City of Whitesville
P.O. Box 51
10436 Main Cross St.
Whitesville, KY 42378
Phone: 270-233-5666 Fax: 270-233-5248
whitesvc@bellsouth.net

Whitesville Water Works Rules & Regulations

Office Hours:

Lobby: Monday – Friday 8:00 am - 3:30 pm | Drive-Thru: Monday – Friday 8:00 am – 4:00 pm

Office is closed for Lunch: 12:00 – 1:00 pm
(Holiday hours may vary)

- Bills are due on the 15th of every month. Failure to receive bill does not relieve customers of payment and penalties. We offer a **FREE** e-Bill service. You need a working email address, your account & CID numbers to enroll. If you need assistance in enrolling, please call our office.

- Penalties are assessed at **8:00 am** on the **16th** of the month. If the 16th falls on a weekend, penalties will be assessed on the next business day.

- **Payment Options:**
  1. Payments can be made in person at City Hall – either inside or at the drive-thru window. Payments can only be made by cash or check. ***No Credit or Debit card payments will be accepted in person or by phone.**
  2. There is a drop-box located on the right side of the building by the drive-thru window.
  3. Online payments can be made at Whitesville.authoritypay.com. To make online payments, you will need ***both*** your account number and CID number – both are listed on your monthly bill.
     - Credit/Debit card payments will be charged a fee of 2.65% of the total bill amount.
     - E-checks will be charged a flat fee of $1.00.
  4. Automatic payments will be processed on the 15th of each month. Customers are responsible for setting up their accounts online.

- Any account with a balance at the close of business on the 24th day of the month is subject to disconnection. **Disconnections will occur on the 25th of each month** – if the 25th falls on a Friday/weekend/holiday, disconnections will occur on the next business day. **Payments must be received by 4:00 pm on the 24th of each month.** Whitesville Water Works will collect all appropriate fees before service is restored. **Reconnection payments must be made in cash at City Hall or by Credit/Debit Cards through the online website – Whitesville.authoritypay.com. ** Checks will not be accepted for reconnection. **

- Accounts that have continually high balances (over $200) will require a payment of 50% of the balance due or will require a payment plan. Failure to comply with the terms of the payment plan or to make a payment of at least 50% of the balance due may result in the disconnection of water/sewer service

- **Meter Damage:** Any damage to the meter, meter box, and/or meter register, either accidental or intentional, will be the responsibility of the customer. The full cost of the replacement or repair shall be billed to the customer, including but not limited to the cost of labor and materials. Failure to pay the repair charges will result in the discontinuation of water/sewer services.

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- **<u>Ownership of Service Line and Water Leaks</u>:** Whitesville Water Works owns the water mains, service lines from those mains to the water meter, to include the water meter and appurtenances. Whitesville Water Works will be responsible for any water leak occurring from the threaded end of the meter connection on the water meter setter to the water main. The customer will be responsible for maintenance and repair of the meter connection to and throughout the premises. In addition, the customer shall own and maintain the connection between their private service line, up to and including the tail piece to the water meter setter. Any damage incurred because of a water leak within the customer's premises shall not be the liability of Whitesville Water Works. Any water usage caused by a water leak will be the financial responsibility of the customer at that location. Failure to repair a leak(s) when notified of the same, within a reasonable timeframe, shall be sufficient to justify discontinuance of water service.