

Welcome to Hardin County Water District No. 2



**1951 W PARK RD
ELIZABETHTOWN, KY 42701
270-737-1056
www.hc wd2.org**

Sample Billing Cycle Timeline

THIS IS A TYPICAL MONTH EXAMPLE. DUE TO WEEKENDS OR HOLIDAYS, NUMBER OF DAYS PER MONTH OR OTHER FACTORS, DATES ARE SUBJECT TO CHANGE.

*Cycle assigned as indicated below

DUE DATE	LATE PENALTY APPLIED	DELINQUENT TURN OFFS <small>*Subject to Extension Policy</small>
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RED CYCLE

15th

16th

26th



BLUE CYCLE

1st

2nd

12th



ORANGE CYCLE

22nd

23rd

2nd



GREEN CYCLE

8th

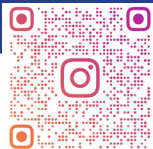
9th

19th

Reminder there will be a \$25 service fee on the first bill



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HCWD2

RATE SCHEDULE

5/8" X 3/4"	First 2,000 Gallons - Minimum Bill	\$18.54
	Per 1,000 Gallons next 498,000 Gallons	5.17
	Per 1,000 Gallons over 500,000 Gallons	2.92

1"	First 5,000 Gallons - Minimum Bill	34.05
	Per 1,000 Gallons next 495,000 Gallons	5.17
	Per 1,000 Gallons over 500,000 Gallons	2.92

1 1/2"	First 10,000 Gallons - Minimum Bill	59.90
	Per 1,000 Gallons next 490,000 Gallons	5.17
	Per 1,000 Gallons over 500,000 Gallons	2.92

2"	First 20,000 Gallons - Minimum Bill	111.60
	Per 1,000 Gallons next 480,000 Gallons	5.17
	Per 1,000 Gallons over 500,000 Gallons	2.92

For our full list of rates, please view our official tariff at <https://psc.ky.gov/Home/Library?type=Tariffs>

DISTRICT PROVIDED SEWER RATE SCHEDULE

Metered Usage:

First 2,000 Gallons	\$30.00 Minimum
Over 2,000 Gallons	\$10.00 per 1,000 Gallons

The District bills sewer services provided by the City of Elizabethtown. Your water usage will determine amount charged for sewer. The City of Elizabethtown sewer rates are listed below. Should you have an emergency regarding sewer service, please contact the City of Elizabethtown at 270.765.6121.

First 2,000 Gallons - Minimum Bill	\$10.00
Per 1,000 Gallons after Minimum	\$4.40

Am I required to sign up for sewer service?

There is currently no ordinance requiring existing locations to hook-up to sewer services unless their septic system is failing.

Sewer Service



How is my sewer usage metered?

Sewer usage is based on the water usage recorded at your water meter.

How do I sign up for sewer?

1. Sign the Application for Sewer Service & the Sewer User Agreement.
2. Schedule a licensed plumber to install sewer service & double sweep clean-out per District Specifications.
3. Homeowner must verify plumber will coordinate with the District to witness the tie-in and perform an infiltration test.
4. Billing will begin after sewer connection has been installed.

What are the fees to connect?

Inspection Fee:	\$100.00
Capacity Fee: (Pass through fee from City of Elizabethtown for treatment capacity.)	Based on water meter size \$500 - 5/8" x 3/4" \$800 - 1" \$1,300 - 1 1/2" \$5,000 - 2" Actual cost estimate for use - 3" or larger

PAYMENT EXTENSIONS

The District provides our customers the courtesy of two payment extensions per 12 rolling months. Payments that extend past their usual grace period up to two times per rolling year will not be subject to service interruption. However, the use of an extension is not an exemption from any late charges that may occur. When available, extensions are granted automatically in lieu of disconnection of service.

VACATION PLAN

Vacation plans are available to customers who will have extended periods of up to 6 months during which water will not be used. Both residential and irrigation meters are eligible to be placed on a vacation plan and will not incur any additional charges during the time the meter is locked. There will, however, be a reconnection fee of \$25 to resume service when the vacation plan is no longer needed.

