

CUSTOMER WELCOME PACKET



TABLE OF CONTENTS

Contact Information

Creating an Online Account

Billing Information

Ways to Pay

Late Payments & Fees

Water Rate Chart

How to Read Your Bill

Meter Diagram

Useful Links

Our goal is to provide a safe
and adequate water supply at
an affordable rate to all Eubank
Water System customers

CONTACT US

Hours of Operation: Monday - Friday 8am - 4pm



15133 N Hwy 1247, Eubank, KY 42567



P.O. Box 159, Eubank, KY 42567



(606) 379-2211



(606) 379-2323



eubankwater@eubankwater.com

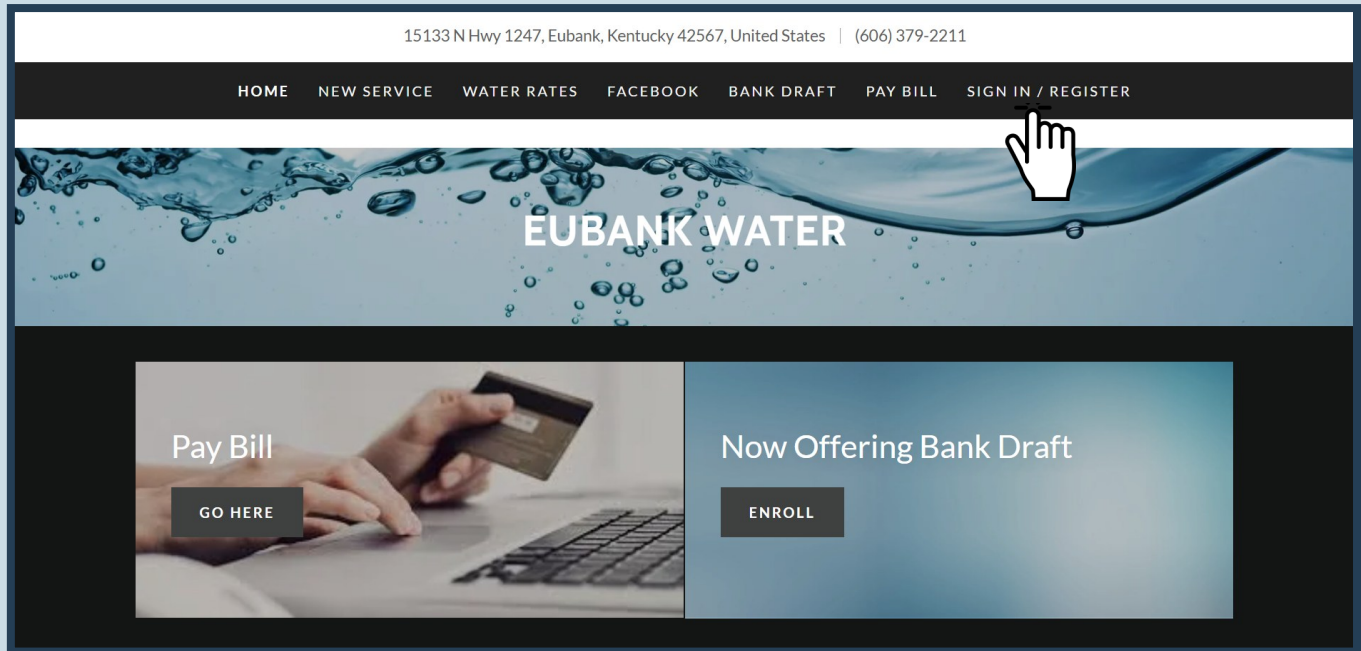


eubankwater.com



Follow us for import water service updates

We encourage all customers to create an online account, enable email notifications, and follow us on Facebook to stay informed about urgent service updates.



Please provide the following information ✕

User Information

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="password"/>	<input type="password"/>

Billing Account Information

<input type="text"/>	<input type="text"/>
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Would you like to enter your [current balance](#) or [address on the account](#) instead?

- Easily view & pay your bills
- Monitor your water usage
- Stay informed about important service updates

To create an account, you'll need your account number which can be found on your bill or obtained from our office.

BILLING INFORMATION

Important Dates

Bills Due: 15th

Bills Issued: on or around the 25th

Meters Read: First week of the month

Billing Cycle

Your bill will reflect approximately one month of water usage, based on your meter readings.

For example, a bill issued in August (due September 15th) will typically cover usage from early July through early August.

WAYS TO PAY

In Office

- cash/checks/cards

Drop-Box

- Checks/money orders
Located next to our
drive-thru

Online

- Card/checking account

Visit eubankwater.com to create an account to
conveniently view & pay bills

Autopay

Enroll in Autopay using a credit/debit card or checking account through your online account. A step-by-step guide and more information are available [here](#).

Payment Processing Fees:

Card payments: \$2.50 for amounts up to \$200, then 2.75% of the total for amounts over \$200

E-check (ACH) payments: Flat fee of \$2.00

Continued ➔

MORE WAYS TO PAY

Bank Draft

You can enroll in bank draft to have your payment automatically deducted each month at no cost to you.

You can sign up:

In Person: Visit our office with a voided check and valid photo ID.

Online: Visit our website and [request to be enrolled](#). You'll be able to upload a photo or scanned copy of your voided check and ID. We'll then email you a Bank Draft Authorization Form to complete and sign electronically.

