



**HWEA**  
Est. 1895

# Rules & Regulations For Customer Service

© 07/01/2020

**Hopkinsville Water Environment Authority**

401 East 9<sup>th</sup> Street - PO Box 628

Hopkinsville, KY 42241-0628

270-887-4246

[www.hwea-ky.com](http://www.hwea-ky.com)

**EXCELLENCE – INTEGRITY - COMMUNITY**

## INFORMATION TO CUSTOMERS

HWEA will provide customers information regarding rates and policies upon request. HWEA will also provide a statement of monthly consumption for the previous twelve months of a customer's account upon request. Customer information is only given after a customer provides proper identification to ensure they are the account holder. HWEA may utilize information channels such as newspapers, radio, mail, and or television to inform customers as necessary.

Please see our website, [www.hwea-ky.com](http://www.hwea-ky.com), for further details.

## HOURS OF OPERATION

Monday - Friday      Drive-Thru      7:30 AM - 4:30 PM

Monday - Friday      Main Office      8:00 AM - 4:30 PM

AFTER HOURS      After 3:30 PM Monday - Friday & Weekends

Phone 270-887-4246 - Main Office

Phone 270-887-4232 - After Hours

# TABLE OF CONTENTS

Mission Statement.....	1
Vision Statement .....	1
Core Values .....	2

## **CUSTOMER SERVICE**

Customer Service Fee Schedule.....	3
Requirements for Requesting Service .....	3
Requirements for Name Change on Account .....	4
Billing - HWEA Customer Accounts.....	4
Billing - HSWE - Garbage .....	4
Billing - HSSU - Flood Management/Storm Water .....	5
Locations for Bill Payment.....	5
Methods of Payment.....	5
Automatic Bill Payment (ABP).....	6
On-Line Bill Payment (OBP).....	6
Automated Phone Payment (APP).....	7
Payment Extension.....	7
Late Charges .....	7
Delinquent Payment .....	7
Delinquent Accounts-Collections .....	8
Returned Checks/ABP Rejects/Credit Card Chargebacks	8
Ending Service .....	9

## **TAPS & SERVICE FEES**

Requirements for Requesting New Service .....	9
Meter Services.....	10
Sewer Services.....	10
Fire Service Connections .....	11
Miscellaneous Service Fees.....	11
Sewer Construction Rebates.....	12
Dual Fire Hydrant Flow Testing.....	12

## **POLICIES**

Door Tag Notices Policy .....	13
Access to Premises Policy .....	13
Swimming Pool Policy .....	13
Leak Adjustment Policy .....	14
Water Meter Testing Policy .....	14
Military Deployment/Redeployment Policy.....	15
Interruptions in Service Policy .....	15
Meter Tampering Policy.....	15
Unauthorized Use Policy .....	16

## **ALL OTHER SERVICES**

Right to a Hearing.....	16
-------------------------	----

## MISSION STATEMENT

Our mission at HWEA is to produce safe, clean, high quality water, and deliver a safe dependable supply of natural gas, while pursuing **EXCELLENCE** in customer service.

We dedicate ourselves to this mission by producing outstanding drinking water, clean and clear wastewater, and a safe and dependable supply of natural gas. These services shall be provided with **INTEGRITY**, professionalism and pride, in order to enhance the quality of life for our customers and protect our environment for future generations.

We support the economic development and growth of our **COMMUNITY** by providing these services at fair, reasonable rates in our effort to be the leader and premier water and wastewater utility in the region.

## VISION STATEMENT

Our vision at HWEA is to be the leader and premier water, wastewater, and natural gas utility in the State of Kentucky. In order to do so, we commit ourselves to the pursuit of **EXCELLENCE** in customer service, business, technology, and management.

We will achieve this vision by employing staff who have high ethical and moral standards, who take pride in their work and perform their duties with honesty, **INTEGRITY**, and professionalism.

We will also strive to enhance the quality of life in our **COMMUNITY** by providing safe, reliable drinking water, treating wastewater, which is clean and clear and delivering a safe and dependable supply of natural gas. This is our commitment to the overall health and well-being of our customers and our responsibility to protect our environment for future generations to come.

## **CORE VALUES**

We at HWEA believe that Excellence, Integrity, and Community are the core values which help us achieve our mission and vision.

### **EXCELLENCE**

In all we do, we want to be “The Best” and will do “Whatever It Takes” in order to perform our work with a high degree of quality and workmanship. We strive to be the preferred employer in the area by providing jobs with competitive salaries, excellent benefits and a work environment that is professional and enjoyable where employees are inspired to be the best they can be.