AUTOMATIC PAYMENT WITHDRAW

Auto Pay is a free service for customers who choose to have their payment withdrawn from their bank account. You just need to complete an authorization form and include a voided check. Forms are available on our website or are available at the office. Customers can set up bank draft on the customer portal. There is a \$2.50 fee to enroll a credit card. Bank accounts are free of charge to set up.

WEB PAY - CREDIT CARD & CHECK ONLINE PAYMENTS

The District accepts Visa, MasterCard, DiscoverAmex credit/debit cards and online checks. You will need your District account number, CID, and balance for online payments. To avoid the processing fee, please sign up for autopay using the ACH option. Visit us at www.hcwd2.org for more information.



FREQUENTLY ASKED QUESTIONS

HOW DO I START AN ACCOUNT?

The easiest way to start is online at www.hcwd2.org, or our customer service department is more than happy to start your account in person. Please bring your government-issued photo ID, \$60 deposit (cash or card) and signed lease.

HOW CAN I MAKE CHANGES TO MY ACCOUNT?

You can change name, billing address, ownership, in the office or on our website.

HOW CAN I READ MY METER?

Your meter box is most likely located in your front yard near the road. To access the meter, simply lift the small reading lid or gently remove the entire lid. Most meters will have a wire attached to them; be careful not to damage the wire. The meter will read like the odometer in your car. For billing purposes we read your meter in 100 gallon increments, but when checking for a leak, you may need to read additional numbers.

We use two types of registers, digital and analog. To read your meter, read the numbers from left to right. In the example on the next page, the meter reads 00000213. For billing purposes, it would read 213 to round to the nearest 100 gallons. Should the odometer numbers be in between numbers, use the lower of the two numbers. The red circle or dark color triangle is called the leak indicator. Even with very low flows, the leak indicator will be moving anytime water is passing through the meter. The number to the far right is a tenth of a gallon or a fixed zero. Should you have any questions or need further assistance, please visit our website and check out our video gallery.

Digital meters look blank when you first open them. To activate the reading:

1. Open the meter lid.
2. Shut the meter lid.
3. Open the meter lid again. The digital reading will now appear.



To see if water is flowing through the meter:

1. Activate the digital reading by using the steps on the previous page.
2. Write down the reading.
3. Shut the meter lid and wait a few minutes.
4. Open the meter lid.
5. Compare the digital reading to the reading you wrote down. If the

reading has changed, that is an indication water went through the meter.

DEPOSIT

A \$60.00 deposit is required for all new customers requesting service or account transfers. Deposits may be waived with a satisfactory credit history as determined by the District. Deposits are refunded to your account after two (2) years of good payment history. If you disconnect before that time, the refund is applied to the final bill and any remaining amount is mailed to you with interest.

WHAT CAN I EXPECT TO PAY FOR WATER?

Most adults use an average of 2,000 gallons per person per month at home. Depending on your lifestyle, you may use less or more than the average. We have compiled an approximate schedule to help you anticipate your monthly water bill.

