

PSC KY NO. _____ 5

CANCELS PSC KY NO. _____ 4

NORTHERN KENTUCKY WATER DISTRICT

2835 CRESCENT SPRINGS ROAD
ERLANGER, KENTUCKY 41018
www.nkywater.org

RATES & CHARGES
AND
RULES & REGULATIONS
FOR FURNISHING
WATER SERVICE
IN

CAMPBELL COUNTY, KENTON COUNTY, AND PORTIONS OF BOONE COUNTY
KENTUCKY

FILED WITH THE
PUBLIC SERVICE COMMISSION
OF
KENTUCKY

DATE OF ISSUE: 7/29/2019
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ISSUED BY: _____
(Signature of Officer)

TITLE: Vice-President of Finance & Support Services

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SECTION I – GENERAL PROVISIONS

1. Water will be turned on and off only by an authorized employee of the Northern Kentucky Water District (the "District"). For *Water Turn-On Release* form, see Appendix B. (T)
(T)(N)
2. No application for water service will be approved and no water shall be supplied to any applicant, co-applicant, or customer where the applicant, co-applicant, or customer is delinquent or indebted to the District. This section will apply whether the delinquency or indebtedness is incurred at the premises for which application is made or at any other premises or property. (T)
(T)
3. Upon approval of an Application for Water Service, whether Residential or Commercial, water service will be connected in accordance with 807 KAR 5:006 by ensuring the water is turned on at the meter which services the address listed on the application as either the "Service Location Address" or "Property Address" on the Residential or Commercial Application for Water Service, respectively. The applicant, or co-applicant, will be responsible for all charges, including, but not limited to, the fixed service charge as shown in "Section II – Retail Water Rates 3, Fixed Service Charge" for the respective meter size and interval billing period from the date water is connected and available for use, and every billing period thereafter until water service is terminated. (N)
(N)
(N)
(N)
(N)
(N)
(N)
4. No connection into more than one building shall be made from any one tap unless the District has given its approval in writing.
5. No attachment shall be made to any service connection or to any pipe or other fixture which has been shut off without written permission from the District. Similarly, no water will be taken from any service connection, which has not been used, without written permission.
6. The original purchase and installation of a meter shall be made by the District at the applicant's expense. The District shall retain possession of and maintain all meters to the customer with the exception that if a meter should be destroyed or damaged through negligence of the customer, the replacement or repair shall be charged to the customer. Failure to pay this charge will result in the discontinuance of water service.
7. It shall not be permitted for any customer of the District to have the piping within a structure cross connected to any other source of water supply.
8. Authorized employees of the District shall have the right at reasonable times to enter any premises where a meter is installed for the purpose of reading, examining, changing, inspecting or testing the meter. Should access not be provided, the District may require the customer to pay for all costs associated with moving the meter to an outside setting. Should two or more services originate from one tap, the cost associated with separation to provide individual taps will be the responsibility of the customer involved not providing access to the District.
9. No person shall waste water by leaving open a fire hydrant or other device connected to the waterworks system.
10. No person other than one authorized by the District may use any property or make attachments to any water pipes belonging to the District.

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SECTION I – GENERAL PROVISIONS – Cont’d

- 11. Sales Tax – As required by Kentucky law, some water service accounts may be subject to the Kentucky sales tax. The District will exempt from sales tax only those accounts that qualify for an exemption under Kentucky law, including pursuant to KRS Chapter 139 or other applicable statute or governmental authority. The account holder is obligated to provide such information, including supporting documentation, as required by the District to determine whether sales tax or a sales tax exemption applies. If a Commonwealth of Kentucky agency subsequently determines that an account holder was incorrectly exempted from sales tax, the account holder will be obligated to the District for the taxes that should have been paid and any related expenses. (N)
- 12. Except for fire departments, no person other than an employee of the District may use any fire hydrant on the water system without first having secured a permit, a regulation fire hydrant spanner wrench and a fire hydrant meter from the District. (N)
- 13. No person other than an authorized employee of the District shall remove a meter without permission from the District. When a meter has been removed by the District, it shall be illegal to use water supplied by the service branch to which the meter was attached. If it is discovered by the District that a meter has been illegally removed and an unauthorized device is located in the meter-setting to which the meter was attached, the service will be immediately disconnected, the unauthorized device confiscated, and the proper legal authority notified for theft of service. Water service will not be restored until payment for water used, any damages to distribution equipment, and service charge as outlined in Section IV has been received. In those instances where there is no way to determine actual water usage, an amount equal to the cost of 12,000 gallons (the District’s average quarterly bill) will be charged at the current rate schedule. In the event that the service was historically a monthly billed account then a water amount equal to 4,000 gallons (the District’s average monthly bill) will be charged at the current rate schedule. (T)
- 14. a. The normal billing and reading cycle for the District is a quarterly basis, except for Subdistrict accounts. If a customer wishes to change from quarterly to monthly cycle the following criteria must be met: (T)
 - 1. Submit a written request along with an explanation of why the billing change is needed. This will be reviewed by the District on a case-by-case basis.
 - 2. The average quarterly consumption must be a minimum of 2000 Hundred Cubic Feet per quarter.
- b. In the event a customer would like to remain on quarterly billing but obtain more frequent readings, the customer may: (N)
 - 1. Submit a written request along with an explanation of why the more frequent readings are needed. This will be reviewed by the District on a case-by-case basis. (N)
 - 2. Upgrade the meter transmitter to a version compatible with the District’s meter reading software, if needed, and install any associated software that may be applicable at the time of installation. The customer will be responsible for the cost of the new transmitter unit and any additional monthly fees passed from the vendor to the District that may be associated with the more frequent readings. (N)

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SECTION I – GENERAL PROVISIONS – Cont’d

- 15. No person, firm, or corporation shall use or make a connection to use water from a service connection or any other available source of water unless authorized by the District. Any connections, hoses, wrenches, or appurtenances attached to any connection without permission by the District shall be immediately confiscated by any employee of the District and the proper legal authority will be notified regarding the theft of service. In addition, where no permission was granted and there is no way to determine actual water usage, an estimated bill will be calculated based on an amount equal to one month average usage based on the previous 12 month consumption using the current District rate structure. The estimated bill along with a service charge would need to be paid in order to have the water service reinstated. For the unauthorized connection and water usage from a District Fire Hydrant refer to Section XX, “Charges for Estimated Usage when not having a Permit or Not using Metering devices”. (T)

- 16. Upon customer request, the District will provide testing of the water coming into the structure because of a water quality concern with unaltered water produced by the District. The tests offered are limited to analytical methods that can be performed in-house by staff. The primary analyses offered are chlorine, Total Coliform, E.coli, and routine chemical parameters (alkalinity, aluminum, calcium, chloride, conductivity, copper, fluoride, hardness, iron, lead, manganese, pH, temperature, turbidity, sodium and sulfate). The necessary testing to investigate the concern with the unaltered, District-produced, water will be determined by the District. Laboratory testing services deemed to be appropriate by District staff are provided free of charge, provided the water has not undergone additional conditioning, and has not been altered in some manner by the customer. The number of samples and type of tests performed will be determined by the District based on the possible cause of the concern. A customer will be charged if a request is made to test water that has been altered by the customer, such as a faucet treated by a whole-house filter, a filtered refrigerator tap, or after a water heater. If a customer requests analyses that are above those deemed necessary by the District, then the customer will be charged for the testing. The District will charge for samples that are part of a lead testing program within a school or daycare. The District will charge other utilities, including the District’s wholesale customers, for analyzing samples collected within the other utility’s or wholesale customer’s system. The District will charge for tests on samples that are not from District customers, such as those collected from a cistern or private water well. The District reserves the right to waive charges under special or emergency circumstances. Water testing performed by the District’s laboratory will be billed under the District’s Invoice Billing Policy – see Section XII. (N)

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SECTION I-A – DEFINITIONS

1. "Distribution main" means a line from which service connections with customers are taken at frequent intervals.
2. "Meter" means any device used for the purpose of measuring the quantity of water delivered by a utility to a customer.
3. "Point of service" means the outlet of a customer's water meter, or valve if no meter is placed, unless the meter is located inside a building and that meter was installed by the District prior to July 18, 2008 or was installed by a municipal utility and acquired by the District. In those situations, the point of service is the curb stop or the delineation of the utility easement/right-of-way if the curb stop cannot be located.
4. "Service connection" means the line from the main to the customer's point of service and shall include the pipe fittings and valves necessary to make the connection.
5. "Service line" means the water line from the point of service to the place of consumption.
6. "Service Charge" is applied to help recover the operation and maintenance costs incurred when creating and carrying out a work-order resulting from the following circumstance: a disconnect work-order for a non-payment of bill; a disconnect work-order for a returned (bad) check; a disconnect work-order due to a theft of service; or for failure to comply with the District's Rates, Rules and Regulations.
7. "Customer" shall mean any owner, legal occupant or lessee who is to be the occupant or party responsible for payment for the water service of existing premises who shall file application for water service to such premises.
8. "Residential" means sales to a single residential premise or unit. Sprinkler services added to existing premises coded as residential would also be coded as residential. Premises served through a single meter with multiple owners, where usage is primarily for residential purposes, and the water is billed to a homeowners association (such as a condominium complex) will be classified as residential. For *Application for Water Service (Residential)*, see Appendix A. (N)
9. "Commercial" means sales to multiple premises residences served through a single meter or battery of meters. This would include two (or more) family houses and apartment houses. Sales to private schools, colleges, hospitals, churches and other private educational, cultural, social or religious organizations. Sales to business or manufacturing establishments where the water is not used principally in manufacturing or processing function. This would include commercial offices of public utilities. Examples under this category are: stores, laundries, cleaners, shoe repair and other service establishments, garages, and service stations, office buildings, sales offices of manufacturing or processing establishments, retail florists, theaters, bowling alleys, swim clubs, golf courses, manufacturing or processing establishment where water is used principally for sanitary purposes, barber shops. Water used for irrigation for agricultural purposes would normally be coded as commercial. Sprinkler services added to existing premises coded as commercial or industrial would also be coded as commercial. For *Application for Water Service (Commercial)*, see Appendix A. (N)

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SECTION II – RETAIL WATER RATES

Northern Kentucky Water District Service Area

1. Monthly Service Rate (Phase 1 – Effective for service rendered from March 26, 2019 through March 25, 2020)

First	1,500 cubic feet	\$4.65 per 100 cubic feet
Next	163,500 cubic feet	\$4.19 per 100 cubic feet
Over	165,000 cubic feet	\$3.07 per 100 cubic feet

Customers in Subdistrict B	*shall be assessed a monthly surcharge in the amount of	\$12.78
Customers in Subdistrict C	*shall be assessed a monthly surcharge in the amount of	\$11.07
Customers in Subdistrict D	*shall be assessed a monthly surcharge in the amount of	\$30.00
Customers in Subdistrict E	*shall be assessed a monthly surcharge in the amount of	\$30.00
Customers in Subdistrict F	*shall be assessed a monthly surcharge in the amount of	\$17.30
Customers in Subdistrict G	*shall be assessed a monthly surcharge in the amount of	\$20.93
Customers in Subdistrict H	*shall be assessed a monthly surcharge in the amount of	\$30.00
Customers in Subdistrict I	*shall be assessed a monthly surcharge in the amount of	\$30.00
Customers in Subdistrict K	*shall be assessed a monthly surcharge in the amount of	\$6.82
Customers in Subdistrict M	*shall be assessed a monthly surcharge in the amount of	\$30.00
Customers in Subdistrict R	*shall be assessed a monthly surcharge in the amount of	\$19.09
Customers in Subdistrict RF	*shall be assessed a monthly surcharge in the amount of	\$23.77
Customers in Subdistrict RL	*shall be assessed a monthly surcharge in the amount of	\$24.84

- *These surcharges were not approved in Case No. 2018-00291 and are not a part of the Phase-in of rates.
- *Subdistrict charges are reviewed annually.
- *Detailed street listing within each Subdistrict can be found under Section XXIV.
- *Service connections on extensions or laterals from a subdistrict street will be assessed the appropriate Subdistrict charge.

2. Quarterly Rates (Phase 1 – Effective for service rendered from March 26, 2019 through March 25, 2020)

First	4,500 cubic feet	\$4.65 per 100 cubic feet
Next	490,500 cubic feet	\$4.19 per 100 cubic feet
Over	495,000 cubic feet	\$3.07 per 100 cubic feet

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SECTION II – RETAIL WATER RATES

Northern Kentucky Water District Service Area

1. Monthly Service Rate (Phase 2 – Effective for service rendered on and after March 26, 2020)

First	1,500 cubic feet	\$4.77 per 100 cubic feet
Next	163,500 cubic feet	\$4.44 per 100 cubic feet
Over	165,000 cubic feet	\$3.25 per 100 cubic feet

Customers in Subdistrict B	*shall be assessed a monthly surcharge in the amount of	\$12.78
Customers in Subdistrict C	*shall be assessed a monthly surcharge in the amount of	\$11.07
Customers in Subdistrict D	*shall be assessed a monthly surcharge in the amount of	\$30.00
Customers in Subdistrict E	*shall be assessed a monthly surcharge in the amount of	\$30.00
Customers in Subdistrict F	*shall be assessed a monthly surcharge in the amount of	\$17.30
Customers in Subdistrict G	*shall be assessed a monthly surcharge in the amount of	\$20.93
Customers in Subdistrict H	*shall be assessed a monthly surcharge in the amount of	\$30.00
Customers in Subdistrict I	*shall be assessed a monthly surcharge in the amount of	\$30.00
Customers in Subdistrict K	*shall be assessed a monthly surcharge in the amount of	\$6.82
Customers in Subdistrict M	*shall be assessed a monthly surcharge in the amount of	\$30.00
Customers in Subdistrict R	*shall be assessed a monthly surcharge in the amount of	\$19.09
Customers in Subdistrict RF	*shall be assessed a monthly surcharge in the amount of	\$23.77
Customers in Subdistrict RL	*shall be assessed a monthly surcharge in the amount of	\$24.84

- *These surcharges were not approved in Case No. 2018-00291 and are not a part of the Phase-in of rates.
- *Subdistrict charges are reviewed annually.
- *Detailed street listing within each Subdistrict can be found under Section XXIV.
- *Service connections on extensions or laterals from a subdistrict street will be assessed the appropriate Subdistrict charge.