### **INTEGRITY**

We employ individuals who are bright, honest, hardworking, and who have high ethical and moral standards. Our reputation is of the highest importance and our employees share our core values and use them to guide their decision making each day.

### **COMMUNITY**

We understand that providing “Outstanding Customer Service” is a top priority and by doing so, we serve our friends, our family, our neighbors and our community. We support our city and county leaders, education, and the various local charities and organizations who assist those in need.

**HWEA**  
**“The Clear Choice”**

## CUSTOMER SERVICE FEE SCHEDULE

After Hour Fee	\$ 75
Meter Test Fee	\$ 75
Service Fee	\$ 50
Returned Payment Fee	\$ 50
Credit Card Chargeback Fee	\$ 75
Meter Set / Account Change Fee	\$ 35
Meter Water/Sewer Infrastructure Surcharge	\$ 20

## REQUIREMENTS FOR REQUESTING SERVICE

HWEA does not require a deposit for water and sewer service. To make a request for these services, the customer must come to the HWEA office and provide the following information:

1. Complete HWEA Application for Utility Service.
2. A legal identification with customer's picture and signature.
3. Immediate payment for any accounts due that have not been paid.
4. A correct address for the requested service.
5. A date and time that our Service Technician can meet the customer at the service location address or sign a waiver.
6. A \$35 Meter Set Account Change Fee payment.
7. If property owner, satisfactory proof of ownership. If renting, a lease agreement pertaining to the service location address for the requested service.  
If property manager, a comprehensive list of all properties of which they manage.
8. ID Validation is processed for all new applicants.

\*\*To have service connected the same day, the customer must be in our office no later than 3:30 PM, after 3:30 PM additional fees apply for same day service.

If not feasible for a customer to come into our office, other arrangements can be made per Customer Service Management approval.

## **REQUIREMENTS FOR ACCOUNT NAME CHANGE**

A name change on an account may take place for different reasons. These reasons can vary from, but are not limited to, marriage, divorce, or should a roommate move out. You may be asked to provide proper documentation for the name change to take place. A \$35.00 Account Change Fee may be required upon review of HWEA Application of Utility Service and account history by HWEA Management.

In the case of a death, Account Change Fee will be waived if customer provides a Death Certificate or Executor of the Estate documentation with their name listed as spouse or executor. Responsible party will assume all history on the account.

## **BILLING - HWEA CUSTOMER ACCOUNTS**

HWEA customers are billed on a monthly basis. The due date of an account is based on the service address location. A rate schedule is available upon request.

The customer's bill reflects the following:

1. The due date.
2. The amount due.
3. Amount due after due date, which includes penalty.
4. Last day to pay before termination of services.

## **BILLING - HSWE - GARBAGE AND RECYCLING**

HWEA invoices and collects garbage and recycling fees strictly as a service for the Hopkinsville Solid Waste Enterprise (HSWE). Any questions or comments regarding service shall be directed to HSWE at 270-887-6245.



## **BILLING - HSSU - FLOOD MANAGEMENT/STORM WATER**

HWEA invoices and collects flood management/storm water fees strictly as a service for the Hopkinsville Surface and Storm Water Utility (HSSU). Any questions or comments regarding service shall be directed to HSSU at 270-887-4035.

### **LOCATIONS FOR BILL PAYMENT**

HWEA customers are encouraged to pay their bill with the most convenient method. Our location at 401 East Ninth Street includes a lobby and drive thru. If daytime payment is not convenient please use our drive thru window after-hours payment box on the corner of 10<sup>th</sup> and Clay Street. After-hour payments should be in the form of check or money order only.

### **METHODS OF PAYMENT**

In addition to making a payment in the office or by mail, HWEA offers three additional methods of payment for customer convenience. Note if mailing payment allow ample time for delivery before the due date.

1. Automatic Bill Payment - (ABP)
2. On-Line Bill Payment - (OBP)
3. Automated Phone Payment - (APP)

## **AUTOMATIC BILL PAYMENT - (ABP)**

HWEA offers customers the convenience to deduct their bill directly from their checking account. This ensures the customer their bill is always paid on time in order to negate any late fees due to oversight. The criteria below must be followed:

1. Customer must have a checking account.
2. Customer must provide a “voided” check or bank documentation that contains the bank routing and customer’s checking account numbers.
3. Customer will need to fill out a form provided by HWEA allowing funds to be deducted from the checking account.
4. Customer will be notified of the amount and date of each payment deduction.

