

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.”
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.
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.”
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.
5. A deposit shall be required if one or more of the following conditions exist for the applicant (hereinafter referred to as “Customer”).
 - a. The customer has unpaid balance from a previous NKWD account regardless of location.
 - b. The customer has on any previous or current NKWD account had service disconnected for non-payment within the previous 2 years.
 - c. The customer has on any previous or existing NKWD account has two or more checks returned by the bank.
 - d. The customer has in the previous seven (7) years or during the course of their NKWD service filed for Chapter 7, 11, 12, or 13 Bankruptcy.
 - e. Any customer that cannot provide a satisfactory credit rating, payment history with this or another utility may be required to pay a deposit to ensure outstanding bills will be paid.
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. The District will pay interest on deposits in accordance with KRS 278.460 at the rate the District receives (as determined on January 1 of each year) but not to exceed six percent (6%) annually. 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 customers 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 NKWD 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.
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.

CANCELLED

August 29, 2019

KENTUCKY PUBLIC SERVICE COMMISSION

KENTUCKY PUBLIC SERVICE COMMISSION

JEFF R. DEROUEN
EXECUTIVE DIRECTOR

TARIFF BRANCH

Burt Kirtley

EFFECTIVE
1/7/2011

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

Date of Issue: June 4, 2010

Date Effective: January

Issued by: *[Signature]*
 Officer & Title: Jack Bragg, Jr. CRA, CMA
 Vice President - Finance

2835 Crescent Springs Road, Erlanger, KY 41018

SECTION VIII – PAYMENT OF BILLS – Cont’d

- 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.

CANCELLED

August 29, 2019

**KENTUCKY PUBLIC
SERVICE COMMISSION**

DATE OF ISSUE: 4/9/2019
 DATE EFFECTIVE: 3/26/2019
 ISSUED BY: *Andrew Keckman*
 TITLE: Vice-President of Finance & Support Services
 BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
 IN CASE NO. 2018-00291, DATED 3/26/2019

**KENTUCKY
PUBLIC SERVICE COMMISSION**

Gwen R. Pinson
Executive Director

Gwen R. Pinson

EFFECTIVE
3/26/2019
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)