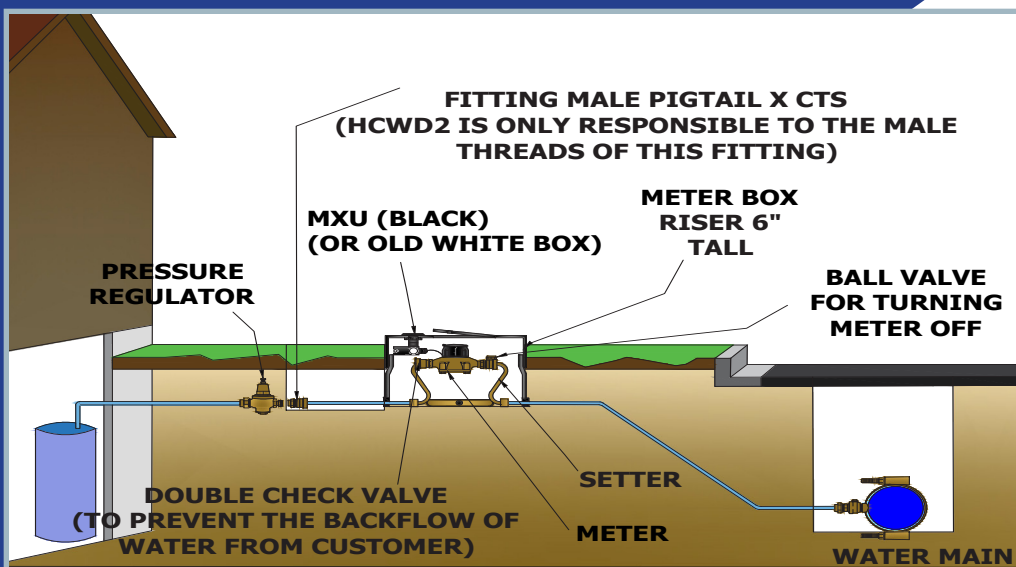


RATES

For a standard domestic 5/8" X 3/4" meter, the minimum water bill is \$18.54 + tax for 0-2000 gallons of usage. Additional usage is \$5.17 per 1,000 gallons. A minimum charge is billed each month as long as the water meter is installed whether or not any water has been used. A complete rate schedule is included on page 2.

NEW SERVICE FEE

There is a \$25.00 service charge on the first bill for obtaining the initial reading, account processing, and to insure no damage or liabilities prior to activating the account. This is separate from your deposit and is a one time, non-refundable fee. This charge will be added to the first bill. Also, the District encourages joint accounts. This allows either party to change, update or disconnect service.



CUSTOMER RESPONSIBILITY

You, the customers, are responsible for all leaks, breaks, or other problems beyond the service-connection fitting. Adjustments are given only if there is a defect in the meter, a leak on the District's side of the connection, the meter was misread, or under the Leak Adjustment Or Catastrophic Problem Policy.

SHUT OFF VALVE

Check to see if you have a shut off valve on the side of the meter closest to your house. You should be able to operate this valve by hand so that you won't have to waste time looking for a tool. The valve on the opposite side of the meter is the responsibility of the District and should be operated by District personnel only. These valves typically require a special tool such as a meter key. Do not attempt to operate these valves with pipe wrenches or other tools because it can damage or break the District valve. Anyone other than District personnel who damages or breaks these valves will be billed for their repair or replacement.

PRESSURE REGULATOR

Hardin County Water District No. 2 recommends that all customers have pressure regulators to guard against damage to pipes and fixtures in the event of a fluctuation in water pressure. The District does not require but highly recommends the installation of a pressure regulator.

THERMAL EXPANSION TANK

The District strives to ensure the utmost quality of water, therefore the District has an active cross-connection program that does not allow for water from your residence to flow back into our main lines. The District recommends that all customers have thermal expansion tanks to allow for heated water to expand into this tank. A licensed professional can advise you on if and where the tank should be installed.

BILLING

Water bills will be mailed to the address listed on the User Agreement unless a change of address has been filed in writing. Water bills can be mailed to P.O. Box 970 Elizabethtown, KY 42702. Payments can also be made in our office located at 1951 W Park Rd in Elizabethtown, drive-up window, night drop box, online (www.hcwd2.org), recurring bank draft, or by phone using your credit or debit card. All bills not paid on or before the due date will be deemed delinquent and a 10% penalty fee will be added to the account. If the due date falls on the weekend or holiday, payment must be in our office or night drop box by 8:00 am the following business day to avoid any penalty. All delinquent customers are sent a late notice. If payment has not been received by the due date of the late notice, service is subject to be turned off without further notice.

