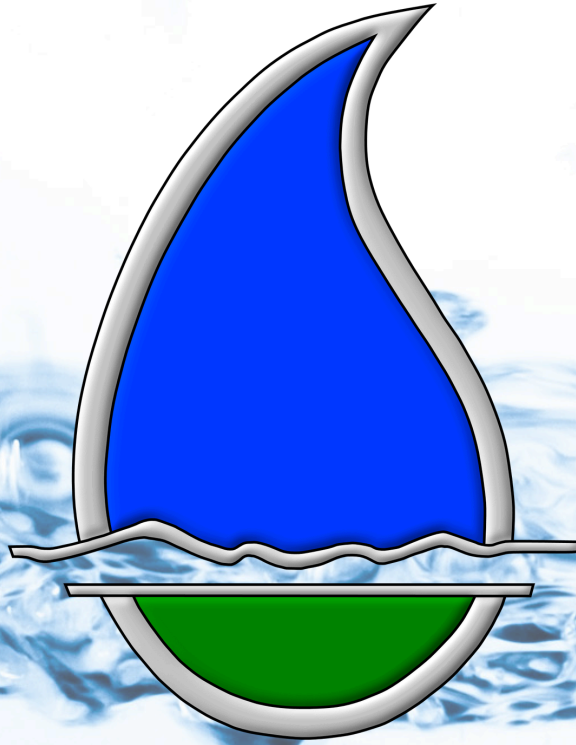


HOPKINSVILLE WATER ENVIRONMENT AUTHORITY



HWEA
Est. 1895

RULES & REGULATIONS

Issued 07/01/2026

EXCELLENCE – INTEGRITY – COMMUNITY

INFORMATION TO CUSTOMERS

HWEA will provide customers with information regarding rates and policies upon request. HWEA also gives customers access to a web portal that provides information on their historical consumption for a twelve-month period. Customers can request additional account information directly from our office, but it will only be provided after the customer provides proper identification to ensure they are the account holder.

HWEA may utilize information channels such as email, text messaging, social media, newspapers, radio, mail, or television to keep customers informed about important matters.

Please see our website, www.hwea-ky.com, for further details.

HOURS OF OPERATION & CONTACT INFORMATION

Drive-Thru:	Monday - Friday	7:30 AM - 4:30 PM
Main Office:	Monday - Friday	8:00 AM - 4:30 PM

After Hours:	Any time after 4:00 PM Monday - Friday, plus weekends and observed holidays	
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Phone Numbers:	Main Office	270-887-4246
	After Hours	270-887-4232

Email: hwea@hwea-ky.com

A customer service representative will respond to all email requests; however, it is the customer's responsibility to contact the main office at 270-887-4246 if immediate attention is needed.

TABLE OF CONTENTS

Mission Statement-----	1
Vision Statement -----	1
Core Values-----	2
Customer Service Fee Schedule-----	3
New Construction-----	3
Requirements for Establishing Service -----	5
Billing - Water & Wastewater-----	7
Billing - Sanitation -----	8
Billing - Flood Management / Stormwater -----	8
Methods to Pay Monthly Bill-----	8
Returned Payments & Chargebacks -----	11
Late Charges & Disconnection of Service -----	12
Payment Extension -----	13
Delinquent Accounts - Collections -----	13
Discontinuing Service -----	14
Account Credits & Requests for Refund-----	14
Miscellaneous Service Fees -----	15
Developer Information & Sewer Tap Coupons-----	15
Dual Fire Hydrant Flow Testing -----	16
Door Tag Notices Policy -----	16
Access to Premises Policy -----	17
Swimming Pool Policy-----	17
Leak Adjustment Policy -----	17
Water Meter Testing Policy-----	19
Military Deployment / Redeployment Policy -----	20
Interruption in Service Policy-----	20
Meter Tampering Policy-----	21
Prohibited Use Policy-----	21
Right to Hearing -----	22

MISSION STATEMENT

Our mission at HWEA is to produce safe, clean, high-quality water and deliver a safe, dependable supply of natural gas, while pursuing **EXCELLENCE** in customer service.

