

conversation methods.

Section 9. Planned Water Service Interruption.

Whenever it is necessary to implement a service interruption to all or to a portion of the water system for purposes of planned maintenance or system repair, the Buckhorn Water Company will follow the standard procedures set forth by the Kentucky Division of Water.

Section 10. Rates, Billing, Collection.

The following rates are established for customers inside city limits:

- \$15.42 base rate for first 2,000 gallons
- \$7.88 – next 1,000 gallons
- \$7.40 – next 1,000 gallons
- \$7.11 – next 1,000 gallons
- \$6.93 – per additional 1,000 gallons

The following rates are established for customers outside city limits:

- \$22.10 base rate for first 2,000 gallons
- \$11.33 – next 1,000 gallons
- \$10.53 – next 1,000 gallons
- \$10.04 – next 1,000 gallons
- \$9.78 – per additional 1,000 gallons

The following rates are established for institutional customers:

- \$14.03 base rate for first 2,000 gallons
- \$7.03 -- per additional 1,000 gallons

Effective July 1, 2014, all of the above water rates shall automatically increase by three percent (3%). Additionally, The water rates shall increase three percent (3%) on July 1st of each following years.

The Village of Buckhorn Water Company shall send out a regular monthly bill. The bill received by customers shall contain the title, address, and telephone number of the official in charge of billing. Additionally, the monthly bill shall, in a clearly visible and easily readable manner, state:

- A. That all bills are due and payable on or before the fifteenth (15th) of each month; and
- B. That if any bill is not paid by the twentieth (20th) of said month, and service will be discontinued for nonpayment; and
- C. No other past due notice will be sent to delinquent customers.

If service is disconnected due to nonpayment, a \$10.00 reconnect fee will be added to the water service balance, which must be paid in full, prior to reconnection of service.

If any customer disputes a bill, he or she may call the Buckhorn Water Company collections office to resolve the matter prior to the disconnection date of the twentieth (20th) of each month; and

If any customer remains aggrieved after calling the collections office, he or she may request a public hearing with the City Commission by doing so in writing within 5 days of the initial complaint call to the collections office.

- A. In the event that a hearing is requested, it shall be scheduled as soon as reasonably practical and, in any event, shall be prior to disconnection of water service. The person requesting the hearing may choose to be represented in person and by counsel. The City Commission shall be authorized to order that the customer's service not be discontinued and shall have the authority to make a final