DISCONNECTION FOR NON-PAYMENT

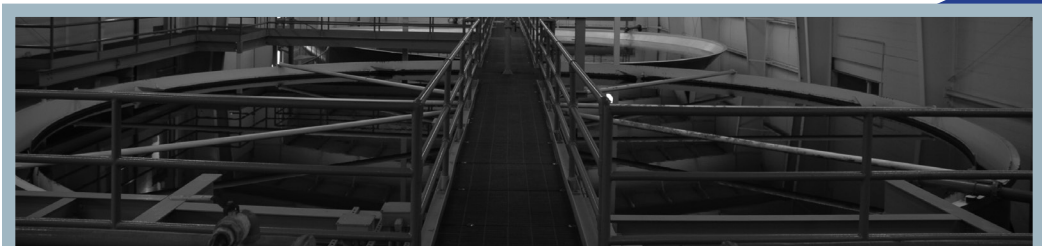
During normal business hours a \$50.00 charge is assessed to an account when service is turned off for a delinquent bill. *All charges, including the water usage and additional service charges must be paid in full, to have the water service turned back on.* Payments made before 3:00 PM will have their service restored before 9:00 PM. Should you have any further questions, a complete list of charges is available at our office, on our website or in our complete tariff. Service may be discontinued by the District for non-payment of bills, in compliance with sections 11 and 12 of 807 KAR 5:006.

SERVICE DISCONNECT REQUESTS

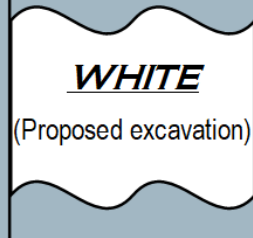
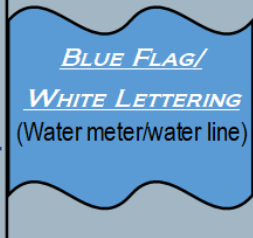
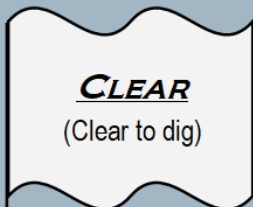
In order to disconnect service, the request must be submitted in writing. **The customer will remain liable for all water usage and services rendered by the District until the District receives said notice.** Failure to provide a written response will accumulate a bill for the account holder of the property. The District will have two working days after receiving said notice to terminate or discontinue service.

LEAK ADJUSTMENT OR CATASTROPHIC PROBLEM POLICY

The District has a leak adjustment policy covering leaks or catastrophic problems. This is an adjustment given no more than once in a twelve-month period with a limit of three adjustments per ten years of an account. The adjustment must meet certain criteria to qualify; visit our website to pre-qualify for a leak adjustment



WHAT DO THESE FLAGS IN MY YARD STAND FOR?



LOCATING WATER LINES

If you, or someone appointed by you are planning to dig anywhere on your property, by law, the person digging must notify the proper authorities at least two working days before work is to commence. This precaution will help protect against possible damage to underground utilities. The toll free number to call is 1-800-752-6007 or 811.

YARD CLEAN UP/RESTORATION

In the rare event that your yard is disturbed by our crews for pipeline repair, the proper restoration will be made. During the summer months, our crews plant grass seed, fertilizer and straw as needed. During the winter months, the dirt is replaced and the remaining restoration is scheduled for warmer weather. Paving repairs are also made as weather permits.

ELECTRONIC METER READING

The District's meters are read electronically by radio waves. A District vehicle drives the meter route and obtains the reading without visiting the meter boxes. This technology allows for a more accurate and safe way of gathering your usage.

FIRE HYDRANTS

The only organizations allowed to use the District's hydrants are District personnel or the local fire departments. If you see unauthorized personnel tampering with a fire hydrant or drawing water from a hydrant, please contact our 24/7 number at (270) 737-1056.



VISIT OUR WEBSITE



Do you want step by step information on how to check for a leak?



NEED HELP READING YOUR METER?



Learn about where your water comes from!

