

Fleming County Water Association

P.O. Box 327 · 2772 Morehead Rd · Flemingsburg, KY 41041

Office Hours: Monday-Friday 7:30am – 4:00 pm

Office: (606) 845-3981

Fax (606) 845-3982

Toll Free: 1 (800) 845-3983

WELCOME TO OUR SYSTEM!

Dear Customer,

On behalf of our Board of Directors and Staff, I would like to take this opportunity to welcome you as a customer to our System!

Fleming County Water Association has been providing quality water for the past 50 years to residents of Fleming, Lewis, and Mason County. We make every effort to provide you with the highest service, quality and value possible.

I would like to take this opportunity to provide you with some information on our policies, procedures, and rates. The attached documents provide you with a summary of the major rates, fees and policies. A complete listing of these can be viewed at any time during normal business hours.

I encourage you to take advantage of one of our convenient payment options. You may pay your bill by enrolling in an ACH debit, Credit Card or pay your bill at online at flemingwater.com. We have a night deposit box located at our office where payments can be made 24 hours/7days a week. We accept payments via postal service mail, but cannot be responsible for postal service delays.

If you have any questions or I can be of any assistance to you, please feel free to contact me at 606-845-3981, toll free number at 1-800-845-3983, or via email at kcornette@richm.twcbc.com.

We look forward to serving you!

Kevin Cornette
Superintendent

Equal Opportunity Employer and Provider TDD: 711

Stephen H. Miller, President
Connie Crain, Vice President
Wayne Craft, Secretary

Charles "Chuck" Marshall, Treasurer
Phillip Wagoner, Director
Rhonda Hawkins, Director

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BILLING SYSTEM INFORMATION

Dear Customer:

Welcome to our System! This is to familiarize you with our billing system.

Fleming County Water Association will radio read your meter approximately the same time each month within a day or so time period. You will receive a bill for water used for that month at the end of each month, which is due and payable upon receipt. Bills are mailed no later than the 30th of each month. Bills are always due by the 10th of each month.

Please submit your payment along with the payment stub by the 10th of each month in order to insure proper credit. Non-Payment by the 10th of each month will result in a 10% late charge added to all unpaid bills.

If the bill is not paid by the 10th of the month, a delinquent notice will be mailed. Bills must be paid prior to the date on the delinquent notice or a payment agreement plan signed in order to avoid disconnection of service on the cut-off date. (The meter will be disconnected on the date of the Bill unless arrangements have been made for payment.

All service reconnections or disconnect notifications must be completed through the office in order to prevent future problems which could result in billing errors.

Customers are responsible for monitoring their water meter usage. FCWA's meter reading does not relieve the customer of their responsibility in identifying or fixing leaks in a timely manner.

If you have any questions, please feel free to call the office at 606-845-3981. Residents outside of Fleming County may call our toll free number at 1-800-845-3983.

We look forward to serving you!

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Superintendent

Berty Colgan
Office Manager

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PAYMENT OPTIONS

US Postal Service Mail: We accept payment by mail through the Post Office.

Night Deposit Box: Our Night Deposit Box is next to the Drive Thru window at our office located at 2772 Morehead Road, Flemingsburg, KY. This is available 24 hours per day, 7 days a week, weekends, and Holidays.

Debit/Credit Cards: We accept Credit Cards for payment in the office. You can also pay over the phone through our Automated Phone System. Call our office at 606-845-3981 and Press Option 1 to pay by phone, 24 hours a day/ 7 days a week. Credit Card Fee do apply.

ACH Bank Draft: We have Automatic Bank Draft available to our customers. Customers receive a memo bill each month, with an automatic bank deduction on the 10th of the month. In order to sign up for Automatic Bank Draft, stop by our office and complete the paperwork along with a voided check or deposit slip. We must have original signature from the customer in order to establish the ACH Bank Draft.