2. Quarterly Rates (Phase 2 – Effective for service rendered on and after March 26, 2020)

First	4,500 cubic feet	\$4.77 per 100 cubic feet
Next	490,500 cubic feet	\$4.44 per 100 cubic feet
Over	495,000 cubic feet	\$3.25 per 100 cubic feet

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SECTION II – RETAIL WATER RATES – Cont’d

3. Fixed Service Charge (Phase I – Effective for service rendered from March 26, 2019 through March 25, 2020)

<u>Meter Size</u>	<u>Monthly Service Charge</u>	<u>Quarterly Charge</u>
5/8"	\$17.50	\$36.65
3/4"	\$17.90	\$38.45
1"	\$19.60	\$44.15
1 1/2"	\$22.10	\$52.20
2"	\$27.90	\$73.20
3"	\$67.30	\$227.85
4"	\$84.40	\$285.50
6"	\$124.90	\$421.90
8"	\$168.70	\$576.55
10" and Larger	\$224.30	\$752.80

SECTION III – WHOLESALE WATER SALES

(Phase I – Effective for service rendered from March 26, 2019 through March 25, 2020)

Bullock Pen Water District	\$3.78 per 1,000 gallons (or) \$2.83 per 100 cubic feet
City of Walton	\$3.78 per 1,000 gallons (or) \$2.83 per 100 cubic feet
Pendleton County	\$3.78 per 1,000 gallons (or) \$2.83 per 100 cubic feet

SECTION IV – MISCELLANEOUS SERVICE FEES

(Phase I – Effective for service rendered from March 26, 2019 through March 25, 2020)

Returned Check Charge	\$20.00
Water Hauling Station	\$6.22 per 1,000 gallons
Service Charge	\$25.00 (See Definitions in Section I-A)
Overtime Charge	\$60.00 (To be applied to Customer account for Request for water turned On or Off outside normal business hours.)

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SECTION II – RETAIL WATER RATES – Cont’d

3. Fixed Service Charge (Phase 2 – Effective for service rendered on and after March 26, 2020)

<u>Meter Size</u>	<u>Monthly Service Charge</u>	<u>Quarterly Charge</u>
5/8"	\$18.50	\$40.50
3/4"	\$19.00	\$42.50
1"	\$20.80	\$48.80
1 1/2"	\$23.40	\$57.70
2"	\$29.60	\$80.90
3"	\$71.30	\$251.80
4"	\$89.50	\$315.50
6"	\$132.40	\$466.20
8"	\$178.80	\$637.10
10" and Larger	\$237.80	\$831.90

SECTION III – WHOLESALE WATER SALES

(Phase 2 – Effective for service rendered on and after March 26, 2020)

Bullock Pen Water District	\$3.98 per 1,000 gallons (or) \$2.98 per 100 cubic feet
City of Walton	\$3.98 per 1,000 gallons (or) \$2.98 per 100 cubic feet
Pendleton County	\$3.98 per 1,000 gallons (or) \$2.98 per 100 cubic feet

SECTION IV – MISCELLANEOUS SERVICE FEES

(Phase 2 – Effective for service rendered on and after March 26, 2020)

Returned Check Charge	\$20.00
Water Hauling Station	\$6.38 per 1,000 gallons
Service Charge	\$25.00 (See Definitions in Section I-A)
Overtime Charge	\$60.00 (To be applied to Customer account for Request for water turned On or Off outside normal business hours.)

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SECTION V – CUSTOMER BILL OF RIGHTS

As a residential customer of a regulated public utility in Kentucky, you are guaranteed the following rights subject to the Kentucky Revised Statutes and the provisions of the Kentucky Administrative Regulations:

1. You have the right to service, provided you (or a member of your household whose debt was accumulated at your address) are not indebted to the utility.
2. You have the right to inspect and review the utility’s rates and tariff operating procedures during the utility’s normal office hours. (8:00 AM to 5:00 PM, Monday through Friday).
3. You have the right to be present at any routine utility inspection of your service conditions.
4. You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received. For *Sample Disconnection Notice*, see Appendix F. (T)
5. You have the right to dispute the reasons for any announced termination of your service.
6. You have the right to negotiate a partial payment plan when your service is threatened by disconnection for non-payment. If the outstanding arrears are less than \$150.00, you may apply for a payment plan not to exceed 30 days from the original cut-off date. If your arrears are over \$150.00, a payment plan for longer than 30 days can be arranged, but not to exceed 180 days in length. In both cases, the customer must apply for the payment agreement prior to termination, and 1/3 of the bill must be paid at the time arrangements are made.
7. You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
8. You have the right to prompt (within 24 hours) restoration of your service when the cause for discontinuance of the service has been corrected.
9. You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility. CALL TOLL FREE 1-800-772-4636.

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SECTION VI – MONITORING OF CUSTOMER USAGE

At least once annually, the District will attempt to monitor the usage of each customer according to the following procedure:

1. The customer’s quarterly usage for the most recent quarter will be compared with the average quarterly usage for the four quarters immediately preceding that period.
2. If the quarterly usage for the previous period is substantially the same as the average or if any difference is known to be attributed to unique circumstances, such as unusual weather conditions, common to all customers, no further review will be done.
3. If the quarterly usage differs from the average and is flagged by the billing system and the difference cannot be attributed to a readily identified cause, the District will send a Field Service Representative to reread the meter and investigate the potential cause of the increase in usage.
4. In addition to the quarterly monitoring, the District will immediately investigate usage deviations brought to its attention as a result of customer inquiry.
5. A reading must be obtained on all meters by a District employee, or an authorized person of the District, at least once during an annual basis. If access to the meter is not received, the District will notify the customer and service will be disconnected until access can be made to read the meter.

SECTION VII – PAYMENT PLAN AGREEMENTS

The District offers the following payment plan agreements for customers who may have their service terminated for non-payment.

1. If the total arrears prior to termination are less than \$150.00, the customer may apply for up to a 30-day extension. The customer must pay 1/3 of the bill at the time of application.
2. If the total arrears prior to termination are greater than \$150.00, the customer must pay 1/3 of the bill and apply for a payment plan for longer than 30 days, but not to exceed 180 days. All new billing after the payment agreement and all payment agreement amounts must be paid on time.
3. Once a payment arrangement has been established, a letter is mailed to the customer outlining the payment arrangement date(s) and the payment arrangement amount(s). A copy of this letter is documented on the customer account.

If a customer is on a payment plan agreement and fails to make any one payment, the service will be terminated without notice and will not be reconnected until payment is made in full for all outstanding arrears.

The customer must apply for a payment plan agreement in advance of the termination date. Once the service has been terminated, a payment plan will not be offered. Sample of *Payment Plan* letter is shown in Appendix G.

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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)
(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.
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 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. (T)
(T)
(T)
(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)
(T)
(T)
(T)

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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)

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SECTION IX – ADJUSTMENT OF WATER BILLS

The District will allow for two types of leak adjustments:

Type 1 – Underground Leaks

In cases where it shall be found after an investigation that a leak is underground and not subject to detection by ordinary methods, and where the customer is free from negligence in causing or failing to report the leak, the District will make an adjustment on the customer’s bill for this type of leak. An underground leak is defined as a leak in the customer service line between the meter and the premises. Multi-family buildings and mobile home parks with master meters are not eligible for Type 1 adjustments. (T)

The customer is required to submit in writing a request for this type of adjustment. The written request must include the location of the leak and the date the leak was repaired, including receipts for the repair costs. (T)

This adjustment will be calculated on the billing period(s) that would be affected by the leak not to exceed two billing periods. The leak will be based on the customer’s average bill plus one half of the lost water due to the leak. (T)

Customers are eligible for an underground leak adjustment once per twelve-month period with a limit of three leaks total. Proof must be submitted verifying the service line has been replaced before a fourth adjustment will be approved. (T)

Type 2 – Unknown Leaks Resulting in a High Consumption

A customer can be eligible for a courtesy adjustment for an unknown leak and/or unknown plumbing malfunction where it shall be found after an investigation by a District employee, and a licensed plumber, that the cause for high consumption is unknown. (T)

1. Customers are eligible for this type of courtesy adjustment once every five years. Total adjustment will not exceed \$1,500.00 per occurrence. (T)
2. The customer is required to submit a letter in writing requesting an adjustment for an unknown leak resulting in high consumption together with a receipt of findings by the licensed plumber. The letter should also state that the customer has done due diligence at investigating the property for any possible leaks, and has found no evidence that would cause an escalation in consumption that was recorded on the meter for the account. (T)
3. The adjustment will be calculated for one billing period and will be based on the customer’s average bill plus one half of the lost water. (T)
4. A customer is eligible for a leak adjustment only if the consumption is in excess of 200% of the average consumption. (T)
5. This type of adjustment transfers with the customer to different locations. (T)

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SECTION X – METER LOCATION AND REQUIREMENTS

1. Where a meter is located within a building, it shall be the responsibility of the customer to maintain appropriate conditions to prevent physical or freezing damage to the meter. Meters shall be accessible to the District during normal business hours. If normal access to the meter is refused, the District shall require the meter be moved outside and all cost incurred shall be borne by the customer. If the customer fails to provide access to move the meter outside after 30 days written notice from the District, water service shall be disconnected for failure to allow access as required by the District’s Rules and Regulations and not turned on until the meter is moved outside. Should the meter be damaged, the District will replace the meter at a charge of the cost of the meter and time and material, and the customer will be billed per the District’s Invoice Billing Policy. If the customer fails to pay the invoice by the stated date, water service will be discontinued until payment is received. The customer will also be required to pay the service charge as outlined in Section IV.
2. In the event that an outside meter is blocked by a parked vehicle or other object, including but not limited to a car, truck, trailer or boat, the District has the right to have the object moved or towed. The District may require the customer to pay for all costs associated with moving the object. (N)
3. Where the meter is located within a building, the District’s responsibility is the meter and meter connection nut only, and at no time will the District be responsible for any piping making connection to the meter. (N)
4. If a bypass pipe is installed in a building by the District in relation to an interior water meter relocation, the District shall only be responsible for maintenance, repair and/or replacement of the bypass pipe for a one-year period commencing from the date that the bypass pipe is installed. After the one-year period, any maintenance, repair, and/or replacement costs shall be borne by the property owner of the building where the bypass pipe is located. (N)

SECTION XI – METER TEST

1. All District meters will be tested at least every ten years as required by the Public Service Commission.
2. The meter testing procedure and equipment will conform and be in accordance with all regulations set by the Public Service Commission.
3. Meters will be removed and tested for accuracy when requested by any customer provided that the customer or a representative of the customer accompanies the meter to the District testing location to witness the test or the customer fills out the form stating they do not want to witness the test. This form must be submitted to the office before the test is done. If the meter is within the allowable + or – 2% accuracy, the customer will be charged for the cost of the test. For a 1" meter or smaller, the charge is \$30.00 per test. For meters larger than 1", the charge is the actual cost to the District for the test. In the event the meter accuracy varies more than two percent, the cost of the testing shall be borne by the District and a new or reconditioned meter will be installed at no cost to the customer. If the meter is more than two percent fast, a refund shall be computed on the basis of the percentage fast that the meter tested for a period not exceeding the previous 12 months.

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SECTION XII – INVOICE BILLING POLICY

Services and work performed by the District will be invoiced and calculated as follows: (T)

1. Actual labor cost plus 40% of labor cost to cover labor overhead.
2. Material cost plus 15% of material cost, plus sales tax when applicable.
3. Equipment cost at 28% of labor cost (before 40% is added).
4. Overhead cost at 10% of labor cost (before 40% is added).
5. Any other cost incurred by the District, including sub-contractor cost for the job being invoiced.
6. Unless otherwise specified in this tariff, invoices or bills shall become delinquent on the date indicated on the bill, which is thirty (30) days after the billing date. Once considered delinquent, a 10 percent late penalty charge will be included and shown as a separate line item on subsequent bills or invoices. (N)
7. The District reserves the right to transfer a customer's unpaid invoice to the customer's water account, if an account exists. (N)

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SECTION XIII – SERVICE CONNECTION INSTALLATIONS

- 1. Any prospective water customer desiring water service and the installation of a service connection should apply at the District’s office. The prospective customer, in signing a water service connection contract, agrees to be bound by all the provisions of these Rates, Rules and Regulations as they may be amended from time to time. For *Water Service Connection Contract*, see Appendix C. No service connection shall be installed to serve property which does not abut the street or road on which the distribution main is located, without specific approval of the District. No service connection shall be tapped off a pre-stressed concrete distribution main, any distribution main 20" or larger or any cross-county distribution main, without the approval of the District. Every structure wherein water is used shall have a separate service connection and meter provided; however, a variation in this respect may be authorized by the District. The District reserves the right to specify the size and location of the service connection for each installation. When application for a service connection installation is made, a service connection fee shall be paid according to the following schedule: (T)

5/8" connection	\$1,000.00
1" connection	\$1,500.00

1 ½" and 2" service connection fees require a deposit of \$1,500 for 1 ½" and \$2,000 for 2" and the customer will be billed per Invoice Billing Policy. For 1 ½" and 2" services, the District will bill the full amount of the cost of the service less the deposit amount or refund the difference if the actual cost is less than the deposit. For *Agreement* form, see Appendix D.

No service connection fees will be required for water service connections that are not installed by the District (e.g., large meter pits, fire lines, etc.). The only fees to the applicant will be the cost of the meter and meter appurtenances utilizing the District’s Invoice Billing Policy.