[contact us](#) | [learn more](#) | [get answers](#)

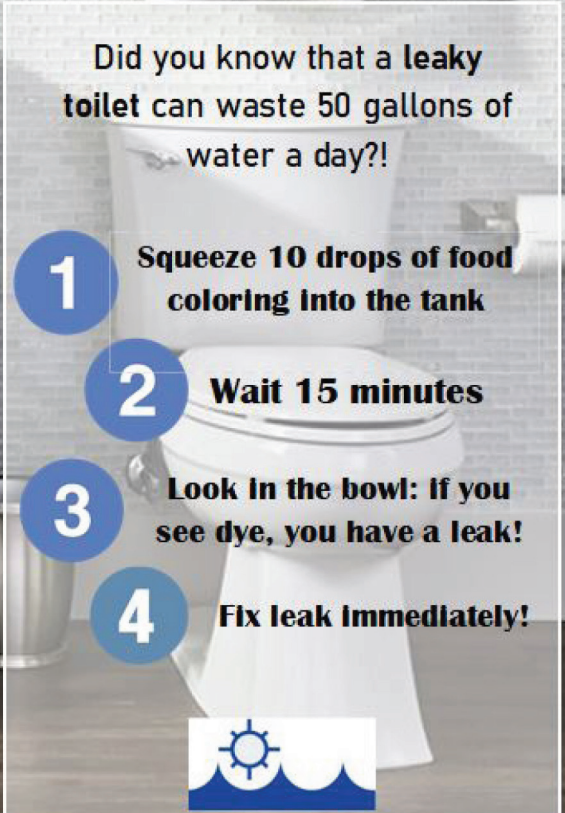
The best method for determining whether a leak exists, is to take an actual meter reading. Take a reading from your water meter just before going to bed or when you plan to not use any water for several hours. Take another reading before any water is used after that period of time. In theory, the readings should be the same.

If they are different, subtract the start reading from the ending reading and this is your usage. If you cannot account for any water used from a humidifier, ice maker, toilet flush, or a water softener, you may have a leak and further investigation is needed.


From our experience, a large portion of residential leaks are found at the toilet tank. Leaks can be found around the flapper or at the top of the tank at the overflow tube.

Make sure when placing deodorizers and disinfectant products inside the tank that they do not obstruct any working parts. We recommend that you do not use bleach products inside your toilet tank. The bleach will react with the flapper plug and may cause leaks.

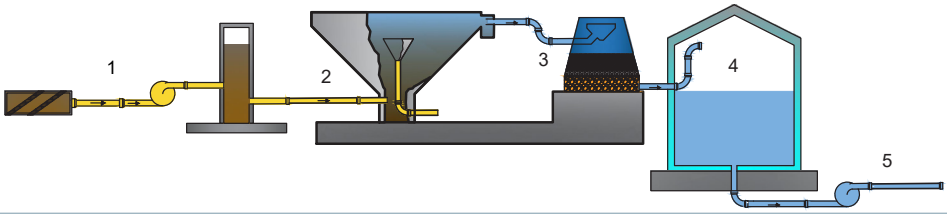
Did you know that a leaky toilet can waste 50 gallons of water a day?!



- 1 Squeeze 10 drops of food coloring into the tank**
- 2 Wait 15 minutes**
- 3 Look In the bowl: If you see dye, you have a leak!**
- 4 Fix leak Immediately!**



TREATMENT PROCESS



1

Source

Our main water plant, White Mills Treatment Facility, pumps water from the Nolin River. This water is screened for debris before entering the facility. We also pump ground water at our City Springs facility and purchase water from LWC.

2

Clarification

Claricones are the primary treatment devices in both of our plants. This is where polymer is added to clarify the water and develop a slurry blanket which contains solids that are removed from the water. The claricones hold approximately 250,000 gallons of water when full.

3

Filtration

Clarified water then flows into large filters. The filters are dual media containing anthracite, coal, and very fine sand that remove any additional particulate matter leaving the water crystal clear.

4

Clear well & Tank Storage

The clean water is then disinfected and stored. High service pumps pull the water from the clear wells and pump it to our storage tanks. The tanks are elevated to maintain constant pressure throughout our system's water mains.

5

Water Mains & Service Lines

We deliver safe clean water to over 28,000 residential, commercial, and industrial customers throughout Hardin, Hart, and Larue Counties. Our crews work each day to ensure that you have safe water waiting for you at the tap.