Online Payment Center We have a new Online Payment Center located at flemingwater.com. Our Online Center allows you to see the balance on your account any time you would like. You can pay with Credit Card or e-check. Credit Card Fees do apply.

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BILLING CYCLE SCHEDULE

BILLS ARE MAILED OUT TO CUSTOMERS BETWEEN THE 25-30TH OF EACH MONTH. BILLS ARE A WHITE LETTER WITH BLUE WRITING.

EXAMPLE: BILLS MAILED ON JANUARY 28TH, WILL BE DUE BY FEBRUARY 10TH.

BILLS ARE ALWAYS DUE BY THE 10th of EACH MONTH

METERS ARE READ BETWEEN THE 15th -20th of EACH MONTH

DISCONNECT NOTICES ARE MAILED TO CUSTOMERS ON THE 11th of EACH MONTH. DISCONNECT NOTICES ARE WHITE LETTERS WITH RED “DISCONNECT” AT THE BOTTEM OF THE LETTER.

ALL BILLS MUST BE PAID WITHIN THE MONTH IN WHICH THEY ARE RECEIVED.

UNPAID BILLS FOR THE MONTH WILL BE DISCONNECTED AFTER 20 DAYS FOLLOWING THE BILLING DATE. THE FINAL BILL DUE DATE VARIES MONTH TO MONTH, BUT IS LISTED ON THE DISCONNECT NOTICE AND OUR WEBSITE UPCOMING EVENTS.

THE DISCONNECT DATE IS LISTED ON THE DISCONNECT NOTICE.

WHEN A SERVICE IS DISCONNECTED FOR NON-PAYMENT, A \$40 LOCK UP FEE IS CHARGED.

WHEN A SERVICE IS RECONNECTED, A \$40 RECCONECT FEE IS CHARGED.

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MONTHLY WATER RATES

The following rates and charges are prescribed for the customers in the area served by Fleming County Water Association. These rates were approved by order of the Kentucky Public Service Commission in Case No. 2024-00179 dated July 10, 2024.

| | |
|---------------------|---------------------------|
| First 2,000 gallons | \$18.88 Minimum Bill |
| Next 8,000 gallons | \$ 7.04 per 1,000 gallons |
| Next 40,000 gallons | \$ 5.59 per 1,000 gallons |
| Next 50,000 gallons | \$ 4.39 per 1,000 gallons |

SPECIAL NON-RECURRING CHARGES

| | |
|---|-------------|
| Broken Lock Fee | \$50.00 |
| Connection / Turn on Charge | \$40.00 |
| Connection / Turn on Charge (After Hours) | \$60.00 |
| Field Collection Charge | \$40.00 |
| Field Collection Charge (After Hours) | \$60.00 |
| Late Payment Charge | 10% |
| Meter Relocation Charge | Actual Cost |
| Meter Re-Read Charge | \$40.00 |
| Meter Re-Read Charge (After Hours) | \$60.00 |
| Meter Test Charge | \$41.00 |
| Disconnection Charge | \$40.00 |
| Re-Connection Charge | \$40.00 |
| Re-Connection Charge (After Hours) | \$60.00 |
| Returned Check Charge / Bank Draft | \$30.00 |
| Service Call/Investigation | \$40.00 |
| Service Call/Investigation (After Hours) | \$60.00 |

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SPECIAL NONRECURRING CHARGE DESCRIPTIONS

Broken Lock Fee: Will be assessed when a customer breaks the lock off of a meter that has been locked by the utility. The customer shall pay, in addition to this charge, the cost of any damage to the utility's property caused by the customer in the process of cutting the lock.

Connection Turn-on Charge: Will be assessed for new service turn-on, seasonal turn-on, temporary service, or transfer of service. The charge will not be made for initial installation of service where a meter connection tap-on charge is applicable.

Field Collection Charge: Will be assessed when a utility representative visits the premises of the service connection to terminate service, and the customer is on-site and pays the bill to avoid termination of service. This fee may only be charged once per billing period.