When first setting up ABP, it may possibly take 1 to 2 billing cycles for the automatic payment to go into effect. Your bill will state “DRAFTED” when it is set to be deducted from your account on your due date.

If a participating ABP customer has more than two rejects for any reason within a twelve-month period, the customer will be removed from the ABP withdrawal service.

## **ON-LINE BILL PAYMENT - (OBP)**

HWEA offers customers the ability to conveniently pay their bill using our online payment service. Go to [www.hwea-ky.com](http://www.hwea-ky.com) and click on the “Pay Bill On-Line” tab. This tab will direct you to the on-line bill payment service.

Payments can be made using this payment method until 12:01 am on the “last day to pay” date.

## **AUTOMATED PHONE PAYMENT - (APP)**

HWEA offers customers the ability to conveniently pay their bill using our Automated Phone Payment service by calling the HWEA's main office at 270-887-4246 and simply following the automated instructions.

Payments can be made using this payment method until 12:01 am on the "last day to pay" date.

## **PAYMENT EXTENSION**

HWEA recognizes there are times when a customer may have a problem paying a bill by the due date. We will extend payment up to two days past the "last day to pay" date one time in a six-month period per the following terms and conditions:

1. It is not past the "Last Day to Pay".
2. A disconnect order has not been issued.
3. The customer has complied with all past agreements with HWEA.
4. The late charge must still be paid.

## **LATE CHARGES/DELINQUENT NOTICE**

A penalty of 10% will be applied to each delinquent bill on the fifth day after the due date.

## **DELINQUENT PAYMENTS**

When a customer is delinquent on their bill, HWEA may turn off water 15 days after the due date. After the 15<sup>th</sup> day, all unpaid accounts will be charged a \$50 Service Fee, automatically applied to the account balance. Service will be restored only after both the arrears and the applicable fees are paid. If the customer does not respond within 2 days by bringing their account up-to-date, the water meter is remove. All charges incurred on that account plus all service fees/meter set fees shall be paid before water service is restored.

## **DELIQUENT ACCOUNTS - COLLECTIONS**

Inactive/ unpaid accounts are reviewed 30 days after the account becomes inactive. After HWEA makes all attempts to collect the account balance, the account may be turned over to a collection agency.

Once an account is turned over to collections, the named account holder could be responsible for all reasonable attorney's fees, collection agency fees, and court costs incurred by HWEA to recover any delinquent amounts or indebtedness.

## **RETURNED CHECKS / ABP REJECTS/ EFT RETURNS/CREDIT CARD CHARGEBACKS**

When a customer issues a payment to HWEA which is rejected by their bank, the customer is expected to pay the amount returned plus a return fee as provided in the Customer Service Fee Schedule set out herein on page 3. This payment shall be due immediately and must be in the form of cash, money order, or credit card. If the customer does not resolve the return immediately, HWEA will discontinue water and sewer service until the amount returned, return fee and a service fee is paid. If the customer does not respond within 2 business days, the meter will be removed. In order to reestablish service, the returned amount, return fee, and all charges including a service fee /meter set fee shall be paid before water service is restored.

If using a checking account to pay bill using OBP or APP, return fees will apply if incorrect banking account information is provided and the payment is returned.

## **ENDING SERVICE**

When water and sewer service is no longer needed, the customer must come to the HWEA office and provide the following information in order to terminate service:

1. Provide legal identification with customer's picture and signature.
2. Sign a HWEA Utility Service Request, which includes a disconnection date.
3. Provide a forwarding address and phone number.

\*\*To have service disconnected the same day, the customer must be in our office no later than 2:30 PM.

## **REQUIREMENTS FOR REQUESTING NEW SERVICE**

In order for HWEA to construct a new tap for water or sewer service, the customer must provide HWEA a plumbing permit. A plumbing permit is acquired through the plumbing inspector. A plumbing permit is required along with the appropriate fees before any work can be started.

The following additional documentation may be required; if a customer lives outside Hopkinsville City Limits, a Consent for Annexation and a copy of the deed is required by the property owner before any work can be done. This is a requirement for Hopkinsville and Pembroke customer's only.

If a customer of HWEA lives in a designated Ag-District outside Hopkinsville City Limits, the property owner will need to provide a Decertification of Ag-District from the Soil Conservation Service Office.