Water protection and conservation is something we should all practice. Except for the air we breathe, water is the most important element in our lives. It's too precious to waste. Only 2% of the earth's water is considered fresh water, and of that, about 1.6% is locked in the polar ice caps. That leaves us with a very limited supply to meet the growing needs of the world. HCWD#2 recognizes the importance of water now, and in the future. Our hope is that through education and smart water use, we will have an abundant supply of clean, safe drinking water for generations to come. We can not do it alone.



HISTORY

Hardin County Water District No. 2 is a water and waste water provider for the communities of Elizabethtown, Cecilia, Glendale, Sonora, Colesburg, Upton, Rineyville, Eastview and White Mills, in Hardin County, Kentucky. The District also serves portions of Larue and Hart Counties.

The District was established in 1965 and started pumping water in 1968. A board of five commissioners appointed by the County Judge Executive governs the District. Our board meeting is held on the third Tuesday of every month at 4:00 p.m., and is open to the public.

We have a customer base of over 29,000 and a population served of over 72,000. The District is one of the largest water districts in the state in both customer count and area. We currently have over 1,000 miles of water mains, 3,200 fire hydrants, over 10,000 valves, and 14 tanks.

Our world-class water treatment facility located in White Mills has the capacity to treat over eight (8.1) million gallons per day from Cave Springs, located along the heart of the Nolin River. The District also operates its City Springs Plant located in Elizabethtown. City Springs's treatment capacity is 3.3 million gallons per day. Tours of the plant can be arranged for schools or other groups by calling (270) 737-1056.

OFFICE HOURS & 24 - HOUR EMERGENCY SERVICE

Our regular business hours are 8:30 a.m. to 4:30 p.m., Monday through Friday, except for holidays. The District has a service person on call at all times. In the case of an emergency, or immediate concerns, please call our 24-hour telephone number at (270) 737-1056. For non-emergency questions, you can leave a message in our overnight voicemail box or e-mail us at customercare@hcwd2.org. Follow us on Facebook & Twitter!

To view our tariff in its entirety. Please visit <https://psc.ky.gov/Home/Library?type=Tariffs>

- You have the right to service, provided you (or a member your household whose debt was accumulated at address) are not the utility.



- You have the right to inspect and review the utility's rates and tariffed operating procedures during the utility's normal office hours.
- You have the right to be present at any routine utility inspection of your service conditions.
- You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility (Call Toll Free 1-800-772-4636)
- You must fill out a Declaration of Domicile Form 51A380 to qualify for the Kentucky sales tax exemption status. To qualify, you must be a Kentucky resident and your service location must be your Primary Residence.
- You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received.

The Customer Bill of Rights is referenced in 807 KAR 5:006
Section 14 (1) (c) 1.





Please supply a voided check with your request.

Sign
ME
UP!

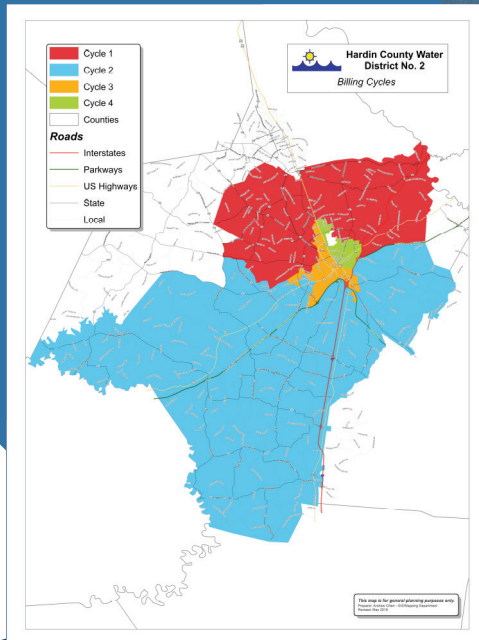


e-billing

Save paper... Save trees... Save the environment!

We will send your regular bill to the email address you provide. If for some reason you forget to send in your payment, you will receive a paper reminder in the mail. All we need is a valid email address that you check regularly. You can complete this form online or send us an email to payments@hcwd2.org.





Visit our website at
www.hcwd2.org & stay up to date
with *news & information!*