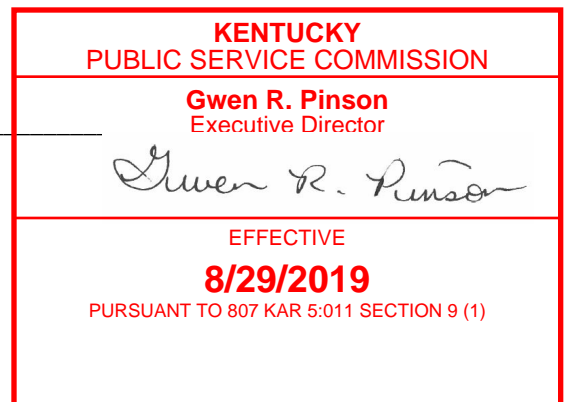


**SECTION VIII – PAYMENT OF BILLS**

- 1. Water bills (quarterly) shall become delinquent on the date indicated on the bill, thirty (30) days after the billing date. Once considered delinquent, a 10 percent late penalty charge will be included and shown on the bill as the gross amount or “pay this amount after the due date.” For *Sample Customer Bill*, see Appendix E. (T)
- 2. If the bill is not paid within 45 days after the billing date, a fifteen (15) day cut-off notice will then be issued. (T)
- 3. Payment of monthly bills: Water bills shall become delinquent on the date indicated on the bill, which is 15 days after billing date. At that time, a 10 percent late penalty charge will be included and shown on the bill as the gross amount or “pay this amount after the due date.” (T)
- 4. For water users on a monthly billing schedule, if the bill is not paid within 16 days after the billing date, a ten (10) day cut-off notice will then be issued. (T)
- 5. A deposit shall be required if a customer has had, on any previous or current District account, service disconnected three or more times in the preceding 12-month period, or a documented history of water service theft. (D)
- 6. Deposit Calculation: A deposit will be the equivalent of 1/12 the estimated annual bill where the bills are rendered monthly or the equivalent of ¼ the estimated annual bill where the bill is rendered quarterly. Interest will accrue on all deposits at the rate prescribed by law beginning on the date of the deposit. Interest accrued will be refunded to the customer or credited to the customer’s bill on an annual basis. If interest is paid or credited to the customer’s bill prior to twelve (12) months from the date of deposit of the last interest payment date, the payment or credit shall be on a prorated basis. Deposit refunds are made two (2) years from the date of the deposit provided the customer has a satisfactory payment record for that period. The deposit will be refunded with interest as a credit to the customer’s account. The deposit and accrued interest thereon will be applied to any unpaid final bill of such customer. Interest will not be paid after the discontinuance of service to the customer if the District has made reasonable effort to return the deposit to the customer. Reasonable effort can be defined as having mailed the deposit to the customer at his last known address. (T)



DATE OF ISSUE: 7/29/2019  
 DATE EFFECTIVE: 8/29/2019  
 ISSUED BY: *Judney Rechter*  
 TITLE: Vice-President of Finance & Support Services



**SECTION VIII – PAYMENT OF BILLS – Cont’d**

- 7. In the event that the water service is disconnected for nonpayment of bills or failure to comply with the District’s Rates, Rules, and Regulations, a service charge will be added to the bill and the customer will be required to pay the full amount due plus the service charge before the water service can be restored to said customer.
- 8. Customers may use a credit or debit card as a method of payment when paying their water bill. If, on the bill due date, an attempt to pay with a credit card or debit card is made and the card is declined for any reason, payment is still due in full on that date and will be considered late after that date. All late charges and penalties will be applied. If a customer is paying on the disconnect date and the card is denied, the same rules apply in addition to being disconnected. When a customer makes a payment by credit card, the District will assess a fee equal to that charged to the District by the credit card or debit card processing company to process the transaction. This fee is generally calculated using a formula applied to the balance of the amount charged to the debit or credit account, but may be a flat fee per transaction. Prior to processing the transaction, the customer will be informed of the fee amount, and upon request by the customer, the formula employed to arrive at the fee amount.
- 9. Any customer that has had or has two checks returned by the District’s bank for insufficient funds (or for any other reason) applicable to any previous or existing District account within a twelve-month time frame must pay charges due via another method of payment for the subsequent twelve-month period beginning with the date of the first returned check. (N)  
(N)  
(N)  
(N)

**CANCELLED**

February 8, 2023

**KENTUCKY PUBLIC  
SERVICE COMMISSION**

DATE OF ISSUE: 7/29/2019  
 DATE EFFECTIVE: 8/29/2019  
 ISSUED BY: *Judrey Rechter*  
 TITLE: Vice-President of Finance & Support Services

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**Gwen R. Pinson**  
Executive Director

*Gwen R. Pinson*

EFFECTIVE  
**8/29/2019**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)