We dedicate ourselves to this mission by producing outstanding drinking water, clean and clear wastewater, and a safe and dependable supply of natural gas. These services shall be provided with **INTEGRITY**, professionalism, and pride, in order to enhance the quality of life for our customers and protect our environment for future generations.

We support the economic development and growth of our **COMMUNITY** by providing these services at fair, reasonable rates in our efforts to be the leader and premier water and wastewater utility in the region.

VISION STATEMENT

Our vision at HWEA is to be the leader and premier water, wastewater, and natural gas utility in the State of Kentucky. In order to do so, we commit ourselves to the pursuit of **EXCELLENCE** in customer service, business, technology, and management.

We will achieve this vision by employing staff who have high ethical and moral standards, take pride in their work, and perform their duties with honesty, **INTEGRITY**, and professionalism.

We will also strive to enhance the quality of life in our **COMMUNITY** by providing safe, reliable drinking water, treating wastewater so that it is clean and clear, and delivering a safe and dependable supply of natural gas. This is our commitment to the overall health and well-being of our customers and our responsibility to protect our environment for future generations.

CORE VALUES

We at HWEA believe that **Excellence, Integrity, and Community** are the core values that help us achieve our mission and vision.

EXCELLENCE

In all we do, we want to be “The Best” and will do “Whatever It Takes” to perform our work with a high degree of quality and workmanship. We strive to be the preferred employer in the area by providing jobs with competitive salaries, excellent benefits, and a work environment that is professional and enjoyable where employees are inspired to be the best they can be.

INTEGRITY

We employ individuals who are bright, honest, hardworking, and have high ethical and moral standards. Our reputation is of the highest importance, and our employees share our core values and use them to guide their decision-making each day.

COMMUNITY

We understand that providing “Outstanding Customer Service” is a top priority, and, by doing so, we serve our friends, our family, our neighbors, and our community. We support our city and county leaders, education, and the various local charities and organizations who assist those in need.

HWEA

“The Clear Choice”

CUSTOMER SERVICE FEE SCHEDULE

After Hours Fee -----	\$ 75.00
Meter Test Fee -----	\$ 75.00
Service Fee -----	\$ 50.00
Returned Payment Fee -----	\$ 50.00
Meter Set / Account Change Fee -----	\$ 35.00

NEW CONSTRUCTION

If a water or sewer tap has not been previously installed, to have HWEA construct a new tap for water or sewer service, the customer must provide HWEA with a plumbing permit, which can be obtained from the Christian County Health Department, and pay the appropriate fees before any work can be completed.

For customers who request service at a location outside the city limits of Hopkinsville or Pembroke, the following information is also required:

- ✓ A copy of the deed.
- ✓ A completed *Consent to Annexation, Release and Restrictive Covenant* form, which can be obtained from HWEA's Customer Service Department website.

NEW CONSTRUCTION - WATER TAP FEES

To meet the varied needs of its customers, HWEA offers many different sized water connections. Most residential homes need only a 5/8" tap for water service; however, commercial and industrial customers may require a larger tap. A plumbing permit, which can be obtained through the Christian County Health Department, is required for all new construction. HWEA's Engineering Department is available to assist with verifying availability and to help establish water service.

NEW CONSTRUCTION - WATER TAP FEES, continued

The following is a list of current water tap fees:

5/8" manifold-----	\$700.00
5/8" -----	\$850.00
3/4" -----	\$1,000.00
1" and larger -----	Material Cost +15% (\$1,000.00 min)

NEW CONSTRUCTION - SEWER TAP FEES

Based on capacity availability, HWEA offers different size sewer taps to meet the varied needs of its customers. A plumbing permit, which can be obtained through the Christian County Health Department, is required for all new construction. HWEA's Engineering Department is available to assist with verifying availability and to help establish sewer service.