## METER SERVICES

HWEA can provide many different size water connections for its customers' different needs. Most residential homes need only a 5/8" water service, while commercial and industrial customers may require a larger service. HWEA will install a water service based on the following size and fee:

<u>SIZE OF TAP</u>	<u>FEE</u>
5/8" Manifold	\$ 500
5/8"	\$ 750
3/4"	\$ 1,000
1"	\$ 1,000
1 1/2"	\$ 2,000
2"	\$ 4,000
3' or Larger	Material Cost + 15%

## SEWER SERVICES

HWEA can provide our customers with different size sewer services based on their needs and capacity availability. The sewer tap fees are:

<u>SIZE</u>	<u>FEE</u>
6"	\$ 750
8"	\$ 1,000
10"	Material Cost +15%
12" or Larger	Material Cost +15%

*(Fees effective June 27, 2019)*

## FIRE SERVICE CONNECTIONS

To aid in fire protection, HWEA may allow companies to install a private fire protection system. HWEA will install a tapping valve and sleeve based upon the following main line sizes:

<u>SIZE OF MAIN</u>	<u>FEE</u>
4"	\$ 1,600
6"	\$ 1,800
8"	\$ 2,500
10"	\$ 2,500
12"	\$ 3,500
16" or Larger	Material Cost + 15%

Fire services are billed a service charge twice yearly in January and July. The charges are based on service size. A current Rate Chart is available upon request.

## MISCELLANEOUS SERVICE FEES

Digital Radio Read Meter - (AMI-AMR)	\$ 250
Dual Fire Hydrant Flow Testing	\$ 250
Raise/Lower/Meter Box or Valve Box	\$ 250
Manhole Core	\$ 500
Single Lane Street Cut	\$ 500
Two Lane Street Cut	\$1,000
Raise/Lower Manhole/Barrel/Lateral	Material Cost + 15%
Raise/Lower Fire Hydrant	Material Cost + 15%
Raise/Lower Valve	Material Cost + 15%
Install Fire Hydrant	Material Cost + 15%

*(Fees effective June 27, 2019)*

## **SEWER CONSTRUCTION REBATES**

HWEA may allow extensions of water and sewer mains when adequate pressure and capacity is available.

Developers shall bear the entire cost of such installation including mains, manholes, sewer laterals, engineering plans, specifications, and construction inspection.

Developments within the HWEA 201 Service / Planning Areas shall be eligible for a Sewer Tap Coupon. The Sewer Tap Coupon waives the sewer tap fee for the applicable lot and is equal to the value of the most current edition of sewer tap fee relative to the applicable size of sewer main.

Contact the Director of Engineering, Construction and Distribution for complete information.

## **DUAL FIRE HYDRANT FLOW TESTING**

HWEA will conduct a dual hydrant flow test for the cost of \$250. This test will provide gallon per minute and residual at the flow hydrant. HWEA will also take static and residual readings at the static hydrant. Fire hydrant flow-tests measure water main pressure in a location by opening and flowing consecutive fire hydrants over a short duration of time. One hydrant is gauged for pressure and another hydrant is flowed to determine the residual pressure of the water system at the location. Information gathered includes static pressure, residual pressure, pitot reading, main size, volume of flow, date of test, outlet size and the local pressure district. Only HWEA employees are authorized to conduct flow tests on our system. A fine will be charged to system intruders who try to conduct these tests on their own.



## DOOR TAG NOTICES POLICY

HWEA may issue door tags to customers for the following:

1. Excessive / Irregular Water Use.
2. Notification of Returned Check / ABP Reject / Credit Card Chargeback
3. Order to contact our office.
4. Interruption of water service due to repairs.

## ACCESS TO PREMISES POLICY

A basic provision of HWEA's water and sewer utility rights is that HWEA personnel have access to a customer's premises to inspect, repair, and service our water and sewer system. These services will be conducted at reasonable hours unless there is an emergency.

### Hopkinsville, KY Code of Ordinances 51.009 (B)

"The General Manager shall have the right to discontinue water service to any premises where there is not **easy access** to the meter. Any authorized representative of the Commission shall, at all times, have the right to enter the premises where the meters are installed for the purpose of reading, testing, removing or inspecting the meter or for the purpose of inspecting any pipe or fixture connected to the municipal water system. No person shall hinder, obstruct or interfere with the employee in the lawful discharge of these duties under this section."

