

PAYMENT AGREEMENTS

Fleming County Water Association
2772 Morehead Road,
PO BOX 327
Flemingsburg, KY 41041
606-845-3981
kcornette@richm.twcbc.com

1. The utility shall negotiate and accept reasonable partial payment plans -at the request of residential customers who have received a termination notice for failure to pay, except that a utility is not required to negotiate a partial payment plan with a customer who is delinquent under a previous partial payment plan.
2. We require a minimum \$10.00 down payment on a Payment Agreement.
3. We will negotiate and agree to a new Payment Due Date with the customer. If the customer fails to pay the agreed amount by the new Due Date, the service will be disconnected, and full payment will be required in order to restore service.
4. When a Customer cannot make the payment as agreed on the Payment Agreement, the customer is strongly encouraged to call the Superintendent and modify the Payment agreement before the account is disconnected for non-payment.
5. Failure to Modify the payment Agreement or make a payment as prescribed in the Payment Agreement by the agreed Due Date will result in the following actions:
 - a. The Remaining Balance will be due for Re-Connection
 - b. Disconnection and reconnection fees will apply
6. The Payment Agreement is the responsibility of the customer. FCWA will not call or remind customers when the payment agreement is due.