The following is a list of current sewer tap fees:

6" and larger -----	Material Cost +15% (\$750.00 min)
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NEW CONSTRUCTION - FIRE SERVICE TAP FEES

To aid fire protection, HWEA may allow companies to install a private fire protection system. HWEA will install a tapping valve and sleeve based upon the size of the water main. A plumbing permit, which can be obtained through the Christian County Health Department, is required for all new construction. HWEA's Engineering Department is available to assist with verifying availability and helping establish fire protection service.

Charges for fire protection services are based on the tap size requested and are billed biannually in January and July.

The following is a list of current fire service tap fees:

4" and larger -----	Material Cost +15% (\$1,500.00 min)
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REQUIREMENTS FOR ESTABLISHING SERVICE

Once water and sewer taps are in place, service must be established at the service location. (HWEA does not require customers to pay a deposit for water or sewer service.)

To make a request for service, the customer must come into HWEA's main office. If it is not feasible for a customer to come into the office, other arrangements may be made, if approved by management. Other such arrangements may include sending an email to customer service at CustomerService@hwea-ky.com.

To establish water and sewer service with HWEA, the following is required:

- ✓ Complete HWEA's Application for Utility Service.
- ✓ Complete Declaration of Domicile Form.
- ✓ Provide a form of legal identification that includes the customer's picture and signature. (ID validation is performed for all new applicants, and if ID validation fails, HWEA may require that the customer's Social Security card be provided for validation).
- ✓ Provide immediate payment for any unpaid accounts and past-due balances.
- ✓ Pay a \$35 non-refundable Meter Set / Account Change Fee.
- ✓ Provide a correct service address for the requested service. If the service address is different from the mailing address, the customer must also provide a correct mailing address for billing purposes.

REQUIREMENTS FOR ESTABLISHING SERVICE, continued

- ✓ Depending on who requests service at the service address, the following is required:
 - If the customer is the property owner of the service address, the customer must provide satisfactory proof of ownership. Acceptable documentation includes the following:
 - Deed
 - Closing documents
 - Sales contract
 - Property tax invoice
 - Mortgage statement
 - Insurance policy or invoice
 - If the customer is renting the property from another party, the customer must provide a current, unaltered lease agreement that includes the following information:
 - Service location
 - Start date of lease
 - Names of all tenants
 - Signatures of landlord and tenant
 - Property managers must provide a comprehensive listing of all properties that they manage.
- ✓ Provide a date and time to meet our Service Technician at the service location address to set the meter. If the customer cannot meet the Service Technician, the customer may sign a waiver, which will allow HWEA to set the meter when no one is present at the service address.

REQUIREMENTS FOR ESTABLISHING SERVICE, **continued**

- If a waiver is signed and the Service Technician identifies that water is running through the meter, the meter will not be left on. In such an event, the customer will have to schedule a time to be physically present at the service address in order for the Service Technician to turn the water on. This is a precautionary measure in case there is water running inside the residence or business that the customer is not aware of. Please note that monthly billing charges start at the time the meter is set in the ground, even if the meter must be left off or is requested to be left off by the customer.

To have service connected the same day with no additional fees, the customer must come into the main office and submit the request, along with all required information and documentation, no later than 4:00 PM. If the customer wants service to be connected the same day, but the request is made AFTER 4:00 PM, an after-hours fee of \$75.00 will be charged, which is in addition to the Meter Set / Account Change Fee of \$35.00.

BILLING - WATER & WASTEWATER

HWEA customers are billed on a monthly basis. All billings are based on cycles, and all accounts are assigned to a cycle based on the address of the service location. Each customer has a specific due date to pay their bill, which is based on the cycle they are assigned to. Each monthly bill includes the following information:

- Service dates
- Consumption for the month
- Due date
- Amount due if paid on or before due date
- Amount due if paid after due date, which includes penalty
- Fees assