

Bullock Pen Water District
P.O. Box 188
Crittenden, KY 41030-0188
(859) 428-2112

All Bills are to be Paid to the:

Bullock Pen Water District (BPWD)
1 Farrell Drive
P.O. Box 188
Crittenden, KY 41030-0188
(859) 428-2112
(859) 428-1293 (fax)

Water Information:

Water Bills not paid by the due date are subject to a 10% penalty of the water bill. **Any bill not paid within 15 days after the due date is subject to termination of water services. Payment of the past due bill and a \$50.00 charge is assessed for reconnection. Upon disconnection of water services, payment must be made by cash or money order.**

For residents, \$100.00 deposit is required prior to services being rendered.

Office lobby hours are 8:30 a.m. - 4:00 p.m. Monday through Friday. Drive thru hours are Monday through Friday 8:00 a.m. - 4:30 p.m.

There is a night deposit box located by the front door & at drive thru. We are not responsible for cash left in the night deposit box.

*****BPWD is not responsible for mail delivery*****

Rules & Regulations for Customer Service

1. **Application for Service** - Each prospective customer desiring water service shall be required to complete an application for service form prior to service being rendered.
2. **Deposit** - A deposit of \$100.00 may be required of any customer prior to service being supplied.
3. **Service Charge** - The customer will pay thirty-five dollars (\$35.00) for service calls to his/her premises if the trouble proves to be in the facilities for which the Customer is responsible.
4. **Billing** - The District shall bill each Customer one monthly bill for the rendition of all water services. It shall be due on the final date shown on said monthly bill. Failure to receive a bill will in no way release the customer from due dates or any other obligations. The due date for payment of bills will not be less than fifteen (15) days after the date of the bill. Bills

paid after the due date will be subject to a late charge. The late payment charge for all classes of Customer will be ten percent (10%). If the due date falls on Saturday, Sunday, or any holiday which the District observes, the next business day following will become the date the payment is due.

Bills are to be mailed or dropped off at the Bullock Pen Water District. The location of the office is within the Bullock Pen Water District office at 1 Farrell Drive in Crittenden. The mailing address is P.O. Box 188, Crittenden, KY 41030-0188. Please **DO NOT** leave payments at the Crittenden City Building.

5. Discontinuance or refusal of Service by the Bullock Pen Water District

- a. **Discontinuance of Service for non-payment of Utility Bill** that all water accounts or any part thereof, which remain delinquent for a period of fifteen (15) days past due may result in water service to the Customer being terminated without further notice. Notice will be given to Grant County Sanitary Sewer District to discontinue sewer service.
 - b. **Refusal of Service for Non-Payment of Former Services** - Services may be refused to any Customer who has a delinquent account with the Water District for any type of past service. If an application for service is approved for a former Customer who still owes for past service, the balance due for the past service will become arrears on the new account established by the applicant. If a Customer has service at more than one location and terminates service at one of the locations, any delinquent balance resulting from the termination will become arrears on the billing for one of the other locations at which the Customer is being served. Service may be refused if the applicant is living with a former Customer who still owes for former services rendered.
- 6. Reconnection Charge** - If service has been disconnected by the Water District for non-payment of a bill, a charge of \$50.00 will be levied.
- 7. Loss of Water on Customer's Premises** - The Customer will be responsible for maintaining water lines on his property. Billing for water lines will be based on the water meter readings. If evidence shows that water was lost on the Customer's side of the meter and did not go into the water lines, the water charge will be adjusted to the average of the previous three (3) months.
- 8. Customer Responsibility for Bullock Pen Water Dist.** - All service connections and other equipment furnished by the District shall be and remain the property of the District. The Customer shall provide a space for and exercise proper care to protect the property on his/her premises. In the event of loss or damage to Districts' property, arising from neglect of the Customer to care for, same, the cost of the necessary repairs or replacement shall be paid by the Customer.
- 9. Right of Access** - Water District identified employees shall have access to the Customer's premises at all reasonable times for the purpose of testing, repairing, removing or exchanging any or all equipment belonging to the District.
- 10. Termination of Contract by Customer** - Customers who have fulfilled their contract terms and wish to discontinue service must give at least three (3) days written notice to that effect, unless the contract specifies otherwise. Notice to discontinue service prior to the expiration of the contract term will not relieve the Customer from any minimum or guaranteed payment specified by the contract.
- 11. Interruption of Service** - BPWD will use reasonable diligence to provide a regular and uninterrupted water service, but in the case that the supply of water or electricity, or any

other service, is disturbed for any cause, the District shall not be liable for damages resulting therefrom.

12. **Notice of Trouble** - The Customer immediately should contact the Water District in writing should their service be unsatisfactory for any reason or should there be any defects, trouble, or accidents affecting services.
13. **Information to the Customer** - BPWD shall inform Customers about rates and service practice policies by making such information available upon application for service and at any other time upon request. The District, upon request, shall provide a statement of the monthly consumption for the prior twelve (12) months if it is reasonably ascertainable. The District as it determines appropriate, shall utilize channels such as mail, newsletter, newspaper, radio and television to inform Customers about rates and service policies.