7- In the in person meeting Paul stated that the tech could have done more and probably should have verified the pressure was not normal by testing at a hydrant (which we have on our property) or a neighboring property. He also agreed that the meter was probably spinning at a similar rate in May during original testing, as when the meter was checked and shut of on June 26th. Why wasn't this caught and shut off in May vs June. BWPD response letter says, "crock was too deep". To see crock depth, tech has to be looking at meter to determine depth.

Even though he agreed they could have done more, he was unwilling to accept any responsibility on behalf of BWPD and only offered the standard 40 percent bill reduction that is offered to all customers in the event of a water leak on their property.

8- Paul told us we could come to the monthly meeting to explain our situation but that they would not do anything above the bulk rate adjustment either and it would be a waste of time.

9- Based on flow rates and usage there is no way that the meter wasn't "flying" and "squealing" when the tech first came to the house to check the low pressure (5/20? 5/23?) see # 7 above

Failure to contact us with findings.

1- The person that supposedly made the call said when she called the number there was a beeping like a non-working number but that is actually what happens when a call is not connecting

2- There is no actual proof of trying to call us. No documentation. Amy had to ask the person in the office that made to call. I asked if they recorded calls or could pull phone records on outgoing call from the date they say they tried to call us. BWPD states they have no way of verifying their outgoing calls and do not record phone conversations.

We checked our records and AT&T shows no incoming calls from 5/20-5/23 from BPWD

3- She stated that she "did not try to get in touch with him further". BWPD told me they made one call, and did not follow up further.

4- BWPD Service Reps and Amy have been able to reach me on that same number, on 6/26 and other times thereafter, that they state that was none working on 5/20-5/23. I've had the same number for years and never had my service cut off for any reason.

Response to PSC Narratives dated: 7/3/2024

I did not contact BPWD on 7/19. PSC must have misunderstood timeline and documented call from me to BPWD incorrectly as June 19th. Timelines and dates of contact is stated in my letter to BPWD as 6/26/2024 in response to a voicemail from one of their customer service representatives about high usage.

Relief desired:

I feel we should owe in the range of \$500 after estimated adjustment for BPWD not catching the meter spinning during their inspection either 5/20-5/23 as well as never fulfilling our request for a "Water Main pressure test" and the accompanying follow up call from BPWD.

This accounts for a usage adjustment based upon daily average leak back to the May date as well as the normal customer service adjustment of 40 percent for a customer water leak per the BPWD Rules and Regulations, Customer Rights and Tariffs.

5005 Warsaw Road
Dry Ridge, KY 41035

July 1, 2024

Bullock Pen Water District
1 Farrell Dr
Crittenden, Ky 41030

Dear Bullock Pen Water District

Thank you the opportunity to relay the series of events that lead up to the finding of a hidden underground leak at our residence in Dry Ridge.

On May 20, 2024 I placed a call to BPWD to report a significant drop in pressure at our residence, 5005 Warsaw Road, Dry Ridge. I wanted to determine if we had an issue on our side of the meter or with the service from BPWD. I requested the following actions be taken:

- 1- Perform a water pressure test at the actual supply (at the meter).
- 2- Have the tech call me regarding the results of the test to have a conversation to determine next steps to correct the pressure issue.

I was told on that call May 20 that the tech would probably not be out that day due to his schedule but we both agreed that at this point that would be fine as neither of us was overly concerned about the problem at that point.

My understanding of what actually occurred based on the multiple conversations with BPWD on June 26 and later is that when the technician came to the house he tested the pressure at the back porch faucet at the house, not the meter as requested. I never received a call with this information.

The water pressure stayed at the significantly lower than normal level but was working reasonably enough to use.

On April 26, 2024 I received a voicemail asking me to call BPWD which I did within an hour of receiving the call. I was notified that we had used 478,000 gal of water since our last reading and the meter had been turned off.

Between the dates of 6/17/24 (our normal meter reading date) and 6/26/24 (when a tech had been sent out to verify the abnormal reading) we had used 109,720 gal (of the total 478k).

When I spoke with Amy Rourke and the service folks in the office and questioned why I had never gotten a call from BPWD regarding our requested service I was told that they had tried calling me but the number was not a working number. This was the same number that I had received the voicemail on 6/26.

We immediately located the hidden leak and fixed it the same day (6/26) by 6pm. Pressure returned to normal in the house. (Service tech reported 50psi, after the leak was fixed, tested at 70 psi.)

My concern is that we have now received an incredibly high water bill that we tried to avoid by contacting BPWD as soon as we noticed an issue. And although we understand that it is the owner's responsibility we also feel that there should be an exception made as we tried to identify the issue over a month earlier and there was a lack of follow through and follow up by BPWD.

Not testing at the meter or checking back with us after coming to the house contributed to the leak staying hidden for so long. By looking at the gallons used in the week of 6/17-6/26 it is apparent that the meter must have been running wide open at the time of the initial tech service call. Noting this amount of usage at that time should have lead to notifying us of a problem at the time of the service call.

I am asking for special consideration in an adjustment of this usage above the standard homeowner leak situation and to help us reach a reasonable total bill for both parties given the actual circumstances.

Please see that attached second page for additional information regarding the usage and pressure tests.

Sincerely,

Belden and Amber Gaines

- * 478,000 gallons used 5/14 - 6/26 (43 days)
- * 6 gallons per minute leak measured 6/26 (with pipe fully open vs. buried in clay and restricted for back pressure)
- * 6 gmp x 60 min = 360 gallons per hour (GPH)
- * 24 hours x 360 mph = 8640 gallons per day
- * 478,000 gallons less normal usage of 3000 gallons = 475,000 gallons in excess usage
- * 475,000 gallons / 8640 gallons per day = 53.98 days to use that much water at an average rate of 6 gpm
- * 6/17/6/26 readings show average leak per day at 12,191 gallons
- * Logical to say that leak increased over time as pipe was buried initially and became worse over time as leak ate away at surrounding terrain
- * 5/14 reading vs. 6/26 phone call about usage. That's more than 12 days more than the last meter read date
- * Meter would have to have been spinning at the same or similar rate on 5/20 when the service tech was at the house, why wasn't this caught then?
- * Service tech reported 50 psi at the house. After leak was fixed, tested consistently at 70 psi on 6/26/24 6:30pm at time of repair and on 7/3 8:20 am
- * Inconsistency from rep follow up and follow through
 - * Scattered info, story evolved vs being solid
 - * Complacency in follow up and follow through
 - * No phone records-did someone call or? And why not follow up if call did not go through?
 - * Original bill estimate \$3000 vs \$ 3736.02
 - * Grass not disturbed in yard till 5/23 vs tech having documented 5/20 as service date, Phone rep told me they would not be out same day as well

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2024-00262 DATED NOV 07 2024

32 PAGES TO FOLLOW

Commonwealth of Kentucky
Before the Public Service Commission

In the Matter of:

Belden Craig Gaines (complainant)

Case No 2024-00262

v

Bullock Pen Water District (defendant)

Response from Belden Craig Gaines to you your last document dated September 5, 2024

Enclosed you will find the **requested water bills from Bullock Pen Water District** (Referenced ongoing as BPWD) Additionally I have included a copy of **BPWD's notes from the 6/17/2024 meter readings** as previously referenced in our claims and their responses. The copy of the notes was provided to me on 9/19/2024 by Amy Little (BPWD employee) via email.