## SWIMMING POOL POLICY

No adjustments are made for filling a swimming pool. Customers are encouraged to install an irrigation meter for filling swimming pools, watering of lawns, etc. Usually, a 5/8" service irrigation can be installed for the most current standard manifold or applicable tap fee. An on-site meeting can be held to confirm this charge.

## **LEAK ADJUSTMENT POLICY**

HWEA realizes there are times when a customer may have a water leak. Keeping in mind that the water and sewer charges are based on our costs, HWEA will allow one adjustment to a customer's water and sewer bill per twelve month billing period. Adjustments will be credited to the customer's account based on the previous twelve month average. Half of both the water and sewer overage will be deducted only after the leak has been repaired.

HWEA will issue an adjustment based on the following:

1. Request must be within three months from occurrence of high consumption.
2. Documentation, receipt and/or landlord statement, stating detail and time of repair.
3. If high consumption in question is 300% higher than the twelve month average consumption.

It is common for a leak to span over multiple billing cycles. If that is the case, HWEA will adjust the highest billed consumption. This is to give the customer the greatest benefit of an adjustment. Late penalties are not adjusted when figuring an adjustment for a leak.

HWEA does not check for leaks on personal property.

## **WATER METER TESTING POLICY**

If a customer feels their water meter is not registering the correct amount of water used, they may request that their meter be tested. HWEA will remove the meter in question and have it tested by an independent certified meter technician. A meter test fee of \$75 will be collected before the meter is sent.

If the water meter is registering more than 100% of the actual water usage, HWEA will adjust the customer's bill and reimburse the customer for the testing of the water meter. If the meter registers 100% or less of the actual water usage, the customer's meter test fee and original amount billed will stand.

## MILITARY DEPLOYMENT / REDEPLOYMENT POLICY

To better support our troops and their families, HWEA will waive the meter reconnection service fee during regular business hours for active duty military personnel who return from deployment. This waiver shall include active duty military who may be either a renter or homeowner. To qualify for this waiver, active duty military personnel are required to bring in their deployment orders in addition to the required information to set up a new service. It is strongly suggested that the meter be removed before deployment to avoid the possibility of the water being turned on due to an accident or act of vandalism, which could result in damage to the residence.

## INTERRUPTIONS IN SERVICE POLICY

HWEA strives to supply its customers with uninterrupted water and sewer service. There are times of course, when repairs to our system may interrupt these services. If at all possible, HWEA will notify the customer of service interruption. Under emergency conditions though, it is not always possible to notify customers before water or sewer shutdown. HWEA assumes no responsibility for damages or claims as a result of any interruption of service.

## METER TAMPERING POLICY

It is unlawful for anyone other than HWEA personnel to make any adjustments, changes, alterations, or connections to HWEA meter services. If evidence indicates any form of tampering, the customer being served at that location will be responsible for all damages and water loss, in addition to all other penalties that may be provided by law.

When a meter has been removed from the copperhorn, installing an unmetered pipe, commonly know as a "Strap," is strickly prohibited. If a "Strap" is found in a meter box, the customer being served at the location where the "Strap" is found will be charged for all damages and water loss, in addition to any other penalties defined under the Unauthorized Use Policy.

## **UNAUTHORIZED USE POLICY**

The Unauthorized Use Policy establishes enforcement action for instances in which there has been unauthorized use of water from HWEA's system. (Hopkinsville, KY Code of Ordinance 51.005 - Prohibited Use) Any Person who violates the Prohibited Use provision shall be guilty of a misdemeanor and fined not more than \$100, or imprisoned for not more than 90 days or both for each offense. Each day the violation continues shall constitute a separate offense. (Hopkinsville, KY Code of Ordinance 51.999 - Penalty)

## **RIGHT TO A HEARING**

HWEA will provide a hearing process for the customer when there is a dispute with HWEA. Claims involving nonpayment of billed charges, damage to HWEA property, or other service-related problems will be heard by the Customer Service Office Manager. If the Office Manager or Director does not resolve the claim, then the customer may request a hearing with the President and CEO. The customer and HWEA have a right to legal representation at the meeting. The customer's service will not be disconnected during the hearing process.



**EXCELLENCE - INTEGRITY - COMMUNITY**

**“The Clear Choice”**

401 East Ninth Street  
P.O. Box 628  
Hopkinsville, KY 42241-0628  
270-887-4246  
[www.hwea-ky.com](http://www.hwea-ky.com)