

# **PAYMENTS ARE DUE BY THE 15<sup>th</sup> of the MONTH**

## **La Grange Utilities Commission**

### RULES AND REGULATIONS FOR UTILITY SERVICE

#### APPLICATION FOR SERVICE AND ORIGINATION FEE

Every person or company desiring utility service must fill out an application form indicating a good credit history, and pay an origination fee as set forth below:

A non-refundable fee is required for water and/or sewer.

*All rental properties require a \$100.00 meter deposit which is refundable and/or applied to the final bill.*

#### CUT-OFF Procedure

1. La Grange Utilities may cut off utility service at any time and without notice to the customer for any of the following reasons:

- a. a dangerous condition or act of God;
- b. non-compliance with the rules and regulations of La Grange Utilities and the Kentucky law;
- c. Refusal to permit La Grange Utilities to inspect the meter or services to the customer, or to give La Grange Utilities access to the property for purposes of inspecting or servicing the meter or service.
- d. Tampering with the meter or service;
- e. Fraudulent use of the meter or service.

2. A past-due notice will be mailed to the customer 10 days prior to the cut-off date, giving the customer adequate time to pay the delinquent bill in full. Water service will be cut off by La Grange Utilities for non-payment of the water bill after a customer is delinquent on his bill. ALL accounts not paid by 12:00 noon local time on the disconnect day will be charged a \$50.00 service charge. ALL SERVICES WILL BE DISCONNECTED (TURNED OFF) AFTER 12:00 NOON ON THE SPECIFIED DAY. If a customer turns a water service back on without permission or payment from an LUC employee, an additional \$25.00 service charge will be assessed. Furthermore, each time a trip to the property by an LUC employee is required, a \$25.00 service charge will be added to the account. If a LUC lock on the customer's water meter is cut or removed by someone other than an LUC employee a \$25.00 service charge and \$25.00 for the lock will be added to the customer's account.

3. It is the responsibility and obligation of a customer using service from La Grange Utilities to:

- a. pay his/her bill on or before the due date;
- b. allow La Grange Utilities' employees on his/her property to inspect and/or service meter or the service line;
- c. report any defective or damaged meter or service line;
- d. notify La Grange Utilities of any dangerous condition affecting service to the property or endangering the customer or other persons; and
- e. Abide by the rules and regulations of La Grange Utilities as set forth in the City of La Grange Ordinance.
- f.

**(Please see reverse side for additional information)**

## GENERAL INFORMATION

1. Meters are always read around the 15<sup>th</sup> of each month (weather permitting – we do not read when temperature is below freezing, when snow covers the meter or in heavy downpours). We may elect to read later in the month. The bills are mailed out the last working day of the month and due upon receipt of such bill. A 10% penalty is imposed after the 10<sup>th</sup> of the month. Failure to receive a bill does not exempt you from payment of the bill. We are not responsible for mail delivery.

2. Our office is located at 412 E. Jefferson Street  
Our telephone number is 222-9325  
Office hours are 8 a.m. thru 4 p.m., Monday thru Friday, with the exception of holidays.  
We have a drive-thru, a night deposit located at the right SIDE of the building and we do offer automatic bank draft.
3. FOR EMERGENCY ONLY dial 222-0111.

Commonly asked questions:

If your bill is excessively high, ask yourself these questions:

Have we had company during the reading period? (Remember the meters are read around the middle of the month)

Could the commode be leaking? (The best way to check this is to put a few drops of food coloring in the tank of the commode, wait 30 minutes (DO NOT FLUSH), AND IF the coloring is in the bowl of the commode, you have a leak.

Do you have a pool? (Even a small pool can use more water than you realize)

Have you checked your outside faucet?

Did you leave water running (dripping) during the cold temperature?

However, our employees are human and do make errors occasionally when reading the 3100 meters in our system. Please be patient. We do not wish to cheat anyone and will make an adjustment if we are in error.

GARBAGE – garbage/trash service is mandatory in La Grange and is contracted by the City. La Grange Utilities only bills and collects for this service. Garbage rates are set forth by the City. Industrial Disposal furnished the trash receptacle for each residence. If you need a trash can, please call **INDUSTRIAL DISPOSAL at 638-9000** and they will provide one. For any complaints or questions regarding garbage, please call that number.

**PLEASE BAG ALL TRASH BEFORE PUTTING INTO TRASH CAN**

**North of 71 of La Grange is picked up on Monday; South of 71 is picked up on Friday. Please put trash out the night before.**