

## Frequently Asked Questions

**How do I apply for new water service?** You can print off the application or come into our office and fill out an application. Applications must be delivered to city hall by the person whose name the service is going into. A valid id must be presented at this time. A \$50 dollar deposit is required. The location of service must have a zero balance before the water meter will be put in.

**When is my water bill due?** Water bills are mailed out at the first of each month. Bills paid after the 20<sup>th</sup> are penalized at 10%. If a bill is unpaid the next bill will be a two month bill. In order to continue water service the prior months bill must be paid by the 15<sup>th</sup>. Any two month bill not paid by the 15<sup>th</sup> will be disconnected and subject to a \$25.00 reconnect fee and a new \$50.00 deposit.

**What happens when a due date falls on the weekend or holiday?** Due dates that fall on a date our office is closed are carried over to the next working day.

**Where can I pay my bills?** Bills may be paid at City Hall, Community Trust Bank Main Street branch, dropped in our drop box located to the right of our front entrance, or mailed to : Mount Vernon Water Works, PO Box 1465, Mount Vernon, KY 40456. We currently accept cash and check.

**What happens if I move?** If you move inside our water district you must pay your current bill and a non-refundable transfer fee (\$25.00). We will then transfer the service to your new location. If you are moving outside our district you must pay your current bill then we will do a final reading on your meter. If your final reading is less than your deposit you will be mailed your deposit less the final reading. If the reading is more than the deposit you must pay the bill before it is transferred out of your name.

**If you have any other questions please feel free to contact our water office at 256-2879.**