Late Payment Charge: Will be assessed on the delinquent amount of the bill, less taxes.

Meter Relocation Charge: Will be assessed when a customer or other authorized person requests that a meter be relocated, changed, or modified. Those requesting a change must reimburse the utility for the actual costs incurred, including but not limited to appropriate legal, administrative, engineering, overhead, or other related costs.

Meter Re-read Charge: Will be assessed when a customer requests the utility to re-read the customer's meter and the re-read proves that the original meter reading was correct.

Meter Test Charge: If a customer requests a meter to be tested and it is found to be in proper working order, the customer is required to pay for the meter test.

Disconnection Charge: Will be assessed to disconnect service that has been terminated for non-payment of service or for violation of utility or Public Service Commission rules and regulations.

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SPECIAL NONRECURRING CHARGE DESCRIPTIONS CONTINUED

Reconnection Charge: Will be assessed to reconnect service that has been terminated for non-payment of service or for violation of Utility or Public Service Commission rules and regulations.

Returned Check Charge: Will be assessed when a customer's check is returned, either due to insufficient funds or other reason due to customer fault.

Service Call/Investigation Charge: Will be assessed when a customer requests the onsite presence of utility personnel to investigate a service problem and the problem is a result of the customer's own plumbing facilities, beyond the utility's delivery point, or not caused by failure of utility facilities. Any maintenance and repair of facilities beyond the utility's delivery point is the responsibility of the customer.

YOU MAY DOWNLOAD AND VIEW A FULL COPY OF OUR PUBLIC SERVICE COMMISSION TARRIFF AT THE FOLLOWING WEB ADDRESS:

<http://psc.ky.gov/tariffs/Water/Districts,%20Associations,%20%26%20Privately%20Owned/Fleming%20County%20Water%20Association/Tariff.pdf>

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WATER LOSS IN GALLONS AT 60 PSI WATER PRESSURE

| Leak this size | Loss Per Day | Loss Per Month |
|----------------------|--------------------|----------------------|
| - | 120 | 3,600 |
| . | 360 | 10,800 |
| • | 693 | 20,790 |
| • | 1,200 | 36,000 |
| • | 1,920 | 57,600 |
| • | 3,096 | 92,880 |
| • | 4,296 | 128,980 |
| • | 6,640 | 199,200 |
| • | 6,984 | 200,520 |
| • | 8,424 | 252,720 |
| • | 9,888 | 296,640 |
| • | 11,324 | 339,720 |
| • | 12,720 | 381,600 |
| • | 14,952 | 448,560 |

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TIPS ON SAVING WATER

DURING DROUGHTS OR OTHER EMERGENCIES, YOU MAY BE ASKED TO HELP BY CONSERVING WATER. YOU'LL BE SURPRISED AT HOW MUCH YOU CAN SAVE WITHOUT HARDSHIP RIGHT IN YOUR OWN HOME.

SOME OF THE ECONOMICS YOU CAN PRACTICE AT SUCH TIMES ARE:

TAKE SHOWERS INSTEAD OF BATH - THE USUAL BATH REQUIRES 36 GALLONS, THE USUAL SHOWER 25 GALLON; 20 GALLON IS ENOUGH FOR A BATH, 10 GALLON IS ENOUGH FOR A SHOWER IF YOU TURN IT OFF WHILE LATHER.

TURN THE WATER OFF WHILE YOU'RE SHAVING - A RUNNING TAP SHAVE USES ABOUT 20 GALLONS OF WATER.

TOILETS: HAVE FLUSH-O-METER TOILETS RESET TO USE 3 GALLON INSTEAD OF THE NORMAL 5 TO 8 GALLON PER FLUSH, OR WHEN REPLACING A TOILET, PURCHASE A HIGH EFFICIENCY 1 GALLON USE PER FLUSH. YOU CAN RESET THE FLOAT IN YOUR TANK TOILET TO TURN THE WATER OFF AT A LOWER LEVEL. DON'T FLUSH THE TOILET TO DISPOSE OF CIGARETTE ASHES, SOILED TISSUES, ETC.

