

**NORTH NELSON WATER DISTRICT
5555 LOUISVILLE ROAD
COX'S CREEK, KY 40013**

During normal business hours (Monday thru Friday from 7:30am to 4:00pm), phone calls should go to the District office at **502-348-8342**.

You can visit our website, www.northnelsonwater.org, to pay with a credit card, debit and various other payment methods. Fees do apply.

The following are **emergency numbers** you should have in case of emergency or **Water Outages** after normal hours, on weekends or holidays:

North Nelson Water Staff

Cole Cissell, General Manager.....(502)507-5606
 Paul Sorrell, Operator.....(502)249-0808
 Logan Werner, Operator.....(502)507-4629
 Pam Shouse, Administrative Assistant.....(502)331-1216
 Susy Duncan, Office Manager.....(502)331-1216

Board Members

Robert Cecil, Commissioner
 Bobby Greenwell, Commissioner
 O.J. Stein, Commissioner

SAMPLE BILL:

<p>NORTH NELSON WATER DISTRICT PO BOX 25 COX'S CREEK KY 40013</p>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> FIRST CLASS MAIL U.S. POSTAGE PAID COX'S CREEK KY PERMIT NO. 5 </div> <p>Presorted First-Class</p>	<p>119-12800-XX 01/23/24 TOPEKA LANE 11/28/23 THRU 12/28/23 - SERVICE DATES</p>																																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">SVC.</th> <th style="width: 20%;">PREVIOUS</th> <th style="width: 20%;">CURRENT</th> <th style="width: 10%;">USAGE</th> <th style="width: 10%;">CODE</th> </tr> </thead> <tbody> <tr> <td>WT</td> <td>1476</td> <td>1489</td> <td style="text-align: right;">13</td> <td></td> </tr> <tr> <td>WATER</td> <td></td> <td></td> <td style="text-align: right;">16.05</td> <td></td> </tr> <tr> <td>SEWER - if Applies</td> <td></td> <td></td> <td style="text-align: right;">26.26</td> <td></td> </tr> <tr> <td>SCH TAX</td> <td></td> <td></td> <td style="text-align: right;">.48</td> <td></td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 10px;"><i>1300 Gallons Usage</i></p>	SVC.	PREVIOUS	CURRENT	USAGE	CODE	WT	1476	1489	13		WATER			16.05		SEWER - if Applies			26.26		SCH TAX			.48		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">BILL DATE</td> <td style="width: 50%;">01/23/24 - <i>Billing Date</i></td> </tr> <tr> <td>NET BILL</td> <td style="text-align: right;">42.79 - <i>Due by 10th</i></td> </tr> <tr> <td>GROSS BILL</td> <td style="text-align: right;">47.03 - <i>with 10% late</i></td> </tr> <tr> <td>DUE AFTER</td> <td style="text-align: right;">02/10/24 <i>Penalty - Due by 20th</i></td> </tr> </table> <p style="text-align: center; margin-top: 5px;">BANK DRAFT MEMO DO NOT REMIT</p>	BILL DATE	01/23/24 - <i>Billing Date</i>	NET BILL	42.79 - <i>Due by 10th</i>	GROSS BILL	47.03 - <i>with 10% late</i>	DUE AFTER	02/10/24 <i>Penalty - Due by 20th</i>
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<p>PLEASE MAKE SURE WE HAVE A CURRENT PHONE NUMBER ON FILE.</p>	<p style="text-align: center;">RETURN SERVICE REQUESTED</p> <p style="text-align: center;"><i>Account#</i> 119-12800-XX</p>																																	
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Automatic Bank Draft Payment Plan

- I. **Eligibility**
All members of the District who agree to the conditions set forth in this policy are eligible.
 - A. A member may elect to enter the Automatic Bank Payment Plan at any time, provided the consumer's credit history for the previous twelve(12) months does not indicate a returned check.
 - B. The member shall complete and sign a standard "Automatic Bank Draft Payment Plan" at least ten (10) days before the member's billing cycle. This time period is established so verification of bank routing codes, address of bank, etc. may be made.
 - C. The member's billing card will indicate a draft payment for the entire amount due. The column at the bottom entitled "Net Amount Due" will be the amount deducted from the account.
 - D. The bank draft payment will be processed on the 10th of each month, or the next business day if the 10th is on a weekend or Holiday.

II. **Description of Plan**
Members using the Automatic Bank Draft Payment Plan will authorize the financial institution they designate to pay their monthly water bill. The member agrees that each payment shall be the same as if were a check or withdrawal personally signed and authorized by the member.

- III. **Conditions of Plan**
 - A. If payment is not made because of insufficient funds or any other condition over which the member has direct control while enrolled in the Automatic Bank Draft Plan, the Plan will be terminated. If the condition is determined to be the fault of the financial institution, with the District advised in writing by the financial institution, the member will immediately be restored to the Plan.
 - B. The Member may elect to terminate the Automatic Bank Draft Plan in writing before (Billing) 22nd of the month. The financial institution and the District will reserve the right to terminate the payment plan with written notice to the member outlining the reason for the termination.

IN ORDER TO PROCESS YOUR TRANSACTION, PLEASE PROVIDE THE FOLLOWING INFORMATION AND A VOIDED CHECK FROM YOUR BANK.

