

CANCELLED

FOR Entire Area Served

P.S.C. Ky. No. 1

First Revision Sheet No. 5B

July 1, 2022

HARDIN COUNTY WATER DISTRICT No. 1

**KENTUCKY PUBLIC
SERVICE COMMISSION**

CLASSIFICATION OF SERVICE

Non-Recurring Charges and Miscellaneous Fees

procedures to the customer about payment of monthly charges and send a vehicle to the address to obtain the first meter reading and turn service on. The fee is charged for each new account established, regardless of whether the customer has other service address accounts existing with the District. The charge may be billed to the customer as part of their first bill.

a. **\$5.00 - Administrative Fee**

This fee is charged to an account when a customer requests to change the name on an account, and transfer a balance to another account or process a Final Bill. It may also be charged for other services which require office personnel to make changes to an account which are beyond a normal bill preparation or collection. This fee does not include any costs or services requiring a Field Service Call or sending a Representative to a service location and may be in addition to other charges.

b. **\$11.00 - Field Service Call Fee**

This fee is added anytime a customer requests service which requires a trip to the customers service location which would be in addition to a normal monthly meter reading for routine charges. The reasons may include but are not limited to; Obtain meter reading for final bill preparation, turn on or off service when requested by the customer, making additional visits to obtain a meter reading when access to the meter was denied for reasons beyond the control of the District, replacing or correcting a meter when it has been tampered with or modified by the customer, check for leak (not charged if leak is found on the District's side of the meter), pull water meter for requested test by customer or emergency turn off of service due to leak on customers plumbing. This fee may be charged in addition to other applicable charges listed on the District's tariff.

c. **\$46.00 - After Hours Service Call Fee**

This fee is added when a customer requests service after District offices are closed. The reasons may include but are not limited to; emergency valve locate and turn off, turn water on for new account, turn water on after reconnect fee and past due charges have been paid, check for plumbing leak and location of service lines or water mains for repairs or construction. The person requesting service must have an established account with the District and must be current on their payments.

d. **\$1.20 - Internet / Web Payment Fee**

(N)

A customer may choose to pay their pay their bill "on-line" through the District's website (or internet method) by credit card, debit card or an e-check (electronic draft directly from their checking account). When choosing to make an on-line payment a customer will be advised that they are leaving the District's website and entering a secure on-line account system hosted by a third party website, compliant with the Payment Card Industry Data Security Standard (PCI DSS). A customer will have to choose by positive option to continue with the payment process, or, cancel to return to the District's website.

This fee will be added to any outstanding balance (water and or sewer bill) or their requested payment amount, once they complete the website payment option. The fee recovers the costs to the District by the processing company to process each transaction, as well as web site development and support costs.

If on the bill due date an attempt to pay by a credit/debit card or an e-check is made and the transaction is declined for any reason, any payment due will still be un-paid on that date and will be considered late after close of business on that date. All late charges and penalties or service interruptions (turn off's) will be applied or carried out due to the un-paid balance. If a customer is paying on a disconnect day and the transaction is declined, the same rules as above apply.

**KENTUCKY
PUBLIC SERVICE COMMISSION**

**JEFF R. DEROUEN
EXECUTIVE DIRECTOR**

TARIFF BRANCH

DATE OF ISSUE October 29, 2010

DATE EFFECTIVE 1

ISSUED BY Mr. Jim Bruce

TITLE General Manager *Burt Kirtley*

EFFECTIVE

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

9/28/2011

IN CASE NO: 2010-00459 DATED August 29, 2011

PURSUANT TO 807 KAR 5:011 SECTION 9 (1)