I am **requesting relief in the form of a bill reduction of BPWD's original bill for July 2024**, due on 7/15/2024 for the meter read dates of 5/14/20-6/26/2024 of \$3,736.02 to **\$369.82**. This includes and accounts for a Bulk Rate Adjustment of 40% as included in BPWD'd tariff. Before the Bulk Rate Adjustment, the amount would be approximately \$500 which is the amount referenced in the original filing. Please see additional info and attached Calculations sheet to see how I arrived at this number.

The BPWD bills and 6/17/2027 BPWD notes document were used for the basis for the claim and allegations in this case and the relief sought. The bills, BPWD Notes and other documents provide a timeline of events and indisputable proof of multiple allegations and failures to provide proper service by BPWD below.

The verified readings by BPWD of 620,000 on 6/17/2024 and 729,000 on 6/26/24 were used for the calculations below and on **Timeline** and **Calculation** documents I have included for better illustration purposes for the case.

729,000-620,000 gallons proves usage of 109,000 gallons over 9 days for an average of 12,111 gallon average per day from 6/17/24 through 6/26/2024. Therefore 369,000 gallons were used from somewhere between the 34 day period of 5/14/2024 to 6/17/2024, for an average of 10,852.94 gallons per day. Using the 12,111 gallon number, it would have taken 30.5 days for 369,000 gallons to leak out. Thus providing a baseline for daily average leakage. The most probable assumption leak did not start until sometime between 5/14 and 5/20. I used 12,111 gallons to back into the date the lead most likely started.

See attached Timeline sheet and Calculation sheet for additional details

Allegation: "Mr. Gaines alleged that his Customer Rights were violated by not allowing him to be present during the service call."

Response:

1. When the original call was made to BPWD to report the drop in pressure and ask for the meter test (aka Bench Test, referred to as Meter test through this and other documents), BPWD said that they could not guarantee when a tech could be out to do the test. I was told only that it would be in the next few days. By not scheduling a specific date and time appointment window my right to be present was negated. In lieu of an appointment I asked to have the tech call me while he was at my property and BPWD agreed they would. However, the tech never called during the visit or left any other communication to indicate he had come and BPWD did not follow up after and therefore failed to act to complete the follow up call and the omission of the results and change in test caused the leak to go undetected until 6/26/24.
 1. In the PSC response letter as well as conversations with BPWD, they admitted that they only tried to call once and got a **"beeping sound like a non-working number... and did not try to get in touch with {him} again"**.
 2. Call history from ATT shows no incoming calls from BPWD between 5/20 and 6/25. (See attached ATT call history document.)
 3. The tech did not leave a note at the house saying he had been to the house or otherwise communicate his service call or findings.
 4. BPWD did not send a letter or any other form of communication to relay the information regarding change of test or findings as was promised.
 5. **By not informing me prior to the tech service call, during the service call or after the service call, my Customer Rights to be present were violated. Had I been present, I would have explained again the reason for the requested test at the meter vs the house and had I gotten the test results, the leak would have been identified at the initial tech visit 5/20-5/23.**
2. Supporting Documentation: **copy of ATT phone records from 5/20/2024 through 6/25/2024** that prove no calls from BPWD ever came through to my phone, proving that BPWD failed to follow through with the original service request and all of the associated details and my claims regarding follow up from them in lieu of the opportunity to be present during the 5/20/24 service request.

Allegation: "Mr. Gaines alleged that, because of BPWD's failure to test his meter as requested, and failing to allow him to be present during the service call, there was a delay in detecting a leak."

Response:

1. Based on the calculations showing an average usage of 12,111 g/day over 30.5 days, the meter had to have been running at the same or very similar rate during the original test date of 5/20/24 as it was on 5/26/24 when the BPWD tech reported the meter to be "flying and screaming".
2. It proves that my suspicion of a problem and the reason for the service test call on 5/20/24 was ultimately related to a water leak and was being expressed as low water pressure in the house compared to the historical typical water pressure that I have had at the house for the past 14 years. Thus validating the reason I specifically requested a Street Pressure test,

not a house pressure test (which is after a regulator therefore a completely different test) to determine if BPWD had a problem with water pressure or I did. Had they provided me with the proper test, I would have known, based on 30+ years experience in the mechanical trades and technical college training with Northern Ky Vo-Tech, I had a pressure drop compared to the supply pressure and would have looked for a leak at that time thus delaying the identification of the leak.

3. The tech reported, and is detailed in the **Utility response letter** dated 7/10/2024, **"The crock was too deep to check the pressure at the crock, so the pressure was checked at the spigot at customers house"**.
 1. This shows that they tech was initially directed to test at the meter.
 2. The tech had to uncover and look at the meter to note that it was too deep.
 3. When the tech checked the depth of the crock, he failed to note the "flying and screaming" meter as it is proved by the usage calculation that it was leaking at that point.
 4. Instead of turning off the meter as is expected of the tech in the case of leakage or high usage, he disregarded the meter activity and decided to check the pressure at the house, disregarding our request and the service request to check the pressure at the meter.
 5. **This proves an act or omission by the BPWD tech to provide the standard of service on 5/20-5/23 as described to us by BPWD in our meeting on 7/3/24 and is expected of a service provider base line of standard of service. Shutting off fast spinning meters is an expectation of the techs as verified by BPWD themselves. The leak should have been identified at this point.**
4. The calculations also proves and emphasizes how the delay of 9 days from 6/17-6/26 by BPWD's Neptune system problems created additional delays in the lack of normal service standards for contacting us for high usage and therefore compound the days of leakage even further. The delay is verified on BPWD **Utility Response letter** to PSC dated 7/10/24. **"We began checking the meters for high usage on June 24. This took longer than usual... because we have a new Neptune meter reading system and had problems getting the meter readings transfer... to our billings system... we got to his on 6/26."**
 1. The Utility response letter is the first time BPWD had expressed any issue with their system or that they were using a new system. In our meeting 7/3/24 BPWD told us that the 9 days was normal and that the process they used was their normal process.
5. Supporting Documentation:
 1. BPWD Bills. Statement Dates: 5/15/24, 6/15/24, 7/15/24, 8/15/24
 2. Email from BPWD employee Amy Little verifying Neptune meter reading for 6/17/24 sent on 9/19/24, 2:50 pm.
 3. Timeline showing key dates with corresponding meter readings and details.
 4. Calculations showing explanation of relief sought based on meter readings, usages and BPWD tariff rates.
 5. Copy of BPWD Monthly Water Rates from page 4 of the Tariff.

Allegation: *"Mr. Gaines also alleged that BPWD never filled their request for a water main pressure test and did not call for a follow-up regarding the results of the test."*

Response:

1. See responses above proving BPWD did not perform the requested and ordered test at the meter and proving they did not follow up with any communication of any kind.

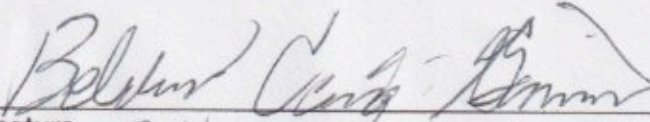
Allegation: "... bills received was approximated to be \$3000 but ended up being \$3700."

Response:

1. I was told by BPWD during a phone call on 6/27/24 that the bill would be approximately \$3000. I cannot explain how they came up with that amount. It somewhat ties back to the meter reading and usage as of 6/17/24 but I did not provide the math for that on the calculations sheet.
2. I asked BPWD about this discrepancy in our meeting on 7/3/24 and was told it was just an estimate but illustrates the lack of consistencies in the explanation I was given by BPWD over the course of the situation.

