

CANCELLED

August 26, 2019

**KENTUCKY PUBLIC
SERVICE COMMISSION**

351 Almo Rd
Almo KY 42020
(270) 753-9101
www.dexteralmowater.com

6/2017

Customer General Information Sheet

Mission Statement: It is our mission to provide high quality, safe potable drinking water to customers at all times at a reasonable rate and to also provide the best service and to manage its infrastructure to meet present and future needs.

1. Office Information:

- a. Mailing Address - 351 Almo Rd Almo KY 42020
- b. Office Phone # - (270) 753-9101
- c. Office Fax # - (270) 759-0199
- d. Emergency Phone #'s - (270) 227-3498, (270) 752-0618, or (270) 753-1591
- e. Website - www.dexteralmowater.com Like us on Facebook - www.facebook.com/dexteralmowater
- f. Office Hours: 1st-10th each month: Monday's, Tuesday's, Thursday's, and Friday's office is open from 8:00 am to 2:00 pm. Wednesday's office is open from 8:00 am to 3:00 pm. Closed on Saturday's and Sunday's.
- g. Office Hours: After the 10th each month: Monday's, Tuesday's, Thursday's, Friday's office times varies call to set up time to come by if you need. Wednesday's the office is open from 8:00 am to 3:00 pm. Closed on Saturday's and Sunday's.

2. Billing Information:

- a. Bills are mailed out at the end of each of month
- b. Bills are due by the 10th of the next month before a late penalty of 10% is charged to bill.
- c. District takes payments in form of cash, check, or money order. Credit Cards are accepted only in the office during normal business hours, no phone or web based payments at this time. A photo ID is required. There will be a 2.75% fee added to your bill if paying with credit card. This fee is not a District fee, the fee comes from the credit card company we use and goes directly to them once payment is processed.
- d. Bills not paid by the 4th Wednesday of the month they are due are subject to disconnect of service and \$25.00 reconnect fee
- e. Bill payments can be mailed back into office, dropped off at office during business hours, or the drop box located on the front of the building

3. Meter Reading:

- a. All customer's meters are read at the beginning of each month by Water District staff
- b. District staff will perform re reads on meter readings that possibly indicate high or lower usage than normal average usage. Staff will log if there are any issues or if meter indicates possible leaks. Staff will then try to notify customer of possible higher usage and assist customer if there is indeed a possible leak.
- c. A customer has a right to have their meter re-checked at any point in time and their meter tested for accuracy.
- d. Water District does not allow any leak adjustments or adjustments to meter readings at this time.

**KENTUCKY
PUBLIC SERVICE COMMISSION**
John Lyons
ACTING EXECUTIVE DIRECTOR

John S. Lyons ve

EFFECTIVE
6/23/2017
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

4. Deposits:

- a. A \$75.00 deposit will be required from any new customer signing up for water service with the District for residential use. A \$100.00 deposit will be required for any new customer signing up for water service with the District for commercial use.
- b. A deposit plus interest can be refunded on an account after a 1 year period if the customer of the account has a satisfactory payment history for that year period. The district defines the satisfactory payment history as one who has not been subject to cut-off notification 4 or more months during the year period.
- c. The district has the right to go back and charge a customer's account another deposit if after the deposit has been refunded, the customer has failed to maintain a satisfactory payment history.

5. General Information About the District:

- a. Water district has a 3 person board of commissioners that is appointed by the Calloway County Fiscal Court. The board meets the 1st Thursday evening of each month.
- b. The district buys and is supplied all of its water by the City of Murray.
- c. The district has yearly testing that has to be done to ensure we are bringing you good quality drinking water. The district puts out an annual water quality report every summer updating our customers on the previous year's testing and results.
- d. Water District is subject to laws and regulations enforced by the Kentucky Division of Water and/or the Public Service Commission

***Feel free to contact the office or any of the emergency numbers with issues with service or to report any problems you might see.**

***Please note that this is just a general information sheet about the district and does not reflect all rules and regulations the district abides by, or all customer's rights that are available to our customers. A full list of these rules and regulations or customer's rights can be viewed at the district office during normal business hours.**

***By reading this and signing the customer card, you as the customer agree to abide by any and all rates, tariffs, laws, or regulations of the water district set forth by the Kentucky Division of Water and/or Public Service Commission.**

Thank You Dexter-Almo Heights Water District