PLACE A STRAINER STOP IN YOUR SINK OR USE A DISH PAN WHEN WASHING DISHES; A RUNNING WATER WASH USES ABOUT 30 GALLONS PER MEAL.

DON'T LEAVE THE WATER RUNNING WHILE BRUSHING TEETH—TURN IT ON ONLY WHEN YOU'RE ACTUALLY USING IT. **KEEP A BOTTLE OF DRINKING WATER IN THE REFRIGERATOR**-RUNNING IT UNTIL COLD WILL WASTE A GALLON.

WAIT UNTIL YOU HAVE A FULL LOAD OF LAUNDRY BEFORE YOU RUN YOUR WASHING MACHINE.

KEEP YOUR WATER HEATER AT AN EVEN SETTING—RUNNING WATER UNTIL HOT IS WASTEFUL.

THINK BEFORE YOU TURN YOUR TAP ON!

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RULES AND REGULATIONS

THE FOLLOWING RULES AND REGULATIONS ARE SUBJECT TO CHANGE AT ANY TIME BY THE BOARD OF DIRECTORS SUBJECT TO APPROVAL BY THE PUBLIC SERVICE COMMISSION. CUSTOMERS SHOULD DOWNLOAD A FULL COPY OF THE RULES AND REGULATIONS.

1. METERS SHALL BE READ MONTHLY BY FCWA SO AS TO GENERATE A BILL DELIVERED TO THE CUSTOMER BY THE 1ST DAY OF THE MONTH.
2. BILLS ARE DUE UPON RECEIPT AND DELINQUENT AFTER THE 10TH DAY OF EACH MONTH.
3. ALL METERS WILL BE LOCATED ON ASSOCIATION MAINS AND IN THE ABSENCE OF SPECIAL PERMISSION ON THE PROPERTY TO BE SERVED.
4. COMPLAINTS MAY BE MADE TO THE SUPERINTENDENT OF THE SYSTEM AND MAY BE APPEALED TO THE BOARD OF DIRECTORS.
5. FAILURE TO PAY WATER CHARGES DULY IMPOSED RESULTS IN THESE PENALTIES:
 - a. NON-PAYMENT BY THE 10TH DAY OF EACH MONTH, PENALTY OF 10% OF THE DELINQUENT ACCOUNT.
 - b. NON-PAYMENT WITHIN 20 DAYS FROM BILL DATE AND AFTER PROPER NOTIFICATION IN ACCORDANCE WITH 807 KAR 5:006 SECTION 11 (3) (A), WATER SERVICE WILL BE SHUT OFF.
 - c. NON-PAYMENT WITHIN 20 DAYS FROM DUE DATE, ASSOCIATION MAY PURCHASE MEMBER'S MEMBERSHIP CERTIFICATE AND TERMINATE HIS MEMBERSHIP.
 - d. IF WATER IS SHUT OFF TO MEMBER FOR DELINQUENCY OR VIOLATION OF ANY OF THE RULES AND REGULATIONS OF THE ASSOCIATION, A FEE OF \$40.00 WILL BE CHARGED FOR RECONNECTION OF SERVICE DURING REGULAR HOURS AND \$60.00 AFTER HOURS.
6. A FEE OF \$40.00 DURING REGULAR HOURS AND \$60.00 AFTER HOURS WILL BE CHARGED ON EACH TRIP FOR PURPOSE OF COLLECTING A DELINQUENT BILL AFTER A CUT-OFF DATE NOTICE HAS BEEN SENT.
7. A FEE OF \$40.00 DURING REGULAR HOURS AND \$60.00 AFTER HOURS WILL BE CHARGED ON EACH TRIP TO READ A " METER UPON CUSTOMER'S REQUEST