- 2. Service connections in developments requiring rock boring as a result of a developer’s failure to install crossover conduit will be billed for the full cost of the installation under the Invoice Billing Policy, less the connection fee paid at the time of application. This will apply to service connections tapped to water mains installed by a developer and put into service after January 1, 2020. (N)
- 3. If a prospective water customer requests location of a water service connection in a location that differs from the District’s recommended location, and it is feasible to install the service connection in the location desired by the customer, then the District will bill the customer under the Invoice Billing Policy for the full cost of the service connection installation, less the service connection fee paid at the time of application, if the cost of the installation exceeds the service connection fee. (N)
- 4. After the service connection fee has been paid, the District shall tap the distribution main and install the service connection from the distribution main to a meter setting and point of service, which will be located behind the curb or an area determined by the District to be placed in a manner that is safe to perform maintenance on such meter setting. (T)

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SECTION XIII – SERVICE CONNECTION INSTALLATIONS – Cont’d

- 5. The service line from the point of service to the building shall be installed and maintained by the customer at no cost to the District. All service lines may be subject to inspection or approval by the District and/or Kentucky State Plumbing Inspectors before water service will be turned on for use.
- 6. In cases where the customer desires a water pressure other than that pressure provided by the District’s distribution mains in the surrounding area, it shall be the responsibility of the customer to install the necessary devices to provide the desired pressure.
- 7. In cases where the meter has been installed, the customer shall pay rates specified herein.
- 8. A customer desiring a reduction, enlargement or relocation of an existing service connection shall make application at the District’s office and sign a water service connection contract and pay a service connection fee or deposit based on the desired new service size. The District will bill the customer the full amount of the actual service installation under the Invoice Billing Policy, less the service connection fee or deposit amount paid, or refund the difference if the actual cost is less than the deposit or service connection fee. In situations where the District is already planning to replace the customer’s existing service connection through a main replacement project or through a maintenance work order, the customer may notify the District of their desire to reduce or enlarge the service connection that serves their property and will only have to pay any additional costs between the replacement cost the District was planning to incur and the cost necessary to reduce or enlarge the service connection. (T)

SECTION XIII-A – SERVICE CONNECTION MAINTENANCE

- 1. The District shall retain possession of and be responsible for the service connection from the distribution main to the point of service (curb stop), if applicable, or any piping material within the meter vault.
- 2. Where a curb stop is applicable and the District determines that a leak is on the customer’s service line beyond the point of service by shutting the curb stop off, the cost to repair such leak will be the responsibility of the customer.
 - a. For service connections installed by a non-jurisdictional utility which have been acquired by the District, and for service connections installed by the District or its predecessors through July 18, 2008 for which the point of service is other than the curb stop or is inside a building, the customer shall be responsible for the costs of repair or replacement of the customer’s service line from the meter inside the building or other location to the curb stop.
 - b. For any service connection installed by the District after July 18, 2008, which requires the customer’s meter to be placed inside a building, the District shall be responsible for any maintenance or replacement of the service line from the distribution main to the customer’s meter, unless the District has received a deviation from 807 KAR 5:066. (T)

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SECTION XIII-A – SERVICE CONNECTION MAINTENANCE – Cont’d

3. Where a meter vault is applicable and the leak appears to be inside the meter vault, the District will be responsible to repair the leak. Where the leak appears to be beyond the point of service, the responsibility to repair the leak will be with the customer.
4. The District shall have the right to maintain its service connection to customer’s point of service. In the event the service connection needs to be repaired or replaced, the District will reconnect to the customer’s point of service. If the District is unable to reconnect to the customer’s service line at the point of service, due to its condition, the District will notify the customer. The District will allow the customer reasonable time to make repairs to the service line, which will enable the District to reconnect its portion of the service connection. The District will make a temporary connection to the customer’s service branch provided leaking water does not cause damage to personal or public properties and in no way causes a health or safety problem. If the customer does not make the repairs within seven (7) calendar days of notification, the water is subject to be shut off.
5. If a customer notifies the District that they are replacing their service line from the point of service to the structure, the District may elect to replace its service connection, if it is lead or galvanized steel, from the distribution main to the service point at no cost to the customer.

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**SECTION XIV-A – DISTRIBUTION MAIN EXTENSION POLICY
OTHER THAN CONTRACTORS, DEVELOPERS, DISTRICT INITIATED
DISTRIBUTION MAIN EXTENSIONS & SUBDISTRICTS**

1. The District shall determine the total cost for a proposed distribution main extension (exclusive of the service connections) and the total length of the extension. The District shall pay that portion of the cost of the distribution main extension equal to 50 feet for each applicant for service. The part of the cost not covered by the District's portion shall be contributed equally by those applicants desiring a service connection on the distribution main extension. Each applicant will also be required to pay the District's approved service connection fee for a service connection to the distribution main extension.
2. For a period of five years after the original construction (distribution main placed in-service) of the distribution main extension, each additional customer that has a service connection to the extension, and not to laterals and extensions there from, will be required to contribute to the cost of the extension based on a re-computation of both the District's portion of the total cost and each customer's contribution as described above. Each year the District will refund to those customers that previously contributed to the cost of each distribution main extension that amount necessary to reduce their contribution to the currently calculated amount for each customer connected to the extension. All customers that have a service connection to the distribution main extension for a five-year period after it is placed in service are to contribute equally to the cost of construction of the extension.
3. In addition, each customer must pay the approved service connection fee applicable at the time of their application for the service connection. The service connection is not part of the refundable cost of the extension and may be changed during the refund period. After the five-year refund period expires, any additional customers applying for a service connection on each distribution main extension must be connected for the amount of the approved service connection fee only. It shall be the responsibility of the customers that have contributed to the distribution main extension, which may be entitled to a refund, to notify the District on the "change of address" form provided by the District of the customer's current address. Refunds will be sent to the address of record and if returned will be kept by the District until the District is notified of a current address. The total amount refunded shall not exceed the amount paid to the District.

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**SECTION XIV-B – DISTRIBUTION MAIN EXTENSION POLICY
CONTRACTORS AND DEVELOPERS**

1. A contractor or developer desiring a distribution main extension to a proposed real estate subdivision will be required to pay the entire cost of the extension. It is the contractor or developer’s responsibility to notify the District prior to the start of construction so a cost for the extension can be determined and approved by the District. Each year for a refund period of five (5) years after the distribution main is placed in-service, the District shall refund to the contractor or developer who paid for the extension a sum equal to the cost of fifty feet of the extension for each new customer connecting to the distribution main and not to extensions or laterals there from. It shall be the responsibility of the contractor or developer who paid for the extension to notify the District on the form provided with the original application papers of its current address. Refunds will be sent to the address on record and if returned will be kept by the District until the District is notified of a current address. The total amount refunded shall not exceed the amount paid by the applicant.
2. No refund shall be made to the contractor or developer after the refund period ends. There is no refund to the contractor or developer for customers within the real estate subdivision itself.
3. Each new customer must pay the approved service connection fee applicable at the time of their application for the service connection. The service connection fee is not part of the refundable cost of the extension and may be changed during the refund period. After the five-year refund period expires, any additional customer applying for a service connection on a distribution main extension must be connected for the amount of the approved service connection fee only.

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**SECTION XIV-C – DISTRIBUTION MAIN EXTENSION POLICY FOR
DISTRIBUTION MAIN EXTENSIONS INITIATED BY THE DISTRICT**

1. Where the District determines that a distribution main extension is feasible and desirable under established criteria, the District shall determine if sufficient interest among the property owners along the proposed distribution main extension exist to use Section XIV-A. If there is insufficient interest among the property owners to use Section XIV-A, the District shall use the following method. Each prospective customer desiring a service connection from the proposed distribution main extension shall pay for the cost equal to 100 feet of the proposed distribution main extension.
2. For a period of five (5) years after the water main is placed in-service, each additional customer requesting a service connection to the extension, and not to laterals and extensions thereto, will be required to contribute the cost of 100 feet of the water line extension (“required contribution amount”). The required contribution amount will exclude the District’s cost to upsize the water main beyond the minimum size required to meet the District’s standards. If during this period the required contribution amount exceeds that required were the extension made pursuant to Section XIV-A, then the District will calculate the required contribution amount in accordance with Section XIV-A and will make refunds to all contributors in accordance with Section XIV-A. Five (5) years after the distribution main is placed in-service, no further contributions will be required and no refunds will be made.
3. In addition, each customer must pay the approved service connection fee applicable at the time of their application. The service connection fee is not part of the refundable cost of the extension and may be changed during the refund period. After the five-year period expires, any additional customer applying for service connection on each distribution main extension must be connected for the amount of the approved service connection fee only. It shall be the responsibility of the customers that have contributed to the distribution main extension, which may be entitled to a refund, to notify the District on the “change-of-address” form provided with the original application paperwork of the customer’s up-to-date address. Refunds will be sent to the address of record and if returned will be kept by the District until the District is notified of a current address.

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**SECTION XIV-D – DISTRIBUTION MAIN EXTENSION POLICY
FOR DISTRIBUTION SUBDISTRICTS**

(T)

1. Pursuant to 807 KAR 5:066, when the District determines that the cost of a main extension using any other main extension tariff creates an unreasonable financial hardship on potential customers or that an alternative extension method will benefit the public interest by allowing the extension of water facilities into unserved areas that would otherwise be uneconomical to serve or would benefit the District, the District may use a subdistrict and rate surcharge as an alternative to other extension procedures. (T)
2. The use of a subdistrict, including the imposition of a rate surcharge for the customers within the subdistrict, is subject to the following criteria:
 - a. There must be a demand for the extension of the service sufficient to make the extension hydraulically and financially feasible as determined by the District.
 - b. There must be funds available to the District from third party sources, such as governmental loans and grants, customer contributions or other non-rate based revenue to supplement the District’s financial contribution to the extension to make the extension financially feasible in the discretion of the District.
 - c. The demand for service must be within an area or areas in which the potential customers share common geographic characteristics or can be served through common utility plant and facilities. The area of the proposed subdistrict may include non-contiguous locations of potential customers.
 - d. Common geographic characteristics include but are not limited to greater customer population density when compared to other unserved areas within the District’s service area. In areas where customer density may be lower than other potentially served areas, factors such as location of customers along the route needed to connect higher density areas, hydraulic improvements to the District’s system, geotechnical factors, location of existing distribution facilities, adequate customer participation in the project, financial contributions by a customer or group of customers to fund the extension, availability of sewer service in an area or other similar factors may be used by the District in assessing the feasibility of the subdistrict.
3. Customers served from any extension of facilities installed to serve a subdistrict shall become customers of that subdistrict and subject to the currently effective surcharge.
4. If any funds remain after completion of the subdistrict facilities, those remaining funds may be used to complete additional extensions or improvements and any new customers served shall become customers of that subdistrict.
5. The subdistrict and collection of its rate surcharge shall continue until the debt associated with the extension has been recovered through the surcharge.

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SECTION XV – SPECIAL CONTRACTS

The District reserves the right to provide special services for a user on a contract basis.

SECTION XVI – LINE LOCATION POLICY

The District requires that all water main location requests be made in accordance with KRS 367.4901 to 367.4917. The District does not belong to a one call center and handles all locate requests in-house. The District’s normal hours for calling in locations are Monday through Friday 8:00 AM to 4:30 PM. If an emergency request is required after hours, the District provides an after-hours number that should be contacted.

SECTION XVII – ABANDONED DISTRIBUTION MAINS/SERVICE CONNECTIONS

In cases where the distribution main to which the customer’s service connection and point of service is tapped is replaced or abandoned due to obsolescence, age or deterioration, the District shall install a new service connection and point of service to another distribution main which abuts the customer’s premises. The location of the point of service will be located behind the curb or an area determined by the District as to be placed in a manner that is safe to perform maintenance to District said responsibilities. It may be the customer’s responsibility to install a service line from the point of service to the place of consumption.

An abandoned service connection is to apply to a service connection that is disconnected from the main line or when no water is available at the point of service. If no point of service is located, it will be assumed that the service connection is abandoned. The District may abandon any inactive service that has been inactive for a period of three (3) or more years.

In cases where the service connection has been requested in writing to be abandoned at the distribution main, the service connection will be abandoned at no cost to the customer.

If the customer requests that an abandoned service connection be reconnected, the customer will pay the reconnection charges per the District’s Invoice Billing Policy, not to exceed the cost of a new service connection installation, for the District to bring the service up to current District standards.

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SECTION XVII-A – UPGRADING INACTIVE SERVICE CONNECTION

An inactive service connection is defined as a service connection that is still connected to the distribution main and a point of service is located, but no meter is present. Inactive service connection status will apply to a service connection after a period of one (1) year after the meter has been requested to be turned off.

If the customer requests that a meter be set in an inactive service connection, the District will activate the service at no cost to the customer.

The District may upgrade an inactive service connection at no cost to the customer at its sole discretion if the service connection condition warrants an upgrade as determined by the District.

SECTION XVIII – INDIVIDUAL PUBLIC FIRE HYDRANT INSTALLATION POLICY

The District will install public fire hydrants to existing distribution mains within the District’s service area where the Public Service Commission installation requirements for fire hydrants are met as follows:

1. A written request must be submitted to the District by the applicant(s) desiring the fire hydrant installation.
2. Submitting applicant(s) must pay for all material per the District’s Invoice Billing Policy prior to hydrant installation.
3. The District will contribute the labor for the hydrant installation.
4. Fire hydrant location will be determined by the District and the local fire department.
5. Material to be paid for by the applicant(s) is limited to: 8"X 8" X 6" Anchoring Tee, 6" Gate Valve, 6"X 12" Anchoring Coupling, 5 ¼" Main Valve Opening X 4'-0" Bury Fire Hydrant, 8" Solid Sleeve Coupling, and Valve Box; all other material cost will be at the District’s expense.

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**SECTION XVIII-A – POLICY FOR INSTALLATION OF PUBLIC
FIRE HYDRANTS ON UPGRADED AND NEW DISTRIBUTION MAINS**

For distribution main replacement projects, which involve replacement of existing distribution mains that currently do not have any fire hydrants or have a limited number of fire hydrants, the following procedures shall be used:

1. Existing fire hydrants will be replaced in the approximate same location, unless the local fire department or city requests relocation and the adjacent property owners to the existing fire hydrant agree, in writing, to the relocation.
2. Anchoring tees and valves may be installed along the water main project at approximately 450' – 500' intervals for future fire hydrant installations.
3. New fire hydrants may be installed at the District's expense for flushing purposes and at high points in the main for air releases, depending on hydrant spacing and as determined by the District.
4. Additional fire hydrants may be installed if the property owners, local fire departments and/or cities wish to pay the cost of such hydrants. (Fire protection districts, under KRS 75.080 may install fire hydrants and apportion the costs of the installation against the owners of the property fronting the public ways in which the fire hydrants are installed.)

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SECTION XIX – FIRE HYDRANT MAINTENANCE POLICY

1. The local fire departments and cities are responsible for:
 - a. Notification to the District of:
 - i. Any discrepancies or problems with a fire hydrant by submitting the proper “Fire Hydrant Inspection Reports” to the District.
 - ii. The amount of water used for flow testing and flushing fire hydrants, training drills using fire hydrants, refilling fire engine tanks, fire emergencies, and any other use for fire hydrants in accordance with 807 KAR 5:095. These figures only need to be an estimated amount.
 - iii. Any event in which a fire hydrant is utilized for any purpose other than an emergency. This includes: flow testing and flushing fire hydrants, training drills using fire hydrants (night or day), refilling fire engine tanks on a non-emergency basis, and any other non-emergency use for fire hydrants.
 - iv. Any event in which a fire hydrant is utilized for an emergency purpose. The District shall be notified as soon as practical.
 - b. Coordinated Inspection of the working condition and accessibility of each public fire hydrant located in their jurisdiction including:
 - i. Inspection, operation and flow testing of all fire hydrants must coordinate with the District and should be conducted in the spring and fall only. Summer flow testing and inspection should be avoided due to increased demand on the system.
 - ii. Notification of any discrepancies or problems with the fire hydrant.
 - c. Winterization (pumping them dry if they do not self drain) of all the hydrants in their area to avoid freezing (except as noted in Section XIX 2.d).
 - d. Maintenance of the following items for public fire hydrants:
 - i. Lubricating the threads of the discharge nozzles and the operating nut of the fire hydrant.
 - ii. Maintaining accessibility and visibility.
 - iii. Replacing nozzle cap gaskets when they are missing or damaged beyond their usefulness.
 - iv. Painting the entire fire hydrant, “red” for high pressure zones and “yellow” for all other zones. The only exception to this is if the fire department elects to color code the hydrants as to the flows available. Only the color of the dome can then be changed.