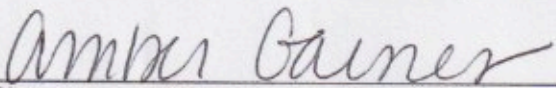
Summary of Documentation provided with this response includes:

- 1- Timeline that is a visual representation of events noted in this response with dates corresponding to meter readings and usages.
- 2- Calculations showing explanation of relief sought based on meter readings, usages and BPWD tariff rates.
- 3- Copies of BPWD Bills. Statement Dates: 5/1/24, 6/3/24, 7/1/24, 8/1/24.
 - * Statements clearly show typical monthly usage is around 3000 gal with a cost of around \$41.93.
 - * BPWD bills show a historical average usage of 3800 gallons, however this is taking into account usage in 2023 to water a garden that I do not have in 2024. Therefore my current average is 3000 gallons.
 - * Normal meter readings occur on the 8th-14th of the month and in June was performed on the 17th.
- 4- Copy of email from BPWD employee Amy Little verifying Neptune meter reading for 6/17/24 sent on 9/19/24, 2:50 pm.
- 5- Copy of my ATT usage details for Belden Craig Gaines wireless phone number [REDACTED] for Dates 5/3/24-6/2/24 showing call to BPWD to report the issue and no incoming phone calls from BPWD to follow up.
- 6- copy of BPWD Monthly Water Rates from page 4 of the Tariff.



Signature Belden Craig Gaines

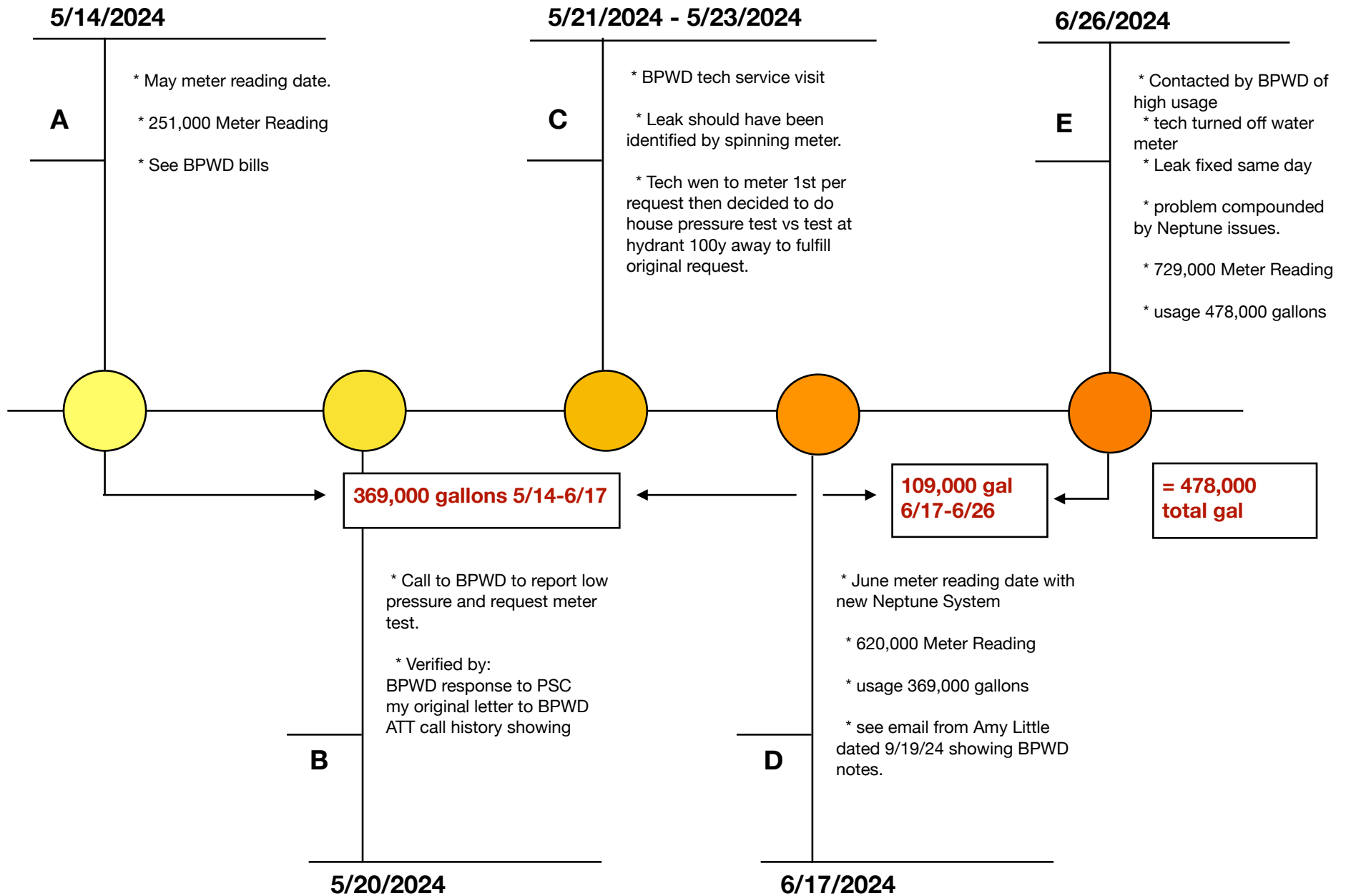
9/23/2024
Date



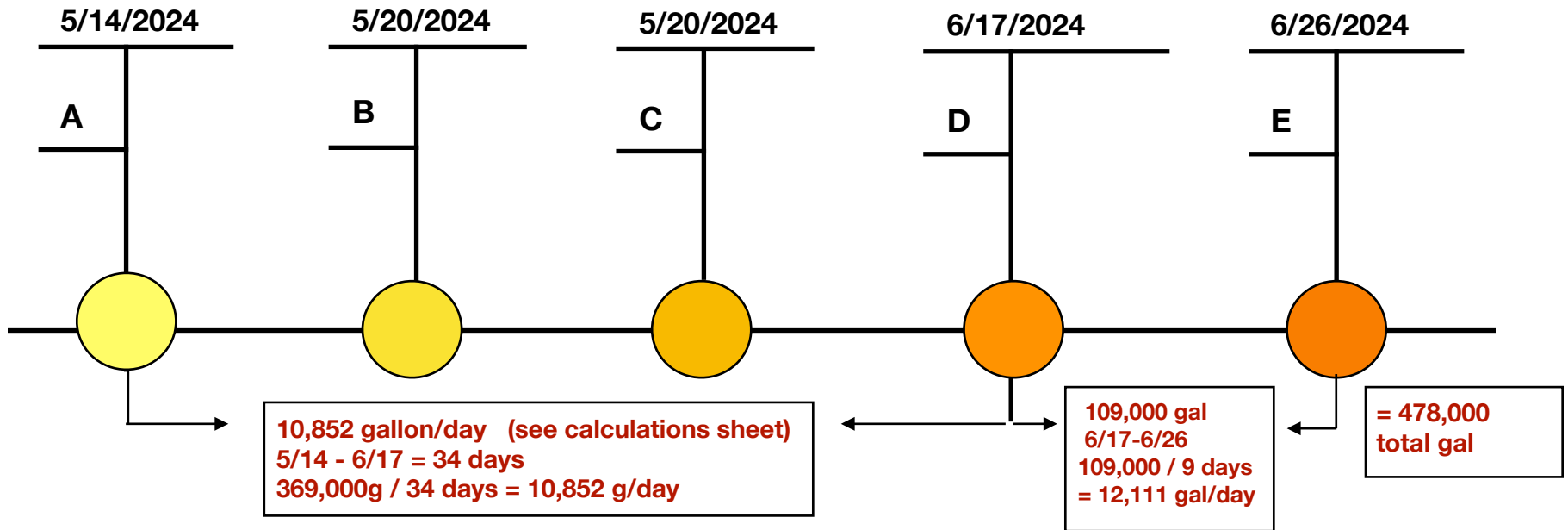
Signature - witness to meeting and conversations with BPWD
Amber Gaines

