CANCELLED

October 28, 2026

Whitley County Water District

KENTUCKY PUBLIC SERVICE COMMISSION

PAYMENT BY CREDIT / DEBIT CARDS:

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Customers may choose to pay their bill by credit or debit card in person at the Utility office or by telephone. A customer that chooses to use this form of payment will incur a convenience fee to allow the Utility to recoup the costs it is charged by the processing agent for the transaction. The convenience fee is assessed on a per transaction basis.

If on the bill due date an attempt to pay by credit 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, and all late charges and fees will be applied. If a customer is paying on the disconnect day and the card is denied, the same rules as above will apply, in addition to service being disconnected.

Whenever a customer chooses to make a payment by credit or debit card, the Utility is charged a transaction fee by the credit/debit card processing agent. Therefore, whenever a customer chooses to make a payment by credit or debit card, the customer will be charged a convenience fee to recoup the costs the Utility incurs for providing this optional method of payment.

Prior to processing the transaction, the customer will be informed of the amount of the convenience fee and, upon request by the customer, the methodology employed to arrive at the amount.

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KENTUCKY
PUBLIC SERVICE COMMISSION

Talina R. Mathews
EXECUTIVE DIRECTOR

TARIFF BRANCH

Brent Kirtley

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

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The amount of the convenience fee is limited to only recover the cost of providing this specific service and to yield only enough revenue to pay the expenses the Utility incurs for providing this specific service. In order to comply with these rules, the Utility must calculate the amount of the convenience fee annually using the following formula:

(Processing Costs + (Processing Costs – Fees Collected)) / Total Number of Transactions = Convenience Fee

This calculation must be submitted to the PSC no later than August 1 of each year. If the filing is accepted by the PSC, the newly calculated rate will become effective on August 31 of each year and must be included with the Utility's on-file tariff. Failure to submit a timely filing will result in the Utility forfeiting its authority to charge this fee.

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