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SECTION XIX – FIRE HYDRANT MAINTENANCE POLICY – Cont’d

2. The Northern Kentucky Water District is responsible for:
- a. Repairing all public fire hydrants within a reasonable time, subject to the District’s work load, after the District receives proper written notification from the fire departments or city with the exception of items listed under fire department and city responsibilities. The District will notify the local fire department or city when repairs are made.
 - b. Supplying paint, lubricant and nozzle cap gaskets to any fire department or city in the District’s service area.
 - c. Notification to the local fire department when any fire hydrant in their service area is going to be out of service due to scheduled shut downs, main breaks, maintenance, etc. In cases of an emergency shutdown, notification will be made as soon as practical.
 - d. Winterization (pumping them dry if they do not self drain) of all the hydrants used by the District for system operation and maintenance to prevent them from freezing between November 15 – March 30.

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SECTION XIX-A – POLICY FOR INSTALLATION OF PUBLIC FIRE HYDRANTS

1. District Initiated Distribution Main Projects Under SECTION XIV-C of the District’s Tariff (“100’ Extension Rule”)

For new distribution main projects initiated by the District which fall under the 100’ Extension Rule, the following procedure shall be used for the installation of fire hydrants:

- a. Anchoring tees and valves may be installed along the water main project at approximately 450’ – 500’ intervals for future fire hydrant installation.
- b. New fire hydrants may be installed, at the District’s expense, for flushing purposes and at high points in the main for air releases depending on hydrant spacing and as determined by the District.
- c. Additional fire hydrants may be installed if the property owners, local fire departments and/or cities wish to pay the cost of such hydrants. (Fire protection districts, under KRS 75.080, may install fire hydrants and apportion the costs of the installation against the owners of the property fronting the public ways in which the fire hydrants are installed.)

2. Water Main Extensions made per SECTION XIV-A of the District’s Tariff (50’ Participation by the District)

For new distribution main projects that fall under the 50’ Participation Rule, the following procedure shall be used for the installation of fire hydrants:

- a. Fire hydrants will be installed along the distribution main project at approximately 450’ – 500’ intervals as recommended by the local planning commission and/or the local fire department. The cost of the fire hydrant installation will be built into the project cost and paid by the property owners requesting the distribution main extension.

3. Subdistrict Type Projects

For projects that are funded through a surcharge on the water bill, the following procedure shall be used for the installation of fire hydrants:

- a. Fire hydrants may be installed along the distribution main project at approximately 450’ – 500’ intervals as recommended by the local planning commission and/or the local fire department. The cost of the fire hydrant installation will be built into the project and paid for by the surcharge on the water bill. (T)
- b. In rural areas, fire hydrants may be installed at 1,000’ intervals; tees and valves may be installed between these hydrants for future fire hydrant installation. Anchoring tee and valve locations will be approved by local fire department(s).

4. New Subdivisions

For new subdivisions where the distribution main is to be extended by a contractor(s) or developer(s), the following procedure shall be used for the installation of fire hydrants:

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ISSUED BY: _____

TITLE: Vice-President of Finance & Support Services

**SECTION XIX-A – POLICY FOR INSTALLATION
OF PUBLIC FIRE HYDRANTS – Cont’d**

- a. Fire hydrants will be installed throughout the subdivision at approximately 450' – 500' intervals as recommended by the local planning commission and/or the local fire department. The contractor or developer will be responsible for the cost of the fire hydrant installation.

5. General Fire Hydrant Installation Requirements

New fire hydrant installation shall only be permitted on distribution mains which can provide a minimum fire flow of 250gpm and the water system supporting this flow has the capability of providing this flow for a period of not less than two (2) hours plus consumption at the maximum daily rate. A minimum of 30 psi must be available on the discharge side of all meters. Fire hydrants shall be connected only to distribution mains adequately sized to carry fire flows and in no case to lines smaller than six (6) inches. Fire hydrant spacing shall be as recommended by the local planning commission and/or the local fire department, normally every 450' – 500'. Fire hydrants shall be located on or as close to side property lot lines as possible when feasible. If the hydraulic system cannot support the installation of fire hydrants, anchoring tees and valves shall be installed to allow for future fire hydrant installation when adequate water is available. (T)

6. Existing Fire Hydrants Installed Prior to 1992 and Fire Hydrants Acquired from Other Water Systems

Fire hydrants installed prior to 1992 and fire hydrants acquired from other water systems may not meet the requirements of 807 KAR 5:066. These fire hydrants may be installed on water mains smaller than six (6) inches or have flows less than PSC requirements. Those hydrants that do not meet these requirements are considered flushing type devices for the maintenance of the water system. Fire hydrant installed prior to 1992 or fire hydrants acquired from other water systems may not meet the requirement of 807 KAR 5:066.

SECTION XIX-B – RELOCATION OF EXISTING PUBLIC FIRE HYDRANTS

Existing public fire hydrants are defined as hydrants that are over one-year-old from the installation/maintenance period. Person(s), local fire department, and/or cities requesting a fire hydrant to be moved shall make written request to the District stating the reasons for the relocation. The District will inspect the hydrant in question and verify whether the problem with the location of the existing fire hydrant is a safety or other justifiable problem. If the District determines that there is a need to relocate the fire hydrant, the entity that made the request will be charged for the material only, and billed per the District’s Billing Policy. The District will supply the labor cost for said relocation. If the District determines that the location is suitable and does not warrant relocating and the customer or entity still request relocation, 100% of the cost to relocate the fire hydrant, with no cap, will be paid by the customer or entity. The fire hydrant will be relocated to a location that is reasonable and most cost effective. If the District chooses to upgrade the hydrant as part of the relocation, the cost for the upgrade materials shall be borne by the District entirely. This policy shall not be used for upgrading an existing fire hydrant. (T)

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**SECTION XX – FIRE HYDRANT USE PERMITS FOR PRIVATE
OR PUBLIC FIRE HYDRANTS**

Temporary water service may be made available from fire hydrants in the District’s service area upon proper application and approval by the District. Fire hydrant permits are available at the District’s offices and are approved based on available water, location of fire hydrants, and size of meter required. For *Fire Hydrant Usage Permit*, see Appendix H. (T)

Fire hydrant permits are normally issued by the District for only the following reasons (limited to duration of the need, but in no case longer than 30 days, as stated at issuance of permit): (T)

1. Filling swimming pools.
2. Instances which are non-recurring in a given area, such as:
 - a. sewer flushing
 - b. mud jacking of streets
 - c. paving projects
 - d. demolition dust control
 - e. street cleaning
 - f. street cutting
3. Street sweepers which use designated hydrants.
4. Other purposes as deemed necessary by the District.

All fire hydrant permit connections shall be properly metered and shall have proper backflow protection. Metering devices and backflow prevention devices shall be furnished by the District and obtained at the issuance of permit.

No Fire Hydrant Permit shall be issued for a period of more than 30 days without renewal.

No Fire Hydrant Permit shall be issued for construction purposes where a permanent service will be required at a future date.

Contractors performing road projects for which the time of construction is longer than 90 calendar days who desire water service for any reason, shall determine a central location approved by the District, and shall cause to be constructed a service connection to meet their needs as per the Rates, Rules and Regulations of the District.

DEPOSITS, FEES and CHARGES:

Hydrant Usage Deposit – A refundable deposit shall be placed with the District, from which any charges shall be deducted for damages and unbilled water, and the balance returned to the holder of the permit.

Deposit Charges are as follows:

- 1 to 5 days = \$250.00
- 5 to 30 days = \$1,000.00

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**SECTION XX – FIRE HYDRANT USE PERMITS FOR PRIVATE
OR PUBLIC FIRE HYDRANTS – Cont’d**

Each Fire Hydrant Permit will require a daily fee. The daily fee is as follows:

1" meter assembly with 5/8" outlet = \$15.00 per business day

3" meter assembly with 2 1/2" outlet = \$30.00 per business day

The deposit for cities, counties, agencies, and other groups approved by the District shall be waived. Water consumption shall be billed at the normal rates of the District. The holder of a Fire Hydrant Permit shall be responsible for any damage (including freezing), loss, or theft of the meter assembly and for any damage to the fire hydrant, and will be charged for repairs at the District’s Invoice Billing Policy. If there is any leakage between the fire hydrant and the connection to the permit holder’s hose connection, the fire hydrant shall be immediately shut off and the District notified.

The District reserves the right to transfer a customer’s unpaid fire hydrant fee or any other related fees (such as replacement/repair costs caused by damage or theft) to the customer’s water account, if an account exists. (N)
(N)

Charges for Estimated Usage When Not Having a Permit or Not Using Metering Devices:

No person, firm, or corporation shall use or make a connection to use water from a fire hydrant or other available source of water unless a properly authorized Fire Hydrant Permit is issued by the District. Any connections, hoses, wrenches, or appurtenances attached to a fire hydrant without a permit issued by the District shall be immediately confiscated by any employee of the District and the proper legal authority will be notified for the theft of service. In addition, where no permit was issued and there is no way to determine actual water usage, an estimated amount equal to the cost of the water flowed for four (4) hours @ 250gpm plus any damages to distribution system will be charged.

Permanent Installation of Meter & Backflow Preventer:

Cities, county agencies, and other groups approved by the District requesting permits for instances which are non-recurring in a given area, may install a meter (purchased from the District), an approved backflow prevention device or method, and appurtenances for permanent mounting on their equipment. The installation must be approved by the District. A Fire Hydrant Permit shall still be required for a specific hydrant(s). The meter must be delivered to the District’s office on or before the day of Fire Hydrant Permit expiration. At this time, the meter shall be read and billed to the permit holder. If permitted, the meter shall be re-issued for an additional time period. On a yearly basis, the meter must be tested by the Meter Service Department and the approved backflow preventer shall be tested by a Certified Backflow Technician acceptable to the District.

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SECTION XXI – WATER SERVICE FOR FIRE DEPARTMENTS

Fire Departments:

Any city, county, urban-county, charter county, or fire protection district (“User”) may withdraw water from the utility’s water distribution system for the purpose of fighting fires and or training firefighters at no charge on the condition that it maintains estimates of the amount of water used for fighting fires and/or training during the calendar month and reports the amount of this water usage to the utility no later than the 15th day of the following calendar month. The District is not responsible for any damages to fire equipment or construction equipment as a result of the use of the hydrant. Any user of fire hydrant water is responsible for protecting their equipment from any sediment or debris through the Fire Hydrant.

Any city, county, urban-county, charter county, or fire protection district that withdraws water from the utility’s water distribution system for fighting fires and or training purposes and fails to submit the required report on water usage within 60 days of the report calendar month shall be assessed the cost of the water.

A non-reporting user’s report shall be presumed to be 0.03 percent of the utility’s total water sales for the calendar month. A non-reporting user may present evidence of its actual usage to rebut the presumed usage. The utility should consider this evidence and may adjust the presumed usage amount accordingly. (R) (N)

The non-reporting user shall be billed for this usage at the lowest usage block rate regardless of customer classification and the utility charges.

A non-reporting user shall also be assessed a penalty of \$25.00 for each failure to submit a report within 60 days of the report calendar month.

SECTION XXII – PRIVATE FIRE PROTECTION SERVICE

Connections from the public water distribution system for new private fire protection service will be constructed per District’s Standard Drawings on water mains which can support these types of installations. All private fire protection services shall comply with the requirements of 807 KAR 5:095.

The property owner will be responsible for all installation and maintenance costs of the private fire protection service. No private fire service lines, hydrants or systems shall be installed without written approval from the District. It shall be the responsibility of the property owner to request approval from the District for any proposed alterations to the piping or equipment of any fire service line. There shall be no alteration without prior written approval of the District.

It shall be the responsibility of the property owner to limit the use of the private fire protection service to fire fighting or necessary testing only. Where a fire service line has outlets, such as fire hydrants or hose outlets, the District may seal each outlet. Such seal shall not be broken, except when necessary for firefighting purposes. This tariff supersedes any existing special contract for the provision of private fire protection services.

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SECTION XXII – PRIVATE FIRE PROTECTION SERVICE – Cont’d

A private fire service line from the District’s main shall not be used for other than fire protection purposes, except when a dual service has been approved by the District in writing. The District may order a fire service line metered and converted to a commercial account to be billed at the current rate schedule for any of the following reasons:

1. Continued use of water from the service line for other than fire fighting purposes after notification by the District. (Flushing debris, clean up or flushing of spillage, watering of dumps and other dry areas, shall not be considered as fire fighting purposes.)
2. Failure to repair a leak or leaks on the fire service branch or fire protection system.
3. Use of water from the fire service line to control or extinguish fires intentionally set by property owner.
4. Unauthorized breaking of a seal or seals on outlets of a fire service line which was placed by the District.
5. Failure to meet reporting requirements established in 807 KAR 5:095.

SECTION XXIII – CROSS CONNECTION CONTROL POLICY

All cross connections are prohibited and shall be eliminated in conformity with the laws and regulations of the Division of Water, the Division of Plumbing and the Public Service Commission.

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SECTION XXIV – SUBDISTRICT STREET NAMES AND MAPS

(T)

This list will be updated annually, and additional streets added between annual tariff updates will be posted on the District web page www.nkywater.org within thirty (30) days of the completion of an extension or lateral from an existing Subdistrict street.