9/23/2024
Date

TIMELINE



Calculations



5/14/2024 - 5/20/2024 = 6 days
10,852.94 g/day x 6 days = 65,117.64 gallons

Per page 4 of BPWD Tariff Rates

1st 2,000 gallons	= \$30.44
Next 3,000 gallons.	= \$30.81
Next 5,000 gallons	= \$46.75
Next 10,000 gallons	= \$84.20
Over 20,000 (45,117)	= \$338.37
Subtotal	= \$530.57
3% utility tax	= \$15.92
Total	= \$546.49

Minus Water Leak Bulk Adjustment of 40%

\$530.57 x 60%	= \$318.34
+ 3% utility tax	= \$9.55
Subtotal	= \$327.89
+ standard monthly bill	\$41.93
Total	\$369.82

Bullock Pen Water District
 PO-Box 188
 Crittenden KY 41030

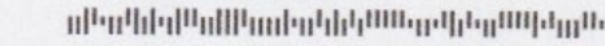
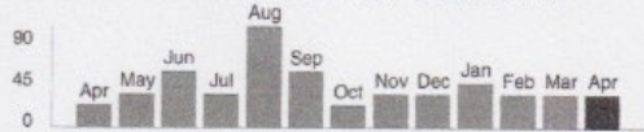
SERVICE ADDRESS: 5005 WARSAW RD	
ACCOUNT NUMBER	[REDACTED]
TOTAL AMOUNT DUE ON OR BEFORE 05/15/2024	\$41.93
TOTAL DUE IF PAID AFTER 05/15/2024	\$46.00



4496 1 AV 0.507
 GAINES, BELDEN CRAIG 15 343
 5005 WARSAW RD
 DRY RIDGE KY 41035-8726



CONSUMPTION FOR THE PAST 12 MONTHS



TYPE OF SERVICE	METER READ DATES		METER READINGS		USAGE (GALLONS)	AMOUNT
	PREVIOUS	CURRENT	PREVIOUS	CURRENT		
PAYMENT PLAN						0.00
WATER	03/13/2024	04/08/2024	245000	248000	3000 A	40.71
JTL TX						1.22

MESSAGES

STATEMENT DATE: 5-1-2024
 2022 Bullock Pen Water District annual water quality report is available. Go to www.tapwaterinfo.com/bullockpen.pdf for important information regarding your Annual Drinking Water Quality Report. Call 859-428-2112 to request a copy.
 Usage codes A= Actual E= Estimated **Due date is for CURRENT month's bill only. Any account with a previous balance due is subject to disconnection. Please avoid mowing over top of meter crocks, any damages will be charges to the customer.**

Auto Debit

ACH
 BANK DRAFT MEMO
 DO NOT REMIT

SERVICE ADDRESS: 5005 WARSAW RD	
CUSTOMER NAME: GAINES, BELDEN CRAIG	
ACCOUNT NUMBER	[REDACTED]
TOTAL AMOUNT DUE ON OR BEFORE 05/15/2024	\$41.93
TOTAL DUE IF PAID AFTER 05/15/2024	\$46.00

NORMAL LOBBY HOURS:

Monday - Friday, 8:30 am - 4:00 pm

DRIVE THRU HOURS:

Monday - Friday, 8:00 am - 4:30 pm

OFFICE: 859-428-2112**EMERGENCY AFTER HOURS:**





Please dial 859-428-1235

UNDERSTANDING YOUR BILL.....

- ♦ Failure to receive your bill does not excuse penalty or payment.
- ♦ Unpaid bills will result in water service shut off. A reconnect fee plus the total amount due must be paid to restore service.
- ♦ If you are moving, please contact our office to avoid continuing charges.
- ♦ High Usage? Check for leaks first.

CHECK FOR LEAKS

Check all toilets and faucets. Leaky toilets and faucets are the biggest cause of wasted water resulting in large bills. The most common source of leaks is the toilet. Check toilets for leaks by placing a few drops of food coloring in the tank. If after 15 minutes the dye shows up in the bowl, the toilet has a leak. Leaking toilets can usually be repaired inexpensively. Toilets can account for almost 30% of all indoor use, more than any other fixture or appliance.

Diameter of stream	Gallons
 1/4"	393,800
 3/16"	222,000
 1/8"	98,700
 1/16"	24,700

A continuous leak from a hole this size at an average household water pressure of 60 psi would, over a month period, result in the water usage listed above.

PAYMENT METHODS**AUTOMATIC WITHDRAWAL**

From your checking or savings account

NIGHT DEPOSIT BOX

Boxes are located at our Farrell Dr. Office directly under drive up window or next to the front doors. Please include your payment stub.

ONLINE PAYMENTVisit our website at www.bpwd.org to pay via Mastercard, Visa or Discover**PAY BY PHONE**

Call 859-428-2112 and pay by Visa, Master Card or Discover

PAY IN PERSON

At 1 Farrell Dr. between 8:30 am and 4:00 pm inside our lobby or at our Drive Up Window between 8:00 am and 4:30 pm via Cash, Check, Money Order or Credit Card

RETURN CHECK CHARGE : \$20.00

"This institution is an equal opportunity provider and employer."

For Change of address or phone number only

Name _____

Address _____

City _____ State _____ Zip _____

Telephone Number _____

Bullock Pen Water District
 PO Box 188
 Crittenden KY 41030

SERVICE ADDRESS: 5005 WARSAW RD

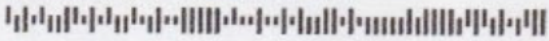
ACCOUNT NUMBER

TOTAL AMOUNT DUE ON OR BEFORE 06/15/2024 **\$41.93**

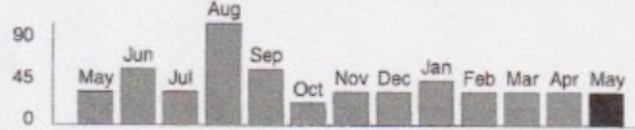
TOTAL DUE IF PAID AFTER 06/15/2024 **\$46.00**



4468 1 AV 0.507
 GAINES, BELDEN CRAIG 15 334
 5005 WARSAW RD
 DRY RIDGE KY 41035-8726



CONSUMPTION FOR THE PAST 12 MONTHS



TYPE OF SERVICE	METER READ DATES		METER READINGS		USAGE (GALLONS)	AMOUNT
	PREVIOUS	CURRENT	PREVIOUS	CURRENT		
PAYMENT PLAN						
WATER	04/08/2024	05/14/2024	248000	251000	3000 A	0.00
UTL TX						40.71
						1.22

MESSAGES

STATEMENT DATE: 6-3-2024

2023 Bullock Pen Water District annual water quality report is available.

Go to www.tapwaterinfo.com/bullockpen.pdf for important information regarding your Annual Drinking Water Quality Report. Call 859-428-2112 to request a copy.