Payments are automatically withdrawn on the 15th of each month, or on the next business day if the 15th falls on a weekend. More information & FAQs [here](#).

LATE PAYMENTS & FEES

Late Payment Penalties

A 10% late fee will be applied to the current month's charges if payment is not received by the due date .

Disconnection Policy for Nonpayment

Any account with a balance greater than one month's charges is subject to disconnection. The scheduled disconnection date is printed on each monthly bill.

If your service is disconnected, a **\$25 reconnection fee** will be applied before service can be restored.

EWS RATE CHART

The following rate applies to 5/8" meters used for residential, commercial, & agricultural purposes.

For information on additional rates, please contact our office.

Base Amount (0-1 000gals)	\$17.96
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Cutoff	Add Amount	Rate/1000gal
1,000gal	-	-
4,000gal	-	\$8.48
999,999,999	\$33.92	\$7.58

HOW TO READ YOUR BILL

MAKE CHECKS PAYABLE TO EUBANK WATER SYSTEM P. O. BOX 159 EUBANK, KENTUCKY 42567-0159		IF NOT PAID BY DUE DATE WATER SERVICE MAY BE TERMINATED RETAIN THIS STUB FOR YOUR RECORDS	
ACCOUNT 0001-01234-005		1/1/25 TO 2/1/25	
SERVICE AT 123 Main St			
TYPE	PRESENT	PREVIOUS	USAGE
BF	WT		
WT	1000	2000	1000
LT	School Tax		
TX	KY Sales Tax		
			4.00
Pay Online at eubankwater.com Call to pay (888) 613-4676 All Unpaid Accounts will be Disconnected March 16th			
CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
	45.68	3/15/25	43.88
Issued 2/25/25 12341234			

RETURN SERVICE REQUESTED

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
EUBANK, KY 42567
PERMIT NO. 2

PLEASE BRING ENTIRE BILL TO OFFICE OR MAIL STUB WITH PAYMENT

ACCOUNT	DUE DATE
0001-01234-005	3/15/25
AMOUNT DUE ON OR BEFORE DUE DATE	SAVE THIS
43.88	1.80
	AMOUNT DUE AFTER DUE DATE
	45.68

Connie Customer
P.O. Box 1
Eubank, KY 42567

BF – Balance Forward

Remaining balance carried over from previous bill(s).

WT – Water

Charges for water service.

LT – Local Tax

Local county school tax.

TX – KY Sales Tax

Kentucky state sales tax, applied when applicable.

Shows your previous and current meter readings, as well as your total usage for the billing period

Includes payment information and the scheduled disconnect date for accounts with unpaid balances

Meter Number

Reading Dates/Usage Period

METER DIAGRAM



Meter Number

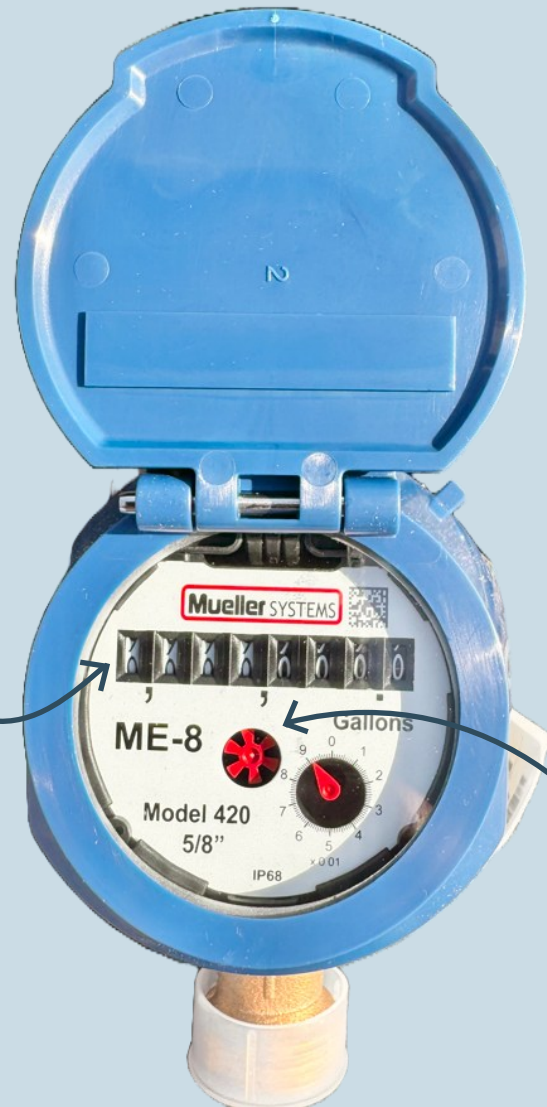
The Meter Number is located at the top of the meter lid.

Odometer

Read numbers from left to right.

The odometer measures water usage in tenths of a gallon, Each full dial rotation equals 0.1 gallon.

For billing, usage is rounded to the nearest 10 gallons.



Low Flow Indicator

If this dial is moving, water is passing through the meter.

USEFUL LINKS

Managing Your Online Account

- [Creating an Online Account](#)
- [Autopay Setup Guide](#)
- [Updating Payment Methods/Virtual Wallet](#)
- [Managing Notifications](#)

Water Conservation & Leak Information

- [WaterSense water-efficient products](#)
- [WaterSense for Kids \(Games & Activities related to water conservation & leak detection\)](#)
- [Finding & Fixing Leaks](#)