Customers in Subdistrict B

- Bird Road – KY 17 to Wynewood
- Farmview Drive – Moffett Road to end of road
- Gleason – 1 service tapped off Madison
- KY 17 (Madison Pike) – #12363 to #14158, 1,200' North of Callant Road to Gleason
- Martin Road – Moffett Road to 3,650'
- Moffett Road – KY 17 to George Bach Road
- Rector Road – Moffett Road to #3560 Rector Road
- Rosehawk Lane – Moffett to end of road

Customers in Subdistrict C

- Banklick Road – Bristow to Maher Road
- Callant – KY 17 for the first 0.6 miles
- Camin Lane – Green Road to end of road
- Cheval Drive – Green Road to end of road
- Dixon Road – 2 services tapped on KY 17, 1 service tapped on Rich Road
- Gardnersville Road – KY 17 for the first 0.8 miles
- Glenhurst Subdivision – Chinkapin Circle, Berlander Drive (stops at 684 Berlander Drive), Glenhurst Drive (stops at intersection of Glenhurst Drive and Berlander Drive off of Maher Road), Lyonia Drive, Colton Court, Hornbean Drive (Off of Maher Road), Freemont Drive
- Graven Road – Maher Road 4,400' towards Wright Road
- Green Road – KY 16 to US 25
- Hempfling Road – Madison Pike to 2352 Hempfling Road
- Independence – Shaw Road to 1159 Independence Road
- KY 17 (Madison Pike) – #14192 to #15960, Gleason to Pendleton County Line
- Maher Road – Banklick Road to Kenton/Boone County Line, Independence Road to Banklick
- Maher Subdivision – Meadows, Parker Drive, Stanley Lane, Anna Lane, Brian Lane
- Martin Road – Subdistrict B to Staffordsburg Road
- Mulberry Lane (Rolling Greene Subdivision off of Green Road)
- Paxton Road – KY 17 for first 0.65 miles
- Percival Road

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SECTION XXIV – SUBDISTRICT STREET NAMES AND MAPS – Cont’d

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Customers in Subdistrict C – Cont’d

- Rector Road – Subdistrict B (3560 Rector Rd.) to Kenton Station Road
- Rich Road – KY 17 to 3348 Rich Road
- South Fork Estates Subdivision – South Fork Drive, Thoroughbred Lane, Stablegate
- Spillman Road – KY 17 to end of road
- Staffordsburg Road – KY 16 to Martin Road
- Stephenson Road – Green Road to 1636 Stephenson Road
- Symbo – Green Road to 1533 Symbo
- Tupelo Drive – Glenhurst Subdivision (Off of Maher Road)
- US 25 – Walton City Limits to KY 14
- Visalia Road – Staffordsburg to Vises Trail
- York Road – US 25 to 332 York Road

Customer in Subdistrict D

- 4 Mile Pike from Uhl Road to Providence Trace
- California Cross Road – to Washington Trace Road to Shaw Goetz
- KY Route 8 to McDonald Lane off Blangey Road
- Licking Pike & Steffen Road – Route 10 to KY 936, KY 936 before Poplar Thicket
- Persimmon Grove Pike – Burns Road to California Cross Road, Shaw to Burns Road, Stevens Branch to Shaw Hess
- Providence Trace off of 4 Mile
- Wagoner Road – to Picnic Road
- Winters Lane – from Mary Ingles Highway to 4614 Winters Road

Customers in Subdistrict E

- Bethel Grove
- Brandy Lane
- Bromley Crescent Springs Road
- Fiskburg Road – KY 17 to Goshorn Road
- Ishmael Road – KY 177 to 14122 Ishmael Road
- Kenton Station – Rector Road to KY 177
- KY 177 – North of Kenton Station 7100', North of Vises Trail 4250', South of Kenton Station 5400', South of Vises Trail 2850'
- Licking Station
- McDonald Avenue
- Oliver Road

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SECTION XXIV – SUBDISTRICT STREET NAMES AND MAPS – Cont’d

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Customers in Subdistrict E – Cont’d

- St. Johns Road
- Vises Trail – KY 177 to 12158 Vises Trail
- Whitaker – Madison Ave. to 4022 Whitaker Avenue

Customers in Subdistrict F

- Amy Lou
- Flag Springs
- Flatwood Road
- Grandview
- Heck Road
- Licking Pike – Existing 8-inch Water Main to Ripple Creek, Rifle Range to Subdistrict, Trapp Road to Rifle Range
- Siry Road
- Steffen Road
- West Main Street

Customers in Subdistrict G

- Banklick – Maher Road to Walton Nicholson Road
- Bramlage Road – Wilson to Banklick
- Bullock Pen Road – Old Madison to end of road
- Cody Road – #5372 to Upton Drive, Flagstone to #5372
- Estate Lane – Visalia to end of road
- Fowler Creek Road – #5346 to Cox/Oliver
- Fowler Creek Road – Senour to #5282
- Hollyhock – Wolf to #641
- Independence Road – #1068 to Banklick Road
- Klein Road – Visalia to end of road
- Lieberman
- Misty Lane – All of street
- Petty Road – Marshall to #3927 Pruett Road
- Pleasure Isle Drive – #305-A to #400
- Sugar Camp – #2760 to Fowler Creek
- Upton Drive – Cody Road to end of road
- Webster Road – #251 to #270
- Wolf – Valley View to KY 177

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SECTION XXIV – SUBDISTRICT STREET NAMES AND MAPS – Cont’d

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Customers in Subdistrict H

- Bars Branch – End of line to #9677
- Cory Drive
- Creektrace Road – Licking Pike to John Miller Road, John Miller Road to Indian Trace, Indian Trace to Pond Creek
- Daniels Road – Schababerle Hill Road to #3185
- Enzweiler Road
- Indian Trace Road – Creek Trace to JoAnn Lane, JoAnn Lane to end of road
- JoAnn Lane
- John Miller Road – Creektrace to #9807
- Lauren Lane
- Low Gap Road – #954 to #878
- Maddox Road – End of line to end of road
- Mystic Rose – Nine Mile to end of road
- Orlando Drive
- Pleasant Ridge Road – End of line to #11138
- Pond Creek Road – Bridge to #10365
- Rifle Range Road – Licking Pike to the Bridge
- Schababerle Hill Road – Wesley Chapel to Daniels Road
- Washington Trace – #10998 to #11236
- Wesley Chapel – California Cross Roads to Schababerle Hill Road, Schababerle Hill Road to #12635

Customers in Subdistrict I

- Bird Road – Wyne Wood Trail to #1684
- Dixon Road – Rich Road to #14361
- Jones Road – American Legion to end of road
- Taylor Mill Road – #4868 to Grand Avenue

Customers in Subdistrict K

- Klette Road
- Rice Road
- Saylor Court
- Tamber Ridge Drive

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SECTION XXIV – SUBDISTRICT STREET NAMES AND MAPS – Cont’d

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Customers in Subdistrict M

- Camp Road
- Cruise Creek Road
- Fontana Road
- Graven Road – 11156 Graven Road to Wright Road
- Harbil Road
- Hempfling Road – 2576 Hempfling Road to 3110 Hempfling Road
- KY 177 – #14669 to #15112
- Lakeview Drive
- Northcutt Road – Jones Road to 14214 Northcutt Road
- Rich Road – Little Cruises Creek to Rouse Road
- Rouse Road
- Wright Road – 314 Wright Road to 544 Wright Road

Customers in Subdistrict R

- Coleman Road – KY 177 to end of road
- Feiser Road – Porter Road to Locust Pike
- KY 177 – 500' North of Wards to 2900' South of Wards, Porter Road to 800' North, Pruett Road to Ryland Lakes Drive
- Locust Pike – 650' West of Whites Road to end of road, Feiser Road to Wards Lane
- Porter Road – KY 177 to 7,500'
- Redrow – Locust Pike to end of road
- Spanton Road – Locust Pike to 1,300'
- Wards Lane – Locust Pike to KY 177
- Whites Road – KY 177 to Locust Pike

Customers in Subdistrict RF

- KY 177 – Subdistrict R to short Marshall
- Porter Road – Tecumseh approximately 500' from Tecumseh to 8901 Porter Road
- Short Marshall – KY 177 East 500'
- Tecumseh – From 9030 Tecumseh to Porter Road

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SECTION XXIV – SUBDISTRICT STREET NAMES AND MAPS – Cont’d

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Customers in Subdistrict RL

- Crystal Court
- Crystal Drive
- Crystal Lane
- Ernst Bridge Road
- Hillside Drive
- Maplewood Drive
- Meadow Lane
- Mirror Court
- Northall Court
- Orchard Lane
- Redbud Lane
- Ryland Lakes Drive
- Sylvan Lake Drive
- Wild Lake Drive

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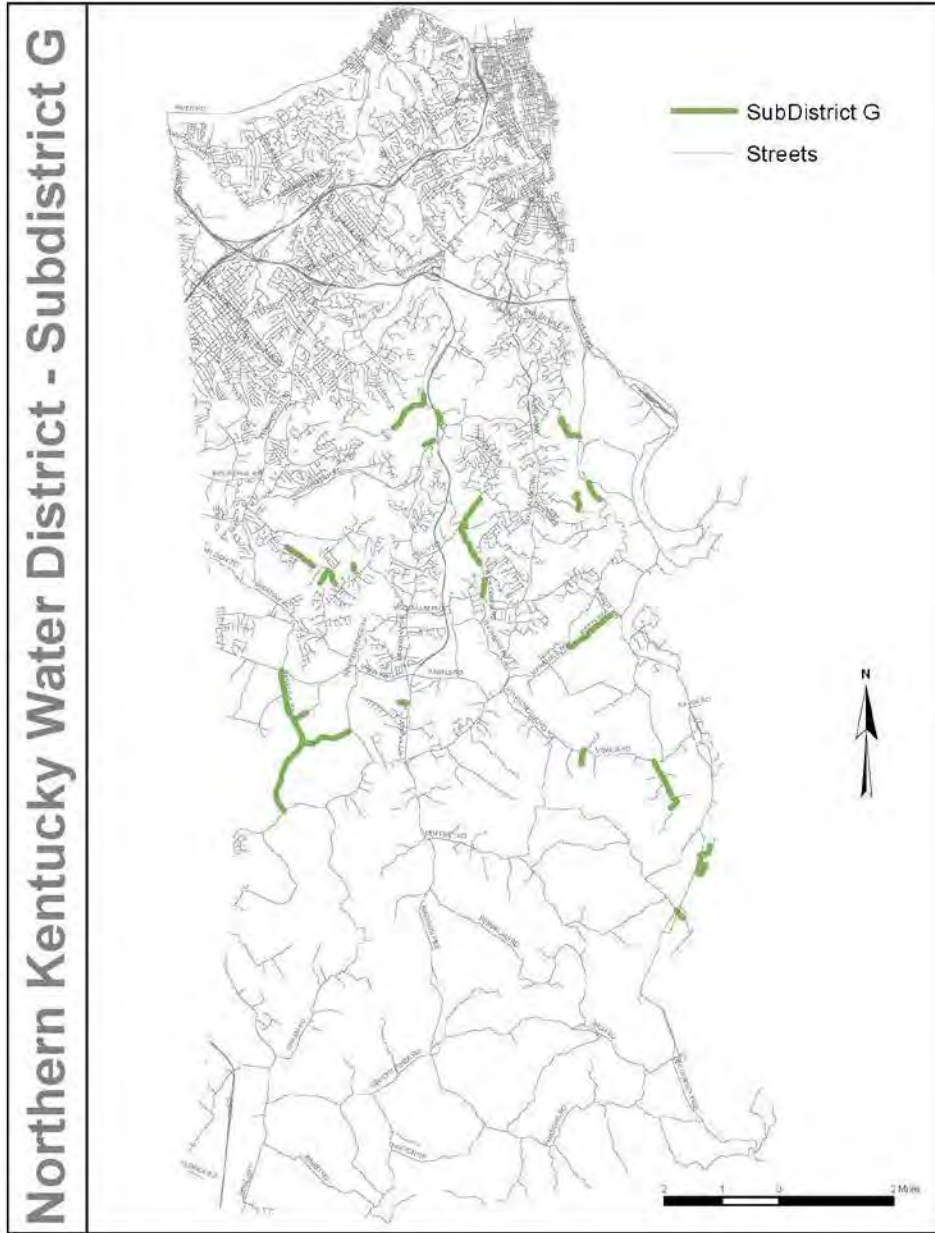
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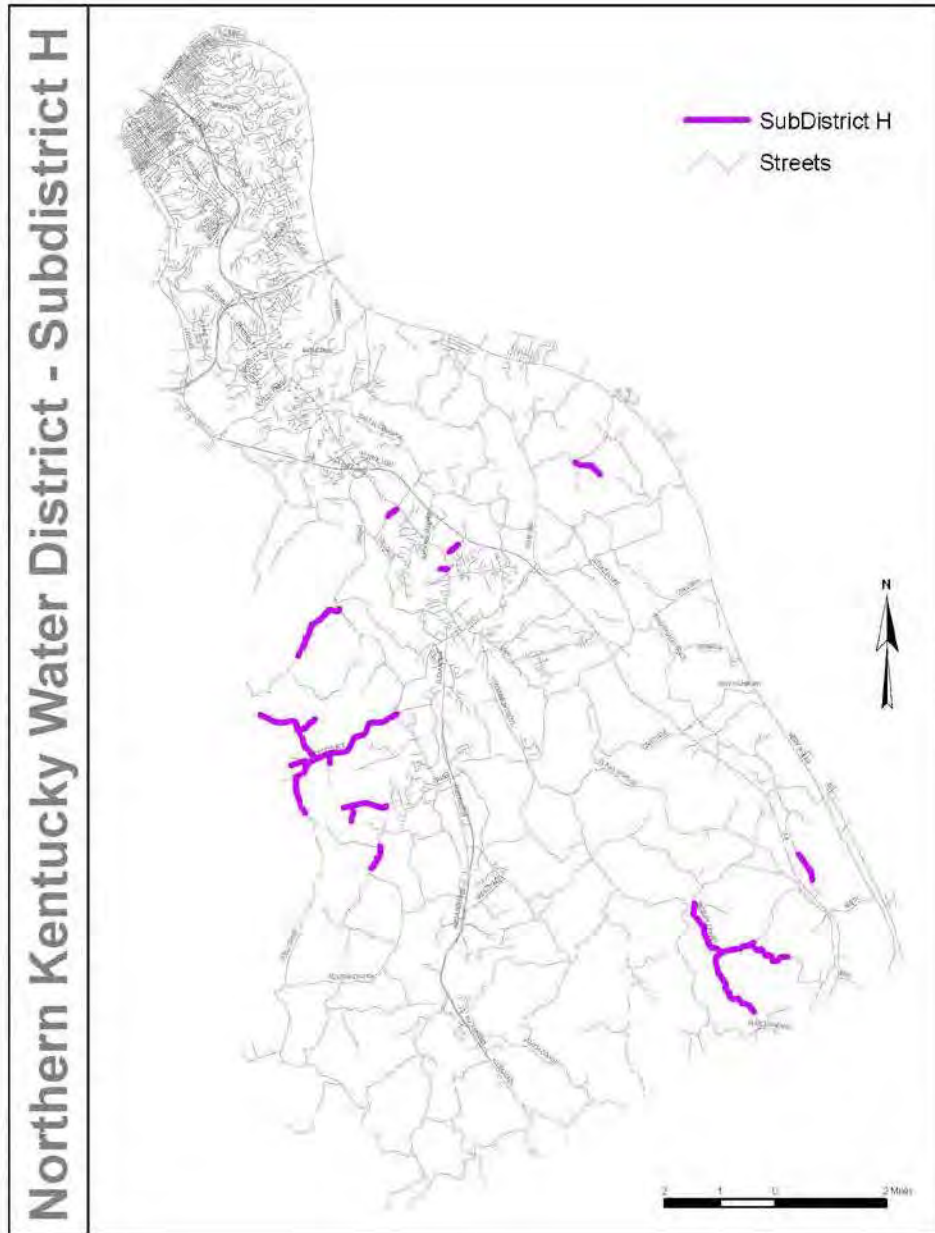