Usage codes A= Actual E= Estimated **Due date is for CURRENT month's bill only. Any account with a previous balance due is subject to disconnection. Please avoid mowing over top of meter crocks, any damages will be charges to the customer.**

ACH
 BANK DRAFT MEMO
 DO NOT REMIT

SERVICE ADDRESS: 5005 WARSAW RD	
CUSTOMER NAME: GAINES, BELDEN CRAIG	
ACCOUNT NUMBER	[REDACTED]
TOTAL AMOUNT DUE ON OR BEFORE 06/15/2024	\$41.93
TOTAL DUE IF PAID AFTER 06/15/2024	\$46.00

Auto Debit

NORMAL LOBBY HOURS:

Monday - Friday, 8:30 am - 4:00 pm

DRIVE THRU HOURS:

Monday - Friday, 8:00 am - 4:30 pm

OFFICE: 859-428-2112**EMERGENCY AFTER HOURS:**





Please dial 859-428-1235

UNDERSTANDING YOUR BILL.....

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 1/4"	393,800
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A continuous leak from a hole this size at an average household water pressure of 60 psi would, over a month period, result in the water usage listed above.

PAYMENT METHODS

AUTOMATIC WITHDRAWAL	NIGHT DEPOSIT BOX	ONLINE PAYMENT	PAY BY PHONE	PAY IN PERSON
From your checking or savings account CONTACT OFFICE TO ESTABLISH	Boxes are located at our Farrell Dr. Office directly under drive up window or next to the front doors. Please include your payment stub.	Visit our website at www.bpwd.org to pay via Mastercard, Visa or Discover	Call 859-428-2112 and pay by Visa, Master Card or Discover	At 1 Farrell Dr. between 8:30 am and 4:00 pm inside our lobby or at our Drive Up Window between 8:00 am and 4:30 pm via Cash, Check, Money Order or Credit Card

RETURN CHECK CHARGE : \$20.00

"This institution is an equal opportunity provider and employer."

For Change of address or phone number only

Name _____

Address _____

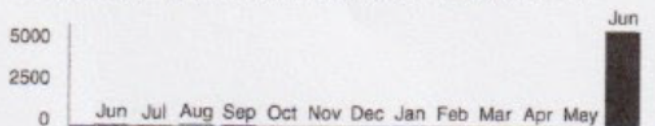
City _____ State _____ Zip _____

Telephone Number _____

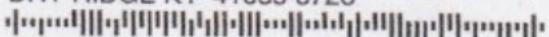
Bullock Pen Water District
 PO Box 188
 Crittenden KY 41030

SERVICE ADDRESS: 5005 WARSAW RD	
ACCOUNT NUMBER	[REDACTED]
TOTAL AMOUNT DUE ON OR BEFORE 07/15/2024	\$3,736.02
TOTAL DUE IF PAID AFTER 07/15/2024	\$3,736.02

CONSUMPTION FOR THE PAST 12 MONTHS



3152 1 AV 0.507
 GAINES, BELDEN CRAIG 12 191
 5005 WARSAW RD
 DRY RIDGE KY 41035-8726



TYPE OF SERVICE	METER READ DATES		METER READINGS		USAGE (GALLONS)	AMOUNT
	PREVIOUS	CURRENT	PREVIOUS	CURRENT		
PAYMENT PLAN						0.00
WATER	05/14/2024	06/26/2024	251000	729000	478000 A	3,627.20
JTL TX						108.82

MESSAGES

STATEMENT DATE: 7-1-2024

2023 Bullock Pen Water District annual water quality report is available.

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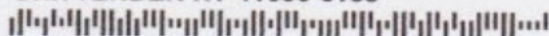
*1st Bill normally averages
 Payment apto \$40-50 per month sent
 \$100.00*

PLEASE DETACH BOTTOM PORTION AND RETURN WITH YOUR PAYMENT

*The
 Leak Sent [REDACTED]
 7/10/24 For \$100.00
 in Mail [REDACTED]*

MAKE CHECKS PAYABLE TO:

BULLOCK PEN WATER DISTRICT
 PO BOX 188
 CRITTENDEN KY 41030-0188



SERVICE ADDRESS: 5005 WARSAW RD	
CUSTOMER NAME: GAINES, BELDEN CRAIG	
ACCOUNT NUMBER	[REDACTED]
TOTAL AMOUNT DUE ON OR BEFORE 07/15/2024	\$3,736.02
TOTAL DUE IF PAID AFTER 07/15/2024	\$3,736.02

NORMAL LOBBY HOURS:

Monday - Friday, 8:30 am - 4:00 pm

DRIVE THRU HOURS:

Monday - Friday, 8:00 am - 4:30 pm

OFFICE: 859-428-2112**EMERGENCY AFTER HOURS:**





Please dial 859-428-1235

UNDERSTANDING YOUR BILL.....

- ♦ Failure to receive your bill does not excuse penalty or payment.
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Diameter of stream		Gallons
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A continuous leak from a hole this size at an average household water pressure of 60 psi would, over a month period, result in the water usage listed above.

PAYMENT METHODS

AUTOMATIC WITHDRAWAL	NIGHT DEPOSIT BOX	ONLINE PAYMENT	PAY BY PHONE	PAY IN PERSON
From your checking or savings account CONTACT OFFICE TO ESTABLISH	Boxes are located at our Farrell Dr. Office directly under drive up window or next to the front doors. Please include your payment stub.	Visit our website at www.bpwd.org to pay via Mastercard, Visa or Discover	Call 859-428-2112 and pay by Visa, Master Card or Discover	At 1 Farrell Dr. between 8:30 am and 4:00 pm inside our lobby or at our Drive Up Window between 8:00 am and 4:30 pm via Cash, Check, Money Order or Credit Card

RETURN CHECK CHARGE : \$20.00

"This institution is an equal opportunity provider and employer."

For Change of address or phone number only

Name _____

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Bullock Pen Water District
PO Box 188
Crittenden KY 41030

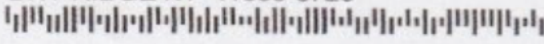
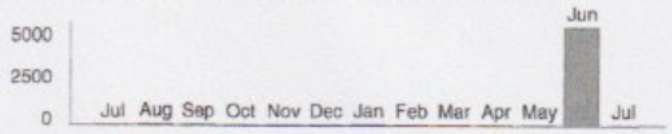
SERVICE ADDRESS: 5005 WARSAW RD	
ACCOUNT NUMBER	[REDACTED]
TOTAL AMOUNT DUE ON OR BEFORE 08/15/2024	\$3,667.37
TOTAL DUE IF PAID AFTER 08/15/2024	\$3,667.37

ATB

3127 1 AV 0.545
GAINES, BELDEN CRAIG 12 190
5005 WARSAW RD
DRY RIDGE KY 41035-8726



CONSUMPTION FOR THE PAST 12 MONTHS



TYPE OF SERVICE	METER READ DATES		METER READINGS		USAGE (GALLONS)	AMOUNT
	PREVIOUS	CURRENT	PREVIOUS	CURRENT		
PREVIOUS BALANCE						3,636.02
PAYMENT PLAN						0.00
WATER	06/26/2024	07/12/2024	729000	731000	2000 A	30.44
FL TX						0.91

MESSAGES

Covered in last months
Pay of \$100.00
Spoke w/ +
ok'd by
ATB

STATEMENT DATE: 8-1-2024
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TOTAL DUE IF PAID AFTER 08/15/2024	\$3,667.37

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OFFICE: 859-428-2112**EMERGENCY AFTER HOURS:**





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RETURN CHECK CHARGE : \$20.00

"This institution is an equal opportunity provider and employer."