Name of Bank, Savings & Loan or Credit Union you wish to pay your monthly water bill:

_____ Checking _____ Savings _____

Your Bank Account # _____

Bank Routing#: _____

Cell# _____ Work# _____ Home# _____

I have read the agreement regarding North Nelson Water District Bank Draft Payment Plan and agree to abide by the terms and conditions as stated.

Sign Here _____ Date _____

North Nelson Acct Name: _____ North Nelson Acct# _____

Address: _____

FOR Entire Service Area
Community, Town or City

P.S.C. KY. NO. _____

Sixteenth Revised SHEET NO. 2

North Nelson Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

Fifteenth Revised SHEET NO. 2

Rates and Charges

Monthly Water Rates

All Meter Sizes

First 2,000 Gallons	\$ 16.05	Minimum Bill	(I)
Next 3,000 Gallons	0.00485	Per Gallon	(I)
Next 5,000 Gallons	0.00433	Per Gallon	(I)
Over 10,000 Gallons	0.00398	Per Gallon	(I)
Truck Loading Stations	0.00766	Per Gallon	(I)

DATE OF ISSUE May 15, 2023
Month / Date / Year

DATE EFFECTIVE July 1, 2023
Month / Date / Year

ISSUED BY *Chris A. Cissell*
(Signature of Officer)

TITLE General Manager

By Authority Of Order Of The Public Service Commission
IN CASE NO. 2023-178 DATED June 29, 2023

KENTUCKY PUBLIC SERVICE COMMISSION
Linda C. Bridwell Executive Director
<i>Linda C. Bridwell</i>
EFFECTIVE 7/1/2023 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

THE CITY OF
BARDSTOWN
 BOURBON CAPITAL OF THE WORLD™



Sewer Rate July 1, 2023 (CPI 4.0%)

Existing Sewer Rates

Based on Water Use	Inside City	Outside City
First 2,000	\$23.00 Min. Bill	\$25.25 Min. Bill
All Over 2,000	\$5.79 /1,000 gal.	\$7.55 /1,000 gal.
Ave. Residential Monthly Bill uses 4000 gallons	\$34.58 Ave. Res. Bill	\$40.35 Ave. Res. Bill

CPI 4.0% Rate

Based on Water Use	Inside City	Outside City
First 2,000	\$23.92 Min. Bill	\$26.26 Min. Bill
All Over 2,000	\$6.02 /1,000 gal.	\$7.85 /1,000 gal.
Ave. Residential Monthly Bill uses 4000 gallons	\$35.96 Ave. Res. Bill	\$41.96 Ave. Res. Bill
CPI Increase	\$0.92 to Min. Bill	\$1.01 to Min. Bill
	\$1.38 to Ave. Res. Bill	\$1.61 to Ave. Res. Bill

- If Applicable for your SERVICE area



Finding Leaks

Detecting Leaks:

If you suspect you have a leak and don't see water running, here are some steps you can take to track down the potential leak:

Walk along the water line going to your house in your yard. Look for these physical signs of a leak...

- Grass that is greener than other areas
- Bleached out grass
- A puddle (even a small one) when it should be dry
- Grass that is taller or more lush than other areas
- Spongy ground

All of these signify a possible leak and should be addressed immediately to avoid high water bills!

Leak Adjustments

North Nelson Water District offers its customers a once a year leak adjustments. Adjustments are available once every 12 months and are provided based on customer receipt showing leak fixed or contractor receipt.

Finding and Repairing Leaks:

If you suspect you have a leak, follow these steps to try to find it:

- Find your meter
- Open the lid to your meter
- Clean dirt and/or debris off the register
- Watch your meter for 5 minutes to see if black triangle or red circle is turning.
- If it's turning, check to make sure no faucets are on in the house
- Turn off any valves going to any barns or outbuildings to isolate leak.
- Go back and check the meter to see if it's still turning after you shut each valve off until meter stops turning.

You have successfully found the leak! Take steps to fix the leak as soon as possible, and be sure to call our office for a once a year leak adjustment.

Water Quality Report



Here are some helpful hints to detect water leaks at a residence:

1. **Monitor your water bill:** If you receive a water bill that is unusually high and you haven't been using excess water, you may have a leak.
2. **Check the water meter:** If you suspect a leak, monitoring your home's water meter will give you a definitive answer. The meter is often located beneath a manhole-type cover near the street. Turn off all water faucets in your home and make sure the washing machine and dishwasher are not running. Check the water meter and make a note of the numbers you see. Come back in an hour and check again. If the numbers have changed, there's a leak somewhere.
3. **Look for patches of greener grass:** If an area in your yard is much greener (and grows faster) than the rest of the grass, it could indicate the spot where a buried water line is leaking.
4. **Inspect the water heater:** Check the water heater for signs of leaks, such as puddles of water around the base of the heater or rusted pipes.
5. **Check for discoloration on the walls and ceiling:** If you notice any discoloration on the walls or ceiling, it could be a sign of a water leak. The discoloration may appear as a yellow or brown stain, or it may be a darker color if the leak has been going on for a while.
6. **Listen for dripping sounds:** If you hear dripping sounds coming from the walls or ceiling, it could be a sign of a water leak. The sound may be faint, but it's worth investigating.
7. **Use food coloring to check for toilet leaks:** Put a few drops of food coloring in the tank of your toilet. Wait for about 30 minutes without flushing. If the water in the bowl changes color, there's a leak in the toilet.