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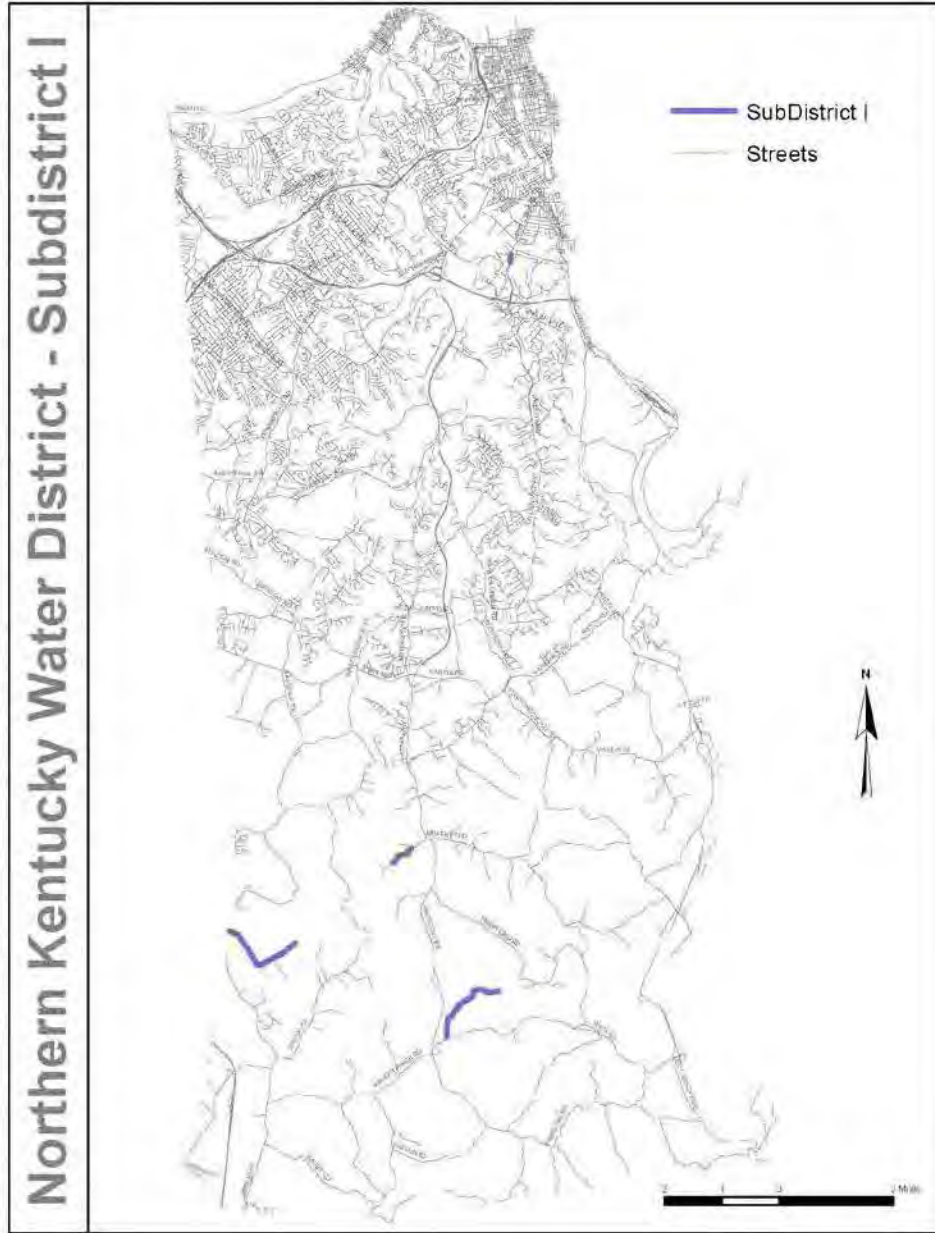


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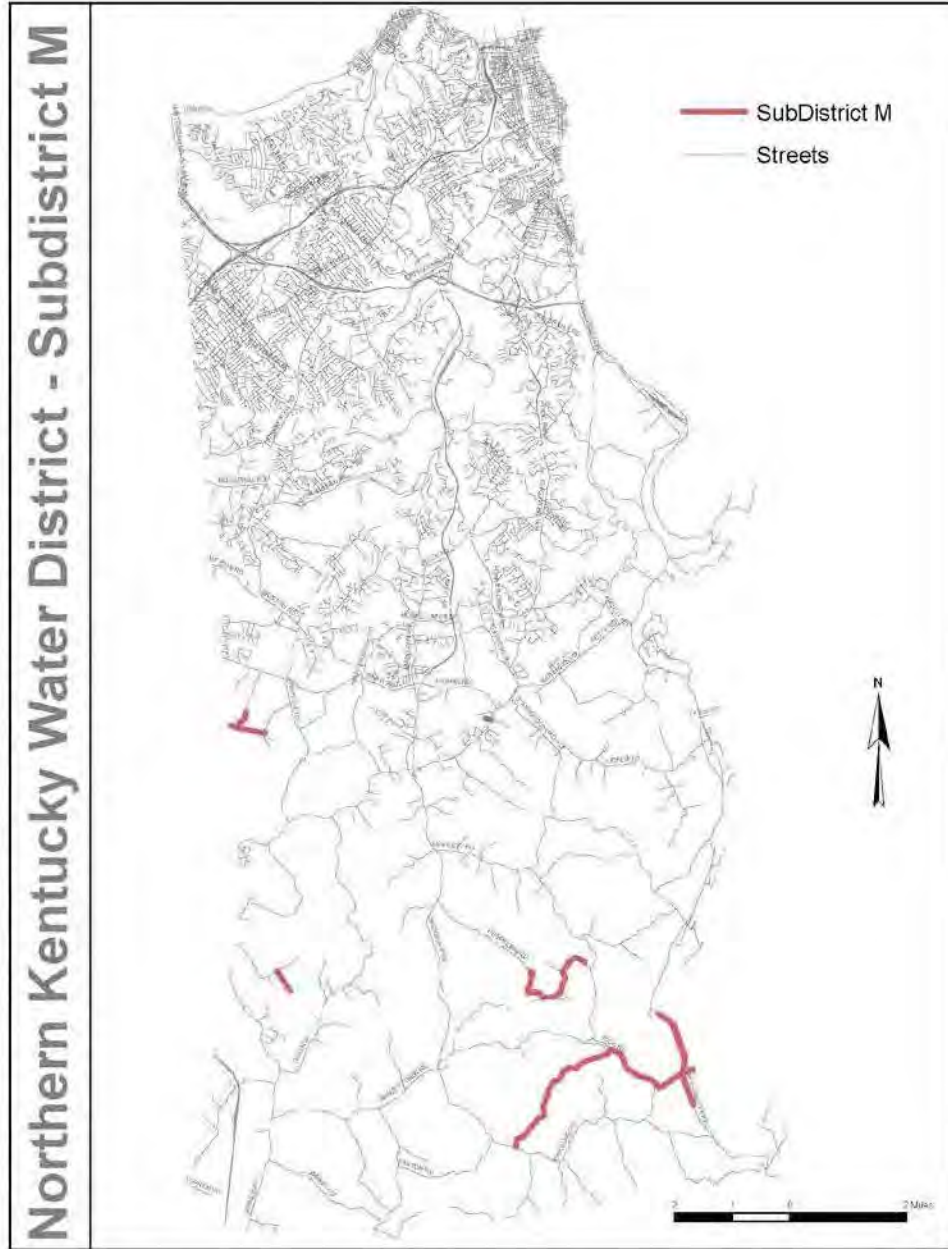


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APPENDIX A. – NEW SERVICE APPLICATION FORMS



Application for Water Service (Residential)

(Please complete each section. If a question is not applicable to Applicant, then write "N/A")

Please mail this Application, along with a copy of a form of picture identification of each Applicant/Co-Applicant to: NKWD, 2353 Crescent Springs Road, Erlanger, KY 41018, Attn: Customer Service, or fax to (859) 578-3668, or email to custserv@nkywater.com.

A. Applicant Information

Today's Date: ____/____/____ Start Date: ____/____/____

Account Number: _____ Applicant's Name: _____
(For Districts use only)

Applicant's DOB: ____/____/____ Driver's License #: _____ SS# (optional): ____-____-____

Service Location Address: _____ City: _____ State: _____ Zip: _____

Mailing Address (if different than service address): _____ City: _____

State: _____ Zip: _____ Primary Phone: (____) _____-____ Alternate Phone: (____) _____-____
(Primary number should be a number at which Applicant can be normally contacted, including, in the event of an emergency.)

Email Address (optional): _____ If Email address is provided, does Applicant consent to receive all notices by email in lieu of notice by mail or newspaper publication? Yes No

Applicant's Employer (if applicable): _____

Names of Adults residing at Service Location: _____

Address of Applicant's Last Residence: _____ City: _____ State: _____

Zip: _____ Do you want to discontinue service at this address? Yes No

Applicant's Marital Status: Married Single If married, Name of Spouse: _____

Spouse's Phone (if different from Applicant's): (____) _____-____ Spouse's Employer: _____

Does Applicant reside on the premise? Yes No Does Applicant own property? Yes No

If Applicant does not own property, provide the Property Owner's:

Name: _____ Phone Number: (____) _____-____

Mailing Address: _____ City: _____ State: _____ Zip: _____

Email Address (if available): _____

(If Applicant does not own the property, include a copy of the a deed, notarial deed agreement or a written acknowledgement of the property owner that Applicant is authorized to obtain water service at the service location address designated.)

Do any adult members of Applicant's Household wish to be a co-applicant on this application? Yes No
(If "Yes" is checked, Co-Applicants should complete information in Section C.)

Does Applicant or any Adult member of Applicant's household currently owe any delinquent amounts or unpaid balances from any prior water account with the District? Yes No

Has Applicant/Co-Applicant's water service ever been disconnected by the District for non-payment of water charges within the past two years? Yes No

Have Applicant/Co-Applicant had two or more checks returned by his/her bank for insufficient funds on any prior account with the District? Yes No


Has Applicant/Co-Applicant filed for bankruptcy within the last 7 years? Yes No

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APPENDIX A. – NEW SERVICE APPLICATION FORMS – Cont'd



B. Agreements

The undersigned Applicant/Co-Applicants ("Applicant") hereby applies for water service and agrees to purchase water from Northern Kentucky Water District ("the District"), subject to the following terms and conditions:

- a) Applicant represents and warrants to the District that the information provided on this Application is true, correct, and complete in all material respects. Applicant acknowledges that any false or deliberately misleading information provided on this Application will be considered as an attempt to obtain water service through fraudulent means and may constitute grounds for discontinuance of Applicant's service at the service location address designated above.
- b) No application for water service will be approved and no water shall be supplied to any applicant or customer if the applicant or the customer is delinquent or indebted to the District or if any member of an applicant's household is indebted to the District and such indebtedness was incurred while that person and the Applicant were members of the same household. This applies whether the delinquency or indebtedness is incurred at the property address for which this application is made or at any other premises or property. If Applicant fails to disclose to the District Applicant's prior indebtedness or the indebtedness of a member of Applicant's household and the District provides water service, the District may discontinue water service after providing the Applicant with notice of the discovery of the indebtedness and providing Applicant a reasonable period of time to pay the outstanding debt.
- c) Applicant will purchase water from the District to be supplied to the service location address designated above, subject to all terms and conditions set out in the District's rules, regulations, and tariffs now in force or hereafter supplemented or amended. Applicant shall make timely payment of all amounts and charges due on or before their due dates. Applicant understands and agrees that if Applicant's water account becomes delinquent for failure to make timely payment of all amounts and charges due on or before their due dates, the District may discontinue water service.
- d) Applicant agrees to reimburse the District for all reasonable attorney's fees, collection agency fees, and court costs incurred by the District to enforce the terms and conditions of this agreement and to recover any delinquent amounts or other indebtedness if (i) Applicant fails to comply with the terms and conditions of this agreement and (ii) the District commences legal action to enforce the terms and conditions of this agreement and obtains a judgment against Applicant. The court rendering the judgment shall determine the amount of the attorney's fees, collection fees, and court costs which the District is entitled.
- e) The District is providing water service to Applicant's household. Applicant and all adult members of Applicant's household who benefit from the provision of water service to the service location address designated above are jointly and severally liable for payment of services rendered to that service location. Should a delinquency in payment for service to the service location occur, each adult member of the household at the time of the delinquency is responsible for the delinquency and indebted to the District for the delinquent amount and the District may deny any future application or request for water service to any service location by any of those persons until their indebtedness is paid.
- f) Any Co-Applicant who vacates the service location and desires to avoid liability for future amounts under the Agreement, shall notify the District in his or her action. The Co-Applicant shall not be liable for charges for service rendered to the service location after the District's receipt of the Co-Applicant's notice. If notice is provided by telephone, the burden of proof shall be on the Co-Applicant to prove that notice was given if a dispute arises.
- g) Applicant agrees to maintain all water pipes and plumbing in or on the property in compliance with all plumbing specifications as required by the Commonwealth of Kentucky and/or any state, local, or municipal building or plumbing codes.
- h) Applicant agrees to comply with and be bound by all of the provisions of this agreement, and such rules, regulations, and tariffs now in force or hereafter supplemented or amended.
- i) By signing this agreement, the Applicant acknowledges that the terms of this agreement constitute a binding contract between the District and the Applicant, and the terms and provisions of this agreement are legally enforceable against the Applicant in accordance with its terms.
- j) Applicant acknowledges that, if Applicant has checked "Yes" to receiving all notices by email in lieu of notice by mail or newspaper publication, Applicant consents to the District providing notice of rate adjustments and other matters that require public notice by email to the stated address in lieu of notice by mail or publication and further agrees that, should applicant's email address change, it is his or her responsibility to inform the District of the change in email address.
- k) Applicant acknowledges that as a utility customer in the Commonwealth of Kentucky, Applicant has certain rights and obligations. Applicant further acknowledges that a copy of the District's tariff setting forth such rights and obligations, including the Customer Bill of Rights, can be obtained from the District's website at www.nkwd.net/opa or from the Kentucky Public Service Commission's website at <http://kpsc.ky.gov>.
- l) Any applicant affirming that he/she is exempt from the Kentucky state sales tax hereby agrees to indemnify and hold the District harmless from any subsequent claims for sales taxes due or resulting penalties if the person or entity is deemed to owe sales tax for water service or any other service provided by the District. Further, if the District is required to remit tax payments on behalf of the applicant/account holder, applicant agrees to reimburse the District for any sales tax, penalties, attorney's fees, or any related costs, which may be deducted from any deposit or refund applicable to the account holder held by the District.

