### NORMAL LOBBY HOURS:

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

#### **DRIVE THRU HOURS:**

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

### **EMERGENCY AFTER HOURS:**

Please dial 428-1235

# **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%

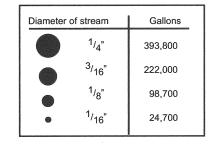


For Change of address or phone number only

July 5, 2023

### UNDERSTANDING YOUR BILL.....

- Failure to receive your bill does not excuse penalty or payment.
- Unpaid bills will result in water service shut off. A \$50.00 reconnect fee plus the total amount due must be paid to restore service. Cash & Credit Accepted to restore service.
- If you are moving, please contact our office to avoid continuing charges.
- High Usage? Check for leaks first.



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.

KENTUCKY PUBLIC SERVICE COMMISSIONPAYI						
AUTOMATIC WITHDRAWAL From your checking savings account CONTACT OFFICE TO ESTABLISH		ONLINE PAYMENT Visit our website at <u>www.bpwd.org</u> 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."

Name			
Address			KENTUCKY
			PUBLIC SERVICE COMMISSION
City	State	Zip	Talina R. Mathews EXECUTIVE DIRECTOR
Telephone Number			Jalina R. Mathews
			EFFECTIVE
			<b>5/1/2017</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)