

THE CHRISTIAN COUNTY WATER DISTRICT
P O BOX 7
HOPKINSVILLE KY 42241-0007
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REQUIREMENTS OF CUSTOMERS OF THE CHRISTIAN COUNTY WATER DISTRICT SYSTEM

1. A SECURITY DEPOSIT OF _____ FOR WATER SERVICE IS REQUIRED. **IF PAYMENTS ON THE ACCOUNT ARE UP TO DATE**, THIS DEPOSIT WILL BE REFUNDED WITH INTEREST ON THE FIRST YEAR'S ANNIVERSARY. IF THE CUSTOMER HAS NOT PAID THE BILLS IN A TIMELY MANNER, THE INTEREST FOR THE FIRST YEAR WILL BE APPLIED TO THE BILL. EACH ACCOUNT WILL BE EVALUATED ANNUALLY.
2. A SERVICE CHARGE OF _____ IS REQUIRED IF SERVICE HAS BEEN DISCONTINUED FOR ANY REASON. THIS FEE IS NON-REFUNDABLE.
3. NOTICE **MUST** BE GIVEN TO THE DISTRICT'S OFFICE UPON MOVING FOR DISCONNECTION OF THE SERVICE. A FORWARDING ADDRESS MUST ALSO BE GIVEN.
4. THE WATER METER SERVICE BELONGS TO THE WATER DISTRICT. THE DISTRICT WILL BE RESPONSIBLE FOR MAINTENANCE OF THE WATER SERVICE. THE CUSTOMER IS RESPONSIBLE FOR THEIR PERSONAL WATER LINE FROM THE METER SERVICE TO THE RESIDENCE.
5. TAMPERING WITH METER, SERVICE, OR VALVES CONSTITUTES DISCONNECTION OF SERVICE AND IS CONSIDERED A FELONY.
6. THERE WILL BE NO OTHER CONNECTIONS ALLOWED FROM OUTSIDE WATER SOURCES. THIS IS A STATE REGULATION.
7. ONLY ONE RESIDENCE WILL BE ALLOWED TO CONNECT TO EACH METER. ANY CUSTOMER WITH MORE THAN ONE CONNECTION TO THE METER WILL HAVE AN EXTRA MINIMUM CHARGE FOR EACH ADDITIONAL CONNECTION APPLIED TO THE MONTHLY BILL.
8. CUSTOMERS ARE REQUIRED TO READ THEIR METERS. ALL THE NUMBERS ARE TO BE READ EXCEPT THE LAST ZERO THIS ZERO IS PRINTED ON THE BILL.
9. **BILLS ARE PAYABLE BY THE _____ OF THE MONTH.**
 - FAILURE TO RECEIVE BILL DOES NOT EXCUSE PAYMENT.
 - 10% PENALTY TO BE CHARGED ON WATER USAGE AFTER DUE DATE.
 - UPON FIVE-DAY NOTIFICATION OF DELINQUENCY SERVICE WILL BE DISCONNECTED.
10. CUSTOMERS ARE ALLOWED **ONE LEAK ADJUSTMENT PER 12 MONTH PERIOD**. A WRITTEN REQUEST TO RECEIVE A BILL ADJUSTMENT MUST BE SUBMITTED ALONG WITH PROOF OF THE LEAK IN THE FORM OF AN AFFIDAVIT OR WRITTEN INVOICES THAT REFLECT REPAIRS ON THE CUSTOMERS SERVICE LINE. AN ADJUSTMENT WILL BE MADE AFTER THE AVERAGE BILL IS REMOVED. THIS CONSISTS OF EXCESS USAGE BILLED AT A LOWER RATE.
11. UPON REQUEST, A COPY OF THE CHRISTIAN COUNTY WATER DISTRICT RULES AND REGULATIONS WILL BE GIVEN TO CUSTOMERS.