SIGN HERE:

Applicant Signature	Print Name Here	Date
---------------------	-----------------	------

C. Co-Applicants

The undersigned hereby agrees to be deemed a Co-Applicant and customer and bound by all of the terms and conditions contained in this Agreement.

Co-Applicant Signature	Co-Applicant Signature
Print Name Here	Print Name Here
Phone Number	Phone Number
Email (optional)	Email (optional)
Mailing Address (if different from service address)	Mailing Address (if different from service address)

NKWD – Application for Water Service (Residential)
Effective Date: 8/29/2019
Page 2 of 4

(T)

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

APPENDIX A. – NEW SERVICE APPLICATION FORMS – Cont'd



**Northern Kentucky Water District
Water Turn-On Release Form**

I represent and warrant to the Northern Kentucky Water District (the "District") that I am the owner or lawful tenant of the premises located at _____ (hereinafter the "Premises"). I acknowledge that the District's normal policy is to not turn on water service unless I am at the Premises at the time of turn-on. I acknowledge that this policy can avoid such damages as those caused when faucets, valves, or other uses of water in a premises are left on or faulty and the water runs while not properly supervised. Notwithstanding the foregoing, for my convenience I hereby request and authorize the District to turn on water service, both for initial service and turn-ons following a disconnection, even if there is no one at the Premises. I understand that I should turn off all faucets and valves, and confirm the proper operating condition of same, or turn off the main shut-off valve, and take other precautions necessary to avoid water damage when the water is turned on when no one is at the Premises.

For and in consideration of having the District turning on the water service to the Premises when I am not present at the Premises, which is for my convenience, I hereby provide the following release and indemnity:

1. For myself and for my heirs, executors, successor and assigns, I hereby to the fullest extent permitted at law and equity release and forever discharge the District and the District's commissioners, officers, employees and agents from any and all claims, demands, damages and causes of action relating to any property damage or personal injury, including death, arising from or related to the turning on of water service to the Premises when I am not at the Premises or when no one is at the Premises.

2. Further, for myself and for my heirs, executors, successor and assigns, I hereby to the fullest extent permitted at law and equity agree to defend, protect, hold harmless and indemnify the District and the District's commissioners, officers, employees and agents from and against any and all claims, demands, damages and causes of action relating to any property damage or personal injury, including death, arising from or related to the turning on of water service to the Premises when I am not at the Premises or when no one is at the Premises.

I provide the above release and indemnity on the date written below.

Signature: _____

Printed Name: _____

Date: ____ / ____ / ____

Northern Kentucky Water District
2835 Crescent Springs Road
Erlanger, Kentucky 41018
Phone 859-578-9898 | Fax 859-578-3668

(N)


DATE OF ISSUE: 7/29/2019

DATE EFFECTIVE: 8/29/2019

ISSUED BY: _____

TITLE: Vice-President of Finance & Support Services

APPENDIX A. – NEW SERVICE APPLICATION FORMS – Cont'd



**Consent for Northern Kentucky Water District and Sanitation District No. 1
to Contact Concerning Water, Sanitary Sewer and Stormwater Service**

Check Preferred Option:
(Check One Only)

I authorize Northern Kentucky Water District (on its own behalf and on behalf of Sanitation District No. 1) and Sanitation District No. 1, as well as their respective successors and assigns (collectively, the "Districts"), to contact me at the phone number indicated below for any issues pertaining to water, sanitary sewer, and/or stormwater service provided by either of the Districts (collectively, the "Services") at:

Service Location Address:

City: _____ State: _____ Zip: _____

I authorize the Districts to contact me, including, without limitation, via auto dialer, recorded message and text, regarding any of the services at the following number, which is my primary point of phone contact:

Phone Number: (____) _____ - _____ Check one: Cell Land Line

Specifically, I understand that this number may be utilized at each District's discretion to notify me of emergencies, planned maintenance outages, billing issues (including pending disconnections), and any other issues pertaining to my Services, although the Districts do not guarantee that I will be notified in this manner.

I choose not to be contacted by the Districts for issues pertaining to my Services via telephone communication.

I understand that this may delay notification for emergencies, planned maintenance outages, billing issues (including pending disconnections), and any other issues pertaining to my Services.

Signature: _____

Printed Name: _____

Date: ____/____/____

Northern Kentucky Water District
2835 Crescent Springs Road
Erlanger, Kentucky 41018
Phone 859-578-9898 | Fax 859-578-3668

NKWD – Application for Water Service (Residential) Effective Date: 8/29/2019 Page 4 of 4

(N)

DATE OF ISSUE: 7/29/2019

DATE EFFECTIVE: 8/29/2019

ISSUED BY: _____

TITLE: Vice-President of Finance & Support Services

APPENDIX A. – NEW SERVICE APPLICATION FORMS – Cont'd



Application for Water Service (Commercial)
(Please complete each section. If a question is not applicable to Applicant, then write "N/A".)

Please mail this Application, along with a copy of a form of picture identification of each Applicant/Co-Applicant to: NKWD, 2835 Crescent Springs Road, Erlanger, KY 41018, Attn: Customer Service, or fax to (859) 518-3668, or email to custserv@nkwater.org

A. Applicant Information

Today's Date: ____/____/____ Start Date: ____/____/____

Federal ID#: _____ Applicant's Name: _____
(Provide the name of the person or entity who is contracting for water service. DO NOT list the name of the agent, property management group, or officer/employee of applicant who is acting on Applicant's behalf. If Applicant operates under an assumed name, provide Applicant's name.)

Property Address: _____ City: _____ State: _____ Zip: _____

Applicant's Mailing Address (if different than property address): _____
 City: _____ State: _____ Zip: _____

Local Contact Person: _____ Title: _____

Relationship to or Position with Applicant: _____

Mailing Address (if different from Applicant's address): _____
 City: _____ State: _____ Zip: _____

Primary Phone: (____) _____-____ Alternate Phone: (____) _____-____
(Primary number should be a number at which Applicant can be normally contacted, including in the event of an emergency.)

Email Address: _____

Does Applicant consent to receive all notices by email in lieu of notice by mail or newspaper publication? Yes No

Type of Entity: Corporation Partnership LLC Sole Proprietorship Trust Estate
(Check applicable type) Other (State type): _____

Tax Exempt? Yes No State of Organization/Incorporation: _____
(If Applicant has tax exempt status, provide a certificate of exemption.)

Does or has the Applicant operated under an assumed name? Yes No If "Yes", list each assumed name that Applicant has operated under in the past two years: _____

State name, address, phone number and any applicable email address for the controlling owner(s) (e.g., general partners, controlling manager/member/shareholder, or trustee) if Applicant is an entity: _____

Is Applicant's equity traded publicly on the NYSE or NASDAQ stock exchanges? Yes No If "No", see Section C.

Applicant's Address Before Property Subject to this Service Request: _____
 City: _____ State: _____ Zip: _____ Does Applicant own property? Yes No

If Applicant does not own property, provide the Property Owner's:

Name: _____ Phone Number: (____) _____-____

Mailing Address: _____ City: _____ State: _____ Zip: _____

Email Address (if available): _____
(If Applicant does not own the property, include a copy of the signed, notarized rental agreement or a written acknowledgement of the property owner that Applicant is authorized to obtain water service at the service location address designated.)

NKWD - Application for Water Service (Commercial)
Effective Date: 8/29/2019
Page 1 of 5

(T)

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

APPENDIX A. – NEW SERVICE APPLICATION FORMS – Cont’d



Does Applicant currently owe any delinquent amounts or unpaid balances from any prior water account with the District? Yes No

Has Applicant's water service ever been disconnected by the District for non-payment of water charges within the past two years?
 Yes No

Has Applicant had two or more checks returned by its bank for insufficient funds on any prior account with the District? Yes No

Has Applicant filed for bankruptcy within the last 7 years? Yes No

Has the Applicant made a general assignment for the benefit of creditors? Yes No

Has a receiver been appointed to take possession of all, or substantially all of Applicant's assets? Yes No

Has Applicant's assets been attached or subject to judicial seizure? Yes No

Has Applicant admitted in writing that it is unable to pay its debts as they come due? Yes No

Is the service location the residence of the individual signing on behalf of Applicant? Yes No

B. Agreements

The undersigned Applicant ("Applicant") hereby applies for water service and agrees to purchase water from Northern Kentucky Water District ("The District"), subject to the following terms and conditions:


- a) Applicant represents and warrants to the District, that the information provided on this Application is true, correct, and complete in all material respects. Applicant acknowledges that any false or deliberately misleading information provided on this Application will be considered as an attempt to obtain water service through fraudulent means and may constitute grounds for discontinuance of Applicant's service at the service location address designated above.
- b) No application for water service will be approved and no water shall be supplied to any applicant or customer if the applicant or the customer is delinquent or indebted to the District or if any member of an applicant's household is indebted to the District and such indebtedness was incurred while that person and the Applicant were members of the same household. This applies whether the delinquency or indebtedness is incurred at the property address for which this application is made or at any other premises or property. If Applicant fails to disclose to the District Applicant's prior indebtedness or the indebtedness of a member of Applicant's household and the District provides water service, the District may discontinue water service after providing the Applicant with notice of the discovery of the indebtedness and providing Applicant a reasonable period of time to pay the outstanding debt.
- c) Applicant will purchase water from the District to be supplied to the service location address designated above, subject to all terms and conditions set out in the District's rules, regulations, and tariffs now in force or hereafter supplemented or amended. Applicant shall make timely payment of all amounts and charges due on or before their due date. Applicant understands and agrees that if Applicant's water account becomes delinquent for failure to make timely payment of all amounts and charges due on or before their due date, the District may discontinue water service.
- d) Applicant agrees to reimburse the District for all reasonable attorney's fees, collection agency fees, and court costs incurred by the District to enforce the terms and conditions of this agreement and to recover any delinquent amounts or other indebtedness if (i) Applicant fails to comply with the terms and conditions of this agreement and (ii) the District commences legal action to enforce the terms and conditions of this agreement and obtains a judgment against Applicant. The court rendering the judgment shall determine the amount of the attorney's fees, collection fees, and court costs to which the District is entitled.
- e) Applicant agrees to maintain all water pipes and plumbing in or on the property in compliance with all plumbing specifications as required by the Commonwealth of Kentucky and/or any state, local, or municipal building or plumbing codes.
- f) Applicant agrees to comply with and be bound by all of the provisions of this agreement, and such rules, regulations, and tariffs now in force or hereafter supplemented or amended.
- g) By signing this agreement, the Applicant acknowledges that the terms of this agreement constitute a binding contract between the District and the Applicant, and the terms and provisions of this agreement are legally enforceable against the Applicant in accordance with its terms.
- h) Applicant acknowledges that, if Applicant has checked "Yes" to receiving all notices by email in lieu of notice by mail or newspaper publication, Applicant consents to the District providing notice of rate adjustments and other matters that require public notice by email to the stated address in lieu of notice by mail or publication and further agrees that, should applicant's email address change, it is his or her responsibility to inform the District of the change in email address.
- i) Applicant has full right, power and authority and is duly authorized to enter into this agreement, to perform each of the covenants on its part to be performed hereunder and to execute and deliver, and to perform its obligations under all documents required to be executed and delivered by it pursuant to this Agreement. The person signing this agreement on behalf of the Applicant represents and warrants in his/her individual capacity that he/she is duly authorized to do so, and has all due power and authority to legally bind the Company to this agreement.
- j) Applicant acknowledges that as a utility customer in the Commonwealth of Kentucky, Applicant has certain rights and obligations. Applicant further acknowledges that a copy of the District's tariff setting forth such rights and obligations, including the Customer Bill of Rights, can be obtained from the District's website at www.nkwater.org, or from the Kentucky Public Service Commission's website at tkps.ky.gov.
- k) Any applicant affirming that he/she/it is exempt from the Kentucky state sales tax hereby agrees to indemnify and hold the District harmless from any subsequent claims for sales taxes due or resulting penalties if the person or entity is deemed to owe sales tax for water service or any other service provided by the District. Further, if the District is required to remit tax payments on behalf of the applicant/account holder, he/she/it agrees to reimburse the District for any sales tax, penalties, attorney's fees, or any related cost, which may be deducted from any deposit or refund applicable to the account holder held by the District.

NKWD - Application for Water Service (Commercial)
Effective Date: 8/29/2019
Page 2 of 5

(T)

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

APPENDIX A. – NEW SERVICE APPLICATION FORMS – Cont'd


Northern Kentucky Water District
Water Turn-On Release Form

I represent and warrant to the Northern Kentucky Water District (the "District") that I am the owner or lawful tenant of the premises located at _____ (hereinafter the "Premises"). I acknowledge that the District's normal policy is to not turn on water service unless I am at the Premises at the time of turn-on. I acknowledge that this policy can avoid such damages as those caused when faucets, valves, or other uses of water in a premises are left on or faulty and the water runs while not properly supervised. Notwithstanding the foregoing, for my convenience I hereby request and authorize the District to turn on water service, both for initial service and turn-ons following a disconnection, even if there is no one at the Premises. I understand that I should turn off all faucets and valves, and confirm the proper operating condition of same, or turn off the main shut-off valve, and take other precautions necessary to avoid water damage when the water is turned on when no one is at the Premises.

For and in consideration of having the District turning on the water service to the Premises when I am not present at the Premises, which is for my convenience, I hereby provide the following release and indemnity:

1. For myself and for my heirs, executors, successor and assigns, I hereby to the fullest extent permitted at law and equity release and forever discharge the District and the District's commissioners, officers, employees and agents from any and all claims, demands, damages and causes of action relating to any property damage or personal injury, including death, arising from or related to the turning on of water service to the Premises when I am not at the Premises or when no one is at the Premises.

2. Further, for myself and for my heirs, executors, successor and assigns, I hereby to the fullest extent permitted at law and equity agree to defend, protect, hold harmless and indemnify the District and the District's commissioners, officers, employees and agents from and against any and all claims, demands, damages and causes of action relating to any property damage or personal injury, including death, arising from or related to the turning on of water service to the Premises when I am not at the Premises or when no one is at the Premises.

I provide the above release and indemnity on the date written below.

Signature: _____

Printed Name: _____

Date: ____ / ____ / ____


Northern Kentucky Water District
2835 Crescent Springs Road
Erlanger, Kentucky 41018
Phone 859-578-9898 | Fax 859-578-3668

NKWD - Application for Water Service (Commercial)Effective Date: 8/29/2019Page 4 of 5

(N)

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

APPENDIX A. – NEW SERVICE APPLICATION FORMS – Cont'd



**Consent for Northern Kentucky Water District and Sanitation District No. 1
to Contact Concerning Water, Sanitary Sewer and Stormwater Service**

Check Preferred Option:
(Check One Only)

I authorize Northern Kentucky Water District (on its own behalf and on behalf of Sanitation District No. 1) and Sanitation District No. 1, as well as their respective successors and assigns (collectively, the "Districts"), to contact me at the phone number indicated below for any issues pertaining to water, sanitary sewer, and/or stormwater service provided by either of the Districts (collectively, the "Services") at:

Service Location Address:

City: _____ State: _____ Zip: _____

I authorize the Districts to contact me, including, without limitation, via auto dialer, recorded message and text, regarding any of the services at the following number, which is my primary point of phone contact:

Phone Number: (____) _____ - _____ Check one: Cell Land Line

Specifically, I understand that this number may be utilized at each District's discretion to notify me of emergencies, planned maintenance outages, billing issues (including pending disconnections), and any other issues pertaining to my Services, although the Districts do not guarantee that I will be notified in this manner.