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8. A CHARGE OF \$40.00 DURING REGULAR HOURS AND \$60.00 AFTER HOURS WILL BE MADE FOR READING AND DISCONNECTING THE METER. A CHARGE OF \$40.00 DURING REGULAR HOURS AND \$60.00 AFTER HOURS WILL BE MADE FOR RECONNECTING A METER WHEN THE SERVICE HAS BEEN DISCONNECTED FOR NON-PAYMENT
9. UPON WRITTEN REQUEST A MEMBER MAY HAVE HIS METER TESTED AND ADJUSTMENTS WILL BE MADE TO THE BILL WHERE THE METER IS FOUND TO BE MORE THAN TWO (2) PERCENT FAST OR SLOW IN ACCORDANCE WITH 807 :KAR 5:006, SECTION 9. IF THE TEST- SHOWS THAT THE METER WAS NOT MORE THAN TWO (2) PERCENT FAST, A CHARGE OF \$41.00 WILL BE MADE IF THE REQUEST IS NOT MORE FREQUENT THAN ONCE EACH TWELVE MONTHS.
10. A CHARGE OF \$40.00 PER TRIP WILL BE MADE FOR SERVICE INVESTIGATIONS DURING REGULAR WORKING HOURS, IF INTERRUPTION OF SERVICE IS NOT CAUSED BY FAILURE OF THE COMPANY'S FACILITIES. THE CHARGE FOR SUCH INVESTIGATION AFTER WORKING HOURS WILL BE \$60.00 PER TRIP
11. A CHARGE OF \$40.00 PER TRIP WHEN METER INVESTIGATION OF FACILITIES ON A MEMBER'S PREMISES REVEALS METER SEALS BROKEN, DAMAGED METERS OR UNAUTHORIZED USE OF WATER, OR \$60.00 AFTER HOURS, BOTH IN ADDITION TO \$50.00 BROKEN LOCK FEE OR THE ACTUAL COST OF REPAIR AND WATER USED
12. A \$30.00 SERVICE CHARGE WILL BE IMPOSED FOR ALL RETURNED CHECKS OR BANK DRAFTS.
13. WATER BILLS MAY BE PAID BY MAILING THE BILL AND REMITTANCE TO P O BOX 327, FLEMINGSBURG, KY 41041, OR BY PAYING IN PERSON AT 2772 MOREHEAD ROAD, FLEMINGSBURG, KY 41041.

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14. AN EXTENSION OF EIGHTY 80 FEET -OR LESS SHALL BE MADE BY THE ASSOCIATION TO ITS EXISTING DISTRIBUTION MAIN, WITHOUT CHARGE FOR A PERSPECTIVE MEMBER WHO SHALL APPLY FOR AND CONTRACT TO USE SERVICES FOR ONE (1) YEAR OR MORE AND PROVIDES A GUARANTEE FOR SUCH SERVICES; OTHER EXTENSIONS SHALL BE MADE IN ACCORDANCE WITH 807 KAR'5:066 (12). (ANY LENGTH GREATER THAN 80' WILL BE AT THE CUSTOMER'S EXPENSE) CUSTOMERS ARE REQUIRED TO FOLLOW ALL PLUMBING CODES, INCLUDING BUT NOT LIMITED TO HAVING YOUR OWN SHUT OFF VALVE, CHECK VALVE AND PRESSURE REGULATOR.
15. A MINIMUM CASH DEPOSIT MAY BE REQUIRED FROM ANY MEMBER TO SECURE PAYMENT OF BILLS IN THE AMOUNT OF 2/12 OF THE MEMBERS ESTIMATED ANNUAL BILL FOR WHICH A CERTIFICATE OF DEPOSIT WILL BE ISSUED. SERVICE MAY BE REFUSED OR DISCONTINUED IF PAYMENT OF REQUESTED DEPOSIT IS NOT MADE.

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