

Calvert City Water & Sewer
PO Box 36
Calvert City, KY 42029
Telephone 270-395-7138

Rules and Regulations

Welcome to Calvert City Water & Sewer our office hours are:
Monday – Friday 8:00 am to 4:00 pm.
Our office address: 861 E. 5th Ave.

You can sign up for automatic withdrawal to pay your monthly bill, which will be deducted from your checking/savings account on the 5th of the month. This is a free service that we provide to our customers. We also have a drop box at City Hall where you may drop off your bill payment or you may come into the office and make a payment. We currently accept cash or check for payment.

It is the customer's responsibility to have a properly posted 911 address, as well as to keep our meter unobstructed and allow easy access for the meter reader. Kentucky Plumbing Code requires a cut off valve on the customer's side of our meter. This cut off is to be used for maintenance/ repair work, do not use our meter as a shut off for that purpose.

You will receive a monthly bill by mail, which will be mailed on or before the 25th of each month. To avoid having to pay a penalty, pay your bill before the due date. If your bill is not paid before the due date there will be a 15% penalty added to the amount you owe. If the bill is not paid **BEFORE** the cut-off date for the month, service will be disconnected without further notice. We do not send out any other notices. If you use our drop box for a payment before cut off make sure your payment is in our drop box by midnight the day before cut off. If your water is disconnected for non-payment, there will be a \$35.00 charge added to your account as a disconnect/reconnect fee. Before services can be restored all past due amounts, penalties and fees must be paid. If your water has been disconnected do not tamper with our meter. It will result in a \$50.00 tampering fine and damage to a meter will result in an equipment replacement fee.

Calvert City Water & Sewer is not responsible for the delivery of US mail. Therefore failure to receive your bill does not relieve the customer of liability or penalty.

If the Calvert City Water & Sewer receives a returned check / insufficient funds on your account, a \$20.00 service charge will apply and could result in disconnection of your service. If your service is disconnected you must also pay a \$35.00 disconnect/reconnect fee.

Calvert City Water & Sewer does not turn water on after hours or on holidays.
Emergency Only Number 270-703-4321.

Calvert City Water & Sewer

Sewer Adjustment Policy

Subject to the exceptions listed below, adjustments to sewer charges will be considered by the Calvert City Municipal Water & Sewer System Board only when the customer presents substantial proof that water supplied to the customer did not enter the sewer system. If the problem with the customer's water system has been repaired, all bills for parts and repairs shall be submitted to the Board before any adjustment will be considered. The Board also may direct its employees to inspect the customer's water system and the repair before considering any bill adjustment.

*The Board will **NOT** consider any adjustment to a sewer bill in the following circumstances:*

- 1. When the water spillage is the result of a third party turning on the customers water and leaving it running.*
- 2. Any water usage or spillage involving a garden hose or hose bib.*
- 3. Any water usage related to a swimming pool.*
- 4. Any water usage related to watering grass, plants or gardens.*
- 5. Any additional water usage occurring after notification of a leak by the city.*

*** We will only allow 2 adjustments per 12 month period, per customer, no exceptions.*