I choose not to be contacted by the Districts for issues pertaining to my Services via telephone communication.

I understand that this may delay notification for emergencies, planned maintenance outages, billing issues (including pending disconnections), and any other issues pertaining to my Services.

Signature: _____

Printed Name: _____

Date: ____ / ____ / ____

Northern Kentucky Water District
2835 Crescent Springs Road
Frlanger, Kentucky 41018
Phone 859-578-9898 | Fax 859-578-3668

NKWD - Application for Water Service (Commercial)Effective Date: 8/29/2019Page 5 of 5

(N)

DATE OF ISSUE: 7/29/2019

DATE EFFECTIVE: 8/29/2019

ISSUED BY: _____

TITLE: Vice-President of Finance & Support Services

APPENDIX B. – WATER TURN-ON RELEASE FORM



**Northern Kentucky Water District
Water Turn-On Release Form**

I represent and warrant to the Northern Kentucky Water District (the "District") that I am the owner or lawful tenant of the premises located at _____ (hereinafter the "Premises"). I acknowledge that the District's normal policy is to not turn on water service unless I am at the Premises at the time of turn-on. I acknowledge that this policy can avoid such damages as those caused when faucets, valves, or other uses of water in a premises are left on or faulty and the water runs while not properly supervised. Notwithstanding the foregoing, for my convenience I hereby request and authorize the District to turn on water service, both for initial service and turn-ons following a disconnection, even if there is no one at the Premises. I understand that I should turn off all faucets and valves, and confirm the proper operating condition of same, or turn off the main shut-off valve, and take other precautions necessary to avoid water damage when the water is turned on when no one is at the Premises.

For and in consideration of having the District turning on the water service to the Premises when I am not present at the Premises, which is for my convenience, I hereby provide the following release and indemnity:

1. For myself and for my heirs, executors, successor and assigns, I hereby to the fullest extent permitted at law and equity release and forever discharge the District and the District's commissioners, officers, employees and agents from any and all claims, demands, damages and causes of action relating to any property damage or personal injury, including death, arising from or related to the turning on of water service to the Premises when I am not at the Premises or when no one is at the Premises.

2. Further, for myself and for my heirs, executors, successor and assigns, I hereby to the fullest extent permitted at law and equity agree to defend, protect, hold harmless and indemnify the District and the District's commissioners, officers, employees and agents from and against any and all claims, demands, damages and causes of action relating to any property damage or personal injury, including death, arising from or related to the turning on of water service to the Premises when I am not at the Premises or when no one is at the Premises.

I provide the above release and indemnity on the date written below.

Signature: _____

Printed Name: _____

Date: ____/____/____

Northern Kentucky Water District
2835 Crescent Springs Road
Erlanger, Kentucky 41018
Phone 859-578-9898 | Fax 859-578-3668

Effective Date: 8/29/2019

(N)

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

APPENDIX D. – AGREEMENT



AGREEMENT

I, the undersigned, understand that the 1-1/2" and 2" (inch) water services installed by the Northern Kentucky Water District will be charged actual material cost plus actual payroll and equipment costs (times 1.15 to cover handling and overhead).

The following deposit is required at the time of application:

- 1-1/2" Service = \$1,500.00 Deposit
- 2" Service = \$2,000.00 Deposit

I further understand that after the service installation, the Northern Kentucky Water District will bill me for the full amount of the cost of the service less the deposit amount or refund me the difference between the actual installation cost and the deposit amount if the actual cost is less than the deposit amount.

*****FOR INFORMATION ONLY*****

The Northern Kentucky Water District has based the required deposit on the average cost of similar sized installation. The Northern Kentucky Water District has had actual 1-1/2" and 2" service installation cost exceeding over \$5,000.

Full Name (Please Print)

Full Name (Signature)

Date

Effective Date: 8/29/2019

(N)

DATE OF ISSUE: 7/29/2019

DATE EFFECTIVE: 8/29/2019

ISSUED BY: _____

TITLE: Vice-President of Finance & Support Services

APPENDIX E. – CUSTOMER BILL – Cont'd

WATER BILL PAYMENT OPTIONS:

Make checks payable to: NKWD

BY MAIL: When mailing your payment, please attach sufficient time for the payment to reach our office by the due date to avoid late charges. Contact our office at your cost (web page for drop box location).

DROP BOX: Bills must be dropped off two (2) days prior to the due date.

AUTO PAY: Pay your water bill automatically from your checking or savings account or apply it to your Visa, MasterCard or Discover. Please visit our web page for more information at www.nkywater.org.

VIA THE WEB: View your account, receive eBills, and pay your bill 24/7 using our online customer portal. Visit our website at www.nkywater.org and click on "VIEW/PAY YOUR BILL". Then follow the easy steps to set up your account.

OVER PHONE/ WALK-IN/DRIVE UP WINDOW/ ONLINE PAYMENTS THROUGH YOUR BANK MOBILE APP: We accept Visa, MasterCard, or Discover credit cards and echeck payments via our automated system. Please note, if making an automated phone payment you will need your customer and account numbers. When paying in person at 2635 Crescent Springs Road or at one of the drop boxes, make checks payable to NKWD. If paying by automatic withdrawal from your bank, allow 7-10 working days before the due date to avoid late charges. Available for Apple and Android devices. Search for Northern Kentucky Water District through your mobile device app store.

Mail:	Mail Payments to: PO Box 186190 Evansville, Kentucky 41018	Mail Correspondence to: PO Box 18640 Evansville, Kentucky 41018
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BILLING INFORMATION

Penalty:	A penalty is assessed to all accounts not read on or before the due date. Failure to receive a bill does not excuse payment of penalty.	Well Service Charge:	The fixed amount required based on the size of the meter on all active accounts. This charge helps to recover the costs associated with meter reading, testing and maintenance.
Payment Plans:	Payment arrangements can be made by contacting our customer service department PRIOR to the disconnection date.	Returned Check:	A returned check fee will be charged on any returned checks.
Moving:	All requests for disconnection of service must be made one business day in advance. You will be held responsible for all charges until such notice is received and a final reading is obtained by the District.	Service Charge:	Delinquent accounts that have had a service order issued for disconnect will require a service charge.
Bill Abbreviations:	HCF = Hundreds of Cubic Feet CR = Credit	Deposit New Service Application:	Accounts may be subject to a deposit. New and transferred services must complete an application before water will be connected. The form can be downloaded at www.nkywater.org , click on the customer service tab and locate Download a Form, or the form can be filed out in person at our office listed below.
Rate Schedule:	Available upon request.	Conversion Factor:	1 Cubic foot = 7.48 = gallons

GENERAL INFORMATION

The District encourages its customers to be observant and to assist us in reporting any damage that has occurred to meter pits, valve box lids, or other Water District structures or property. The Public Service Commission of Kentucky regulates this utility. Visit us on the web at www.nkywater.org.

NORTHERN KENTUCKY WATER DISTRICT 2635 Crescent Springs Road Evansville, Kentucky 41018	OFFICE HOURS: 8:00 am - 5:00 pm Monday - Friday
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USEFUL NUMBERS:

General Customer Service: 858-575-8595	Public Service Commission: 1-800-772-4634	
After-hour emergency shut-off: 512-244-9010	Water Quality questions/concern: 858-441-0462	
Billing Inquiries: 858-575-6558	Questions on your sewer or storm water bill: contact Sanitation District #1: 858-578-7450	
Tour and Speaker Requests: 858-426-2751		

Print new address or telephone number here:
 Please circle one: Mailing Address or Service Address

Address: _____

City: _____

State: _____ Zip Code: _____

Home Phone: _____

(T)

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

APPENDIX G. – PAYMENT ARRANGEMENT NOTICE



July 25, 20XX

BILLING DEPARTMENT
2835 CRESCENT SPRINGS RD
ERLANGER, KY 41018-1324

Re: Account #: 0000000000
Customer #: 0000000000

Dear BILLING DEPARTMENT,

Thank you for contacting our office to make payment arrangements on your account. The arrangement is to be paid in 1 installment(s). Your payment schedule is as follows:

08/24/20XX \$123.40

Any balance due after the due date on the bill will be assessed a one-time late penalty charge of 10%. All future bills must be kept current and paid on time.

If the scheduled payment is not kept current, the water service will be discontinued without further notice. *In addition, a deposit may be required in order to restore service.*

If you have any questions or feel this notice is not accurate, please feel free to contact one of our Customer Account Representatives at (859) 578-9898.

Sincerely,


Customer Service Department
Northern Kentucky Water District

Northern Kentucky Water District • 2835 Crescent Springs Road, P.O. Box 18640 • Erlanger, Kentucky 41018
859-578-9898 • 859-578-5456 Fax

(T)

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

APPENDIX H. – FIRE HYDRANT USAGE PERMIT



2835 Crescent Springs Road • P.O. Box 18640 • Erlanger, KY 41018 • (859) 578-9898

FIRE HYDRANT USAGE PERMIT

To whom it may concern:
This is to certify that _____
Print Name of Applicant and Company

Address _____ City, State, Zip _____
has the approval of the Northern Kentucky Water District to use a fire hydrant in the service area of the District for the following purpose:

at the following location: _____
Address City, State, Zip

From: _____ To: _____
Date Date

PLEASE READ BEFORE SIGNING

- Failure to abide by the following rules shall be cause for revocation of this permit:
 - Permit must be in the possession of the person actually using the fire hydrant. Permits shall be available for inspection by Water District personnel. The meter must be hooked to the hydrant when in use.
 - Temporary water is to be used solely from the source, for the purpose, on the date, and location specified on this permit.
 - Permit applicants should be aware that high volume demands on waterlines through the hydrants could cause discoloration, clear before usage.
 - Proper fire hydrant wrench shall be used when operating fire hydrant.
 - Cross-connections are prohibited unless protected by an approved device or method.
- Applicant assumes all responsibility for any damages to fire hydrant, properties and other equipment and said equipment is used at Applicant's sole risk. Must protect from freezing and drain all hydrants from October 1 – March 31. Applicants must pay for any and all damages.
- Applicant will indemnify and hold the NKWD harmless from any and all liability, claims, cost and expenses arising out of applicant's use of the hydrant and/or equipment.
- Applicant understands that permit is issued for a maximum of 30 days and must be returned at that time. If not returned additional charges will be applied. Daily rental fees will be charges for each day NKWD working days (excludes Saturday, Sunday, and Holidays.)
- Customer understands that non-potable water is being provided. Do not use for drinking purposes.
- Please return equipment to our facility located at 2835 Crescent Springs Road between 8:00 a.m. and 4:00 p.m. Monday through Friday excluding Holidays.**
- NKWD reserves the right to transfer a customer's unpaid fire hydrant fee or any other related fees to the customer's water account, if an account exists. By signing this agreement, Customer agrees to this provision and understands the ramifications of non-payment.

By signing this permit I agree to the above and to follow and abide by all the Rules and Regulations of NKWD.

Signature Company phone # Date

FOR OFFICE USE ONLY:

	Start	Stop
Check No. _____ Cash _____		
Visa _____ MC _____ Disc _____ Auth. No. _____	Date: _____	
Deposit Amount: _____	Reading: _____	
Deposit #: _____ <small>(Deposit refund takes 4-6 weeks)</small>	Time: _____	
Daily Meter Fee: _____	Meter Number: _____	
Customer Service Rep: _____	Hydrant Wrench: <input type="checkbox"/> Yes <input type="checkbox"/> No	

WHITE COPY – NKWD YELLOW COPY – METER SHOP PINK COPY – CUSTOMER

Effective Date: 8/29/2019

(N)

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

APPENDIX I. – CONSENT FOR CLEANUP



CONSENT FOR CLEANUP

- The Northern Kentucky Water District (NKWD) will assist its customers in reasonable cleanup efforts related to a water main break. This is usually limited to assisting with removal of water from a residence or business and providing limited drying equipment (through an NKWD contractor).
- The cleanup assistance offered by NKWD is an accommodation to the homeowner, tenant, or business. **These actions should not be construed as an admission of liability by NKWD for any damage, or an agreement to pay for any damage repair costs or replacement of damaged items.**
- The homeowner/tenant/business owner has the right to refuse these complimentary services.
- The homeowner/tenant/business understands that NKWD will specify what cleanup services are offered at NKWD's cost.
- The homeowner/tenant/business may contract with the NKWD's cleanup contractor for additional services at his/her/its own cost.

In consideration for the services outlined above, I agree to the above terms and conditions, consent to the cleanup work to be performed, and understand that such cleanup efforts by NKWD should not be seen as an admission of liability for damage or any other claims. Further, I understand that I am not required to sign this agreement; however, cleanup services will not be provided by NKWD at its cost without the execution of this document.

Signature of Homeowner/Tenant/Business Owner

_____/_____/_____
Date

Print Name

Address (where cleanup services are performed)

City

State

Zip

(____)____-____
Phone Number

Email Address

Effective Date: 8/29/2019

(N)


DATE OF ISSUE: 7/29/2019

DATE EFFECTIVE: 8/29/2019

ISSUED BY: _____

TITLE: Vice-President of Finance & Support Services

**APPENDIX J. – CUSTOMER LEAD SERVICE LINE
NOTIFICATION FORM**



**CUSTOMER LEAD SERVICE LINE
NOTIFICATION FORM**

I have received information from the Northern Kentucky Water District (the "District") regarding the water service line work that was done at the following address:

(Herein after the "Premises"). I acknowledge that I received notice that my private service line appears to be made of lead, that educational materials on lead in drinking water were provided by the District, and that I will follow the flushing recommendations given by the District.

Signature: _____

Printed Name: _____

Date: ____/____/____

I am the Owner / Tenant (please circle one)

_____ I would like a copy of this form mailed to me.

Signature of District Representative: _____

2835 Crescent Springs Road
P.O. Box 18640
Erlanger, KY 41018
(859) 578-9898
www.nkvwater.org

Effective Date: 8/29/2019

(N)

DATE OF ISSUE: 7/29/2019

DATE EFFECTIVE: 8/29/2019

ISSUED BY: _____

TITLE: Vice-President of Finance & Support Services