For Change of address or phone number only

Name _____

Address _____

City _____ State _____ Zip _____

Telephone Number _____

6/17 READING

1 message

To: [redacted]@bpwd.org>
[redacted]@GMAIL.COM" <[redacted]@gmail.com>

Thu, Sep 19, 2024 at 2:50 PM

-----Original Message-----


From: scanner@bpwd.org <scanner@bpwd.org>

Sent: Thursday, September 19, 2024 3:14 PM

To: [redacted]@bpwd.org>

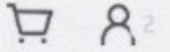
Subject: Scan from Copier

See Attached

 SKM_458e24091915130.pdf
21K

ID#	Name	Date	Current Reading	Prev Read	Usage	1st. Previous	2nd prev reading	2nd prev usage	Same time last year	Ave
I-22100-02	1 GAINES, BELDEN CRA	1 06/17 A	6200	2710	3490	30	7480	30	50	38

3690 is 369,000 gallons



Account



Payments



Bill



Settings

< Back

Usage details

WIRELESS - 1 [REDACTED]

05/03/2024 - 06/02/2024

BELDEN [REDACTED]

DATE & TIME	CONTACT	LOCATION	TYPE	MINUTES
05/31/2024 04:47:19 PM	[REDACTED]	INCOMING	SDDV	1
05/31/2024 03:10:49 PM	[REDACTED]	COVINGTON	SDDV	1
05/30/2024 03:55:48 PM	[REDACTED]	FALMOUTH	SDDV	5
05/30/2024 03:50:17 PM	[REDACTED]	WILLIAMSTN	SDDV	1

05/29/2024 08:42:25 PM		[REDACTED]	COVINGTON	SDDV	2
05/29/2024 11:59:49 AM		[REDACTED]	COVINGTON	WIFI	1
05/29/2024 11:59:43 AM		[REDACTED]	COVINGTON	WIFI	1
05/29/2024 11:31:00 AM		[REDACTED]	INCOMING	WIFI	1
05/29/2024 09:58:11 AM		[REDACTED]	WILLIAMSTN	WIFI	2
05/28/2024 01:34:10 PM		[REDACTED]	EMINENCE	SDDV	3
05/28/2024 09:15:43 AM		[REDACTED]	WILLIAMSTN	SDDV	8
05/28/2024 08:47:26 AM		[REDACTED]	COVINGTON	SDDV	1
05/28/2024 08:06:06 AM		[REDACTED]	WILLIAMSTN	WIFI	3
05/27/2024 04:04:59 PM		[REDACTED]	EMINENCE	SDDV	1
05/27/2024 03:51:06 PM		[REDACTED]	INCOMING	SDDV	6
05/27/2024 03:44:38 PM		[REDACTED]	COVINGTON	SDDV	7
05/27/2024 12:42:49 PM		[REDACTED]	OWENTON	SDDV	17
05/27/2024 12:42:15 PM		[REDACTED]	OWENTON	SDDV	1
05/27/2024 12:19:41 PM		[REDACTED]	COVINGTON	WIFI	3
05/27/2024 12:19:08 PM		[REDACTED]	COVINGTON	SDDV	1
05/27/2024 12:17:32 PM		[REDACTED]	COVINGTON	WIFI	2
05/27/2024 12:17:04 PM		[REDACTED]	COVINGTON	SDDV	1

05/27/2024 10:15:30 AM	☎	[REDACTED]	EMINENCE	WIFI	1
05/27/2024 10:15:26 AM	☎	[REDACTED]	EMINENCE	WIFI	1
05/27/2024 10:15:01 AM	☎	[REDACTED]	EMINENCE	SDDV	1
05/27/2024 08:23:51 AM	☎	[REDACTED]	RUSSELSPGS	WIFI	3
05/25/2024 01:39:57 PM	☎	[REDACTED]	COVINGTON	SDDV	3
05/25/2024 01:33:55 PM	☎	[REDACTED]	COVINGTON	SDDV	6
05/25/2024 01:27:15 PM	☎	[REDACTED]	HUSTONVL	SDDV	2
05/25/2024 09:08:55 AM	☎	[REDACTED]	EMINENCE	WIFI	4
05/25/2024 09:04:10 AM	☎	[REDACTED]	INCOMING	WIFI	2
05/25/2024 09:03:39 AM	☎	[REDACTED]	COVINGTON	WIFI	1
05/25/2024 08:41:18 AM	☎	[REDACTED]	COVINGTON	WIFI	1
05/25/2024 08:27:58 AM	☎	[REDACTED]	EMINENCE	SDDV	2
05/25/2024 08:27:31 AM	☎	[REDACTED]	EMINENCE	SDDV	1
05/25/2024 08:17:55 AM	☎	[REDACTED]	COVINGTON	SDDV	2
05/25/2024 07:02:59 AM	☎	[REDACTED]	INCOMING	WIFI	2
05/24/2024 04:42:41 PM	☎	[REDACTED]	INCOMING	WIFI	6
05/24/2024 04:28:44 PM	☎	[REDACTED]	INCOMING	WIFI	1
05/24/2024 04:22:33 PM	☎	[REDACTED]	WILLIAMSTN	WIFI	2

05/24/2024 04:07:25 PM		[REDACTED]	COVINGTON	WIFI	1
05/24/2024 03:34:23 PM		[REDACTED]	INCOMING	WIFI	2
05/24/2024 03:14:11 PM		[REDACTED]	SCIENCE HL	WIFI	3
05/24/2024 02:48:26 PM		[REDACTED]	WESTPORT	WIFI	11
05/24/2024 02:30:32 PM		[REDACTED]	SCOTTSVL	WIFI	1
05/24/2024 10:09:04 AM		[REDACTED]	COVINGTON	WIFI	1
05/23/2024 05:37:06 PM		[REDACTED]	PIKEVILLE	WIFI	1
05/22/2024 04:35:26 PM		[REDACTED]	JONESBORO	WIFI	3
05/22/2024 04:31:01 PM		[REDACTED]	SCRANTON	WIFI	4
05/22/2024 04:20:42 PM		[REDACTED]	LITTLE ROCK	WIFI	4

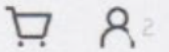
Calls 21 incoming | 67 outgoing
Talk time 346 minutes

< | 1 2 | >

***TALK TYPE LEGEND**

The codes shown in this legend are the codes most commonly used with Wireless service from AT&T. Additional codes may be present.

