



## Rules and Regulations eff 9.11.23

### **All Bills are to be Paid to the:**

Grant Co. Sanitary Sewer District (GCSSD)  
1 Farrell Drive  
P.O. Box 460  
Crittenden, KY 41030-0460  
(859) 428-3060  
(859) 428-1293 (fax)  
Website: [www.gc-ssd.org](http://www.gc-ssd.org)

### **Sewer Information:**

All bills are due the 20<sup>th</sup> of each month. Any bills not paid by the due date are subject to a 10% penalty of the sewer bill. **Any bill not paid within 15 days after the due date is subject to termination of water services without additional notice. Payment of the past due bill and a \$26 charge is assessed for disconnection/reconnection. Upon disconnection of water services, payment must be made by 3pm to assure same day reconnection.**

Sewer bills are based on water usage. Water meters are read each month around the middle of the month. Bills are for service from the middle of one month to the middle of the next month. The bills are calculated on the first business day of every month.

For residents, \$90.00 deposit is required prior to services being rendered.

Office lobby hours are 8:30 a.m. – 4:00 p.m. Monday through Friday. Drive thru hours are Monday through Friday 8:00 a.m. – 4:30 p.m.

There is a night deposit box located by the front door & at drive thru. We are not responsible for cash left in the night deposit box.

### **\*\*\*GCSSD is not responsible for mail delivery\*\*\***

We offer paperless billing. Go to our web site and click payments and it will direct you to the payment processor.

### **Rules & Regulations for Customer Service**

1. **Application for Service** – Each prospective customer desiring sewer service shall be required to complete an application for service form prior to service being rendered.
2. **Deposit** – A deposit or suitable guarantee equal to twice the average monthly bill may be required of any customer prior to service being supplied. The Grant Co. Sanitary Sewer District may, at its option, return deposits to the customer after one (1) year. The District may require any customer to increase their deposit if the customer becomes delinquent and



### **Rules and Regulations eff 9.11.23**

if inflation or increased use of service has caused the deposit to be less than two-months' average bill.

3. **Service Call or Service Line Inspection** – The customer will pay twenty-five dollars (\$25.00) for service calls to a customer's premises if the trouble proves to be in the facilities for which the Customer is responsible.
4. **After Hours Service Charge**-The customer will pay one hundred dollars (\$100) for service calls to a customer's premises if the trouble proves to be in the facilities for which the Customer is responsible.
5. **Billing** – The District shall bill each Customer one monthly bill for the rendition of all sewer services. It shall be due on the final date shown on said monthly bill. Failure to receive a bill will in no way release the customer from due dates or any other mentioned obligations. The due date for payment of bills will not be less than fifteen (15) days after the date of the bill. Bills paid after the due date will be subject to a late charge. The late payment charge for all classes of Customer will be five percent (5%) of the first \$250.00 and one percent (1%) of the balance of the unpaid portion of all monthly charges, excluding facilities rental, arrears and taxes. If the due date falls on Saturday, Sunday, or any holiday which the district observes, the next business day following will become the date the payment is due.  
Bills are to be mailed or dropped off at the Grant Co. Sanitary Sewer District. The location of the office is within the Bullock Pen Water District office at 1 Farrell Drive in Crittenden. The mailing address is P.O. Box 460, Crittenden, KY 41030-0460. We also offer payment by phone and internet.
6. **Discontinuance or refusal of Service by the Grant Co. Sanitary Sewer District**
  - a. **Discontinuance of Service for non-payment of Utility Bill** that all sewer accounts or any part thereof, which remain delinquent for a period of fifteen (15) days past due may result in water service to the Customer being terminated without further notice. Notice will be given to Bullock Pen Water District to discontinue water service.
  - b. **Refusal of Service for Non-Payment of Former Services** – Services may be refused to any Customer who has a delinquent account with the Sewer District for any type of past service. If an application for service is approved for a former Customer who still owes for past service, the balance due for the past service will become arrears on the new account established by the applicant. If a Customer has service at more than one location and terminates service at one of the locations, any delinquent balance resulting from the termination will become arrears on the billing for one of the other locations at which the Customer is being served. Service may be refused if it is evident to the District that the applicant is living with a former Customer who still owes for former services rendered.
7. **Reconnection Charge** – If water service has been disconnected by the Sewer District for non-payment of a bill, a charge of \$13 for disconnection and \$13 for reconnection will be levied (as of this date).



## Rules and Regulations eff 9.11.23

8. **Returned Check/EFT payment** – There will be a \$21 fee added to original payment for any payments returned.
9. **Loss of Water on Customer's Premises** – The Customer will be responsible for maintaining sewer lines on his property. Billing for sewer lines will be based on the water meter readings. If evidence shows that water was lost on the Customer's side of the meter and did not go into the sewer lines, the sewer charge will be adjusted to the average of the previous three (3) months.
10. **Customer Responsibility for Grant Co. Sanitary Sewer Dist.** – All service connections and other equipment furnished by the District shall be and remain the property of the District. The Customer shall provide a space for and exercise proper care to protect the property on his/her premises. In the event of loss or damage to Districts' property, arising from neglect of the Customer to care for, same, the cost of the necessary repairs or replacement shall be paid by the Customer.
11. **Right of access** – Sewer District identified employees shall have access to the Customer's premises at all reasonable times for the purpose of testing, repairing, removing or exchanging any or all equipment belonging to the District.
12. **Termination of Contract by Customer** – Customers who have fulfilled their contract terms and wish to discontinue service must give at least three (3) days written notice to that effect, unless the contract specifies otherwise. Notice to discontinue service prior to the expiration of the contract term will not relieve the Customer from any minimum or guaranteed payment specified by the contract.
13. **Interruption of Service** – GCSSD will use reasonable diligence to provide a regular and uninterrupted sewer service, but in the case that the supply of water or electricity, or any other service, is disturbed for any cause, the District shall not be liable for damages resulting therefrom.
14. **Notice of Trouble** – The Customer immediately should contact the Sewer District in writing should their service be unsatisfactory for any reason or should there be any defects, trouble, or accidents affecting services.
15. **Information to the Customer** – GCSSD shall inform Customers about rates and service practice policies by making such information available upon application for service and at any other time upon request. The District, upon request, shall provide a statement of the monthly consumption for the prior twelve (12) months if it is reasonably ascertainable. The district as it determines appropriate, shall utilize channels such as mail, website, newspaper, radio to inform Customers about rates and service policies.