SDDV Mobile share plan you are currently on
WIFI



Account



Payments



Bill



Settings

< Back

Usage details

WIRELESS - [REDACTED]

05/03/2024 - 06/02/2024

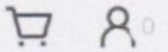
BELDEN [REDACTED]

DATE & TIME	CONTACT	LOCATION	TYPE	MINUTES
05/22/2024 04:19:55 PM	[REDACTED]	LITTLEROCK	WIFI	1
05/22/2024 03:57:49 PM	[REDACTED]	INCOMING	WIFI	4
05/22/2024 03:35:34 PM	[REDACTED]	BOONE	SDDV	1
05/22/2024 03:35:15 PM	[REDACTED]	COVINGTON	SDDV	1

05/22/2024 02:36:58 PM	☎	[REDACTED]	COVINGTON	SDDV	4
05/21/2024 09:34:58 AM	☎	[REDACTED]	EMINENCE	WIFI	4
05/20/2024 10:28:14 AM	☎	[REDACTED]	WILLIAMSTN	WIFI	4
05/17/2024 02:55:31 PM	☎	[REDACTED]	OWENTON	WIFI	1
05/16/2024 01:52:20 PM	☎	[REDACTED]	WILLIAMSTN	WIFI	2
05/15/2024 10:33:08 AM	☎	[REDACTED]	OWENTON	WIFI	1
05/13/2024 11:46:43 AM	☎	[REDACTED]	COVINGTON	SDDV	6
05/11/2024 07:15:40 AM	☎	[REDACTED]	COVINGTON	WIFI	2
05/10/2024 01:38:35 PM	☎	[REDACTED]	COVINGTON	WIFI	15
05/10/2024 01:38:28 PM	☎	[REDACTED]	INCOMING	WIFI	1
05/10/2024 01:37:59 PM	☎	[REDACTED]	COVINGTON	WIFI	1
05/10/2024 01:32:53 PM	☎	[REDACTED]	COVINGTON	WIFI	2
05/08/2024 09:30:43 AM	☎	[REDACTED]	INCOMING	WIFI	48
05/08/2024 09:28:20 AM	☎	[REDACTED]	WILLIAMSTN	WIFI	1
05/08/2024 09:27:59 AM	☎	[REDACTED]	WILLIAMSTN	SDDV	1
05/08/2024 09:10:43 AM	☎	[REDACTED]	WILLIAMSTN	WIFI	18
05/08/2024 09:10:16 AM	☎	[REDACTED]	WILLIAMSTN	SDDV	1
05/08/2024 09:06:30 AM	☎	[REDACTED]	INCOMING	SDDV	4

05/08/2024 08:35:43 AM		[REDACTED]	INCOMING	WIFI	31
05/08/2024 08:34:51 AM		[REDACTED]	WILLIAMSTN	WIFI	1
05/07/2024 11:01:48 AM		[REDACTED]	COVINGTON	WIFI	18
05/07/2024 10:47:15 AM		[REDACTED]	COVINGTON	WIFI	1
05/06/2024 04:52:39 PM		[REDACTED]	NEWORLEANS	WIFI	2
05/06/2024 04:37:09 PM		[REDACTED]	Toll Free	WIFI	2
05/06/2024 04:36:54 PM		[REDACTED]	Toll Free	SDDV	1
05/06/2024 04:23:48 PM		[REDACTED]	Toll Free	WIFI	14
05/06/2024 02:21:26 PM		[REDACTED]	INCOMING	SDDV	1
05/06/2024 01:04:26 PM		[REDACTED]	INCOMING	SDDV	2
05/05/2024 01:37:09 PM		[REDACTED]	INCOMING	WIFI	2
05/03/2024 01:20:42 PM		[REDACTED]	INCOMING	SDDV	3
05/03/2024 01:20:29 PM		[REDACTED]	INCOMING	WIFI	1
05/03/2024 01:20:17 PM		[REDACTED]	INCOMING	SDDV	1
05/03/2024 01:20:06 PM		[REDACTED]	INCOMING	WIFI	1
05/03/2024 01:19:50 PM		[REDACTED]	INCOMING	SDDV	1

Calls 21 incoming | 67 outgoing
Talk time 346 minutes



Account



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Usage details

WIRELESS - 1 [REDACTED]



06/03/2024 - 07/02/2024

BELDEN [REDACTED]

DATE & TIME	CONTACT	LOCATION	TYPE	MINUTES
06/03/2024 09:34:13 AM	[REDACTED]	INDEPENDNC	SDDV	8
06/03/2024 09:30:59 AM	[REDACTED]	AURORA	SDDV	3

Calls 10 incoming | 92 outgoing

Talk time 560 minutes

06/03/2024 12:26:00 PM		[REDACTED]	BOONE	WIFI	5
06/03/2024 12:16:57 PM		[REDACTED]	SOMERSET	WIFI	8
06/03/2024 11:18:39 AM		[REDACTED]	WILLIAMSTN	WIFI	2
06/03/2024 11:05:30 AM		[REDACTED]	WALTON	WIFI	2
06/03/2024 10:53:57 AM		[REDACTED]	WILLIAMSTN	WIFI	12
06/03/2024 10:46:25 AM		[REDACTED]	WILLIAMSTN	WIFI	4
06/03/2024 10:44:35 AM		[REDACTED]	RICHMOND	WIFI	1
06/03/2024 10:39:38 AM		[REDACTED]	WILLIAMSTN	WIFI	3
06/03/2024 09:57:05 AM		[REDACTED]	WALTON	WIFI	6
06/03/2024 09:43:43 AM		[REDACTED]	AURORA	WIFI	10

Calls 10 incoming | 92 outgoing
 Talk time 560 minutes


< | 1 2 3 | >

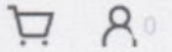
***TALK TYPE LEGEND**

The codes shown in this legend are the codes most commonly used with Wireless service from AT&T. Additional codes may be present.

SDDV Mobile share plan you are currently on
 WIFI

06/12/2024 08:17:24 AM			WILLIAMSTN	WIFI	3
06/12/2024 08:13:17 AM			WILLIAMSTN	WIFI	4
06/11/2024 09:20:13 AM			JAMESTOWN	WIFI	4
06/11/2024 09:17:54 AM			JAMESTOWN	WIFI	3
06/10/2024 09:54:55 PM			TUSCALOOSA	SDDV	13
06/10/2024 09:53:11 PM			TUSCALOOSA	WIFI	2
06/10/2024 01:26:51 PM			COVINGTON	SDDV	2
06/10/2024 12:10:31 PM			INCOMING	SDDV	10
06/10/2024 11:38:51 AM			LAFITTE	SDDV	2
06/07/2024 10:15:38 AM			FALMOUTH	SDDV	1
06/06/2024 11:58:36 AM			FRANKLIN	WIFI	8
06/06/2024 11:52:17 AM			SOMERSET	WIFI	2
06/06/2024 11:03:21 AM			COVINGTON	WIFI	2
06/05/2024 10:19:27 AM			OWENTON	WIFI	2
06/04/2024 11:21:07 AM			SOMERSET	SDDV	7
06/04/2024 10:52:53 AM			INCOMING	SDDV	9
06/04/2024 10:52:09 AM			COVINGTON	SDDV	1
06/03/2024 12:34:27 PM			COVINGTON	WIFI	10

06/15/2024 12:32:23 PM		[REDACTED]	WILLIAMSTN	SDDV	6
06/15/2024 09:13:31 AM		[REDACTED]	WILLIAMSTN	WIFI	2
06/13/2024 12:05:09 PM		[REDACTED]	COVINGTON	SDDV	3
06/13/2024 11:45:47 AM		[REDACTED]	CALL WAIT	SDDV	18
06/13/2024 11:39:30 AM		[REDACTED]	COVINGTON	SDDV	7
06/13/2024 11:27:49 AM		[REDACTED]	COVINGTON	SDDV	2
06/13/2024 10:13:17 AM		[REDACTED]	BOONE	SDDV	5
06/13/2024 09:55:12 AM		[REDACTED]	SULPHUR	SDDV	9
06/13/2024 09:53:18 AM		[REDACTED]	SULPHUR	SDDV	2
06/13/2024 09:51:22 AM		[REDACTED]	EMINENCE	SDDV	2
06/13/2024 09:00:45 AM		[REDACTED]	EMINENCE	WIFI	2
06/12/2024 05:49:36 PM		[REDACTED]	COVINGTON	SDDV	4
06/12/2024 02:53:41 PM		[REDACTED]	COVINGTON	SDDV	4
06/12/2024 11:45:24 AM		[REDACTED]	WALTON	SDDV	20
06/12/2024 11:23:27 AM		[REDACTED]	SPRINGFLD	SDDV	1
06/12/2024 11:07:09 AM		[REDACTED]	WARSAW	SDDV	4
06/12/2024 10:59:54 AM		[REDACTED]	WARSAW	SDDV	8
06/12/2024 09:48:01 AM		[REDACTED]	WILLIAMSTN	WIFI	2



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Usage details

WIRELESS - 1 [REDACTED]

06/03/2024 - 07/02/2024

BELDEN [REDACTED]

DATE & TIME	CONTACT	LOCATION	TYPE	MINUTES
06/17/2024 10:35:23 AM	[REDACTED]	WILLIAMSTN	SDDV	2
06/17/2024 09:09:39 AM	[REDACTED]	WILLIAMSTN	SDDV	1
06/15/2024 12:48:03 PM	[REDACTED]	INCOMING	SDDV	1
06/15/2024 12:45:06 PM	[REDACTED]	COVINGTON	SDDV	3

06/24/2024 09:19:04 AM		[REDACTED]	COVINGTON	WIFI	13
06/24/2024 09:03:24 AM		[REDACTED]	FRANKLIN	WIFI	7
06/24/2024 08:53:03 AM		[REDACTED]	FRANKLIN	WIFI	1
06/23/2024 03:35:21 PM		[REDACTED]	COVINGTON	SDDV	1
06/23/2024 09:20:12 AM		[REDACTED]	INCOMING	SDDV	1
06/21/2024 02:33:50 PM		[REDACTED]	COVINGTON	SDDV	1
06/18/2024 02:03:58 PM		[REDACTED]	WILLIAMSTN	SDDV	1
06/18/2024 02:02:44 PM		[REDACTED]	COVINGTON	SDDV	1
06/18/2024 12:23:24 PM		[REDACTED]	INCOMING	SDDV	3
06/18/2024 12:13:00 PM		[REDACTED]	COVINGTON	SDDV	1

Calls 10 incoming | 92 outgoing
 Talk time 560 minutes

< | 1 2 3 | >

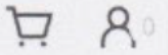
***TALK TYPE LEGEND**

The codes shown in this legend are the codes most commonly used with Wireless service from AT&T. Additional codes may be present.

SDDV Mobile share plan you are currently on
 WIFI

06/26/2024 06:34:01 PM	☎	[REDACTED]	COVINGTON	SDDV	1
06/26/2024 06:31:47 PM	☎	[REDACTED]	COVINGTON	SDDV	1
06/26/2024 06:31:40 PM	☎	[REDACTED]	COVINGTON	WIFI	1
06/26/2024 06:30:36 PM	☎	[REDACTED]	COVINGTON	SDDV	2
06/26/2024 06:30:00 PM	☎	[REDACTED]	COVINGTON	SDDV	1
06/26/2024 05:30:16 PM	☎	[REDACTED]	COVINGTON	SDDV	1
06/26/2024 04:54:07 PM	☎	[REDACTED]	WARSAW	SDDV	1
06/26/2024 04:35:07 PM	☎	[REDACTED]	INCOMING	SDDV	10
06/26/2024 03:27:19 PM	☎	[REDACTED]	COVINGTON	SDDV	14
06/26/2024 03:10:02 PM	☎	[REDACTED]	WILLIAMSTN	SDDV	16
06/26/2024 11:28:22 AM	☎	[REDACTED]	TUSCALOOSA	WIFI	40
06/26/2024 10:57:52 AM	☎	[REDACTED]	LOUISVILLE	WIFI	1
06/26/2024 10:39:45 AM	☎	[REDACTED]	OWENTON	WIFI	1
06/26/2024 10:05:40 AM	☎	[REDACTED]	OWENTON	WIFI	6
06/26/2024 10:02:04 AM	☎	[REDACTED]	FRANKFORT	WIFI	4
06/26/2024 09:56:10 AM	☎	[REDACTED]	FRANKFORT	WIFI	4
06/26/2024 09:54:07 AM	☎	[REDACTED]	FRANKFORT	WIFI	2
06/26/2024 09:43:49 AM	☎	[REDACTED]	FRANKFORT	WIFI	5

07/02/2024 02:13:23 PM	☎	[REDACTED]	OWENTON	WIFI	9
07/02/2024 02:11:53 PM	☎	[REDACTED]	INCOMING	WIFI	2
07/02/2024 09:01:44 AM	☎	[REDACTED]	WILLIAMSTN	WIFI	2
07/01/2024 04:12:26 PM	☎	[REDACTED]	INCOMING	WIFI	10
07/01/2024 03:42:12 PM	☎	[REDACTED]	INCOMING	WIFI	5
07/01/2024 03:29:14 PM	☎	[REDACTED]	WILLIAMSTN	WIFI	3
07/01/2024 01:34:58 PM	☎	[REDACTED]	WILLIAMSTN	WIFI	4
07/01/2024 01:29:58 PM	☎	[REDACTED]	WILLIAMSTN	WIFI	5
07/01/2024 01:25:29 PM	☎	[REDACTED]	WILLIAMSTN	WIFI	4
07/01/2024 10:47:52 AM	☎	[REDACTED]	WILLIAMSTN	WIFI	5
07/01/2024 08:47:45 AM	☎	[REDACTED]	WILLIAMSTN	WIFI	4
06/29/2024 04:12:28 PM	☎	[REDACTED]	INCOMING	SDDV	28
06/29/2024 03:45:15 PM	☎	[REDACTED]	COVINGTON	SDDV	9
06/29/2024 12:58:33 PM	☎	[REDACTED]	COVINGTON	SDDV	1
06/29/2024 12:34:47 PM	☎	[REDACTED]	MINNEAPOLS	SDDV	5
06/27/2024 08:47:47 AM	☎	[REDACTED]	WILLIAMSTN	WIFI	47
06/26/2024 06:34:14 PM	☎	[REDACTED]	COVINGTON	WIFI	1
06/26/2024 06:34:12 PM	☎	[REDACTED]	COVINGTON	WIFI	1



Account



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Usage details

WIRELESS - 1 [REDACTED]

06/03/2024 - 07/02/2024

BELDEN [REDACTED]

DATE & TIME	CONTACT	LOCATION	TYPE	MINUTES
07/02/2024 02:34:00 PM	[REDACTED]	OWENTON	WIFI	5
07/02/2024 02:33:24 PM	[REDACTED]	COVINGTON	SDDV	1
07/02/2024 02:31:38 PM	[REDACTED]	COVINGTON	WIFI	2
07/02/2024 02:22:35 PM	[REDACTED]	SPRINGFLD	WIFI	9

Belden Gaines
5005 Warsaw Road
Dry Ridge, KENTUCKY 41035

*Bullock Pen Water District
One Farrell Drive
P. O. Box 188
Crittenden, KY 41030

*Charles Givin
Bullock Pen Water District
One Farrell Drive
P. O. Box 188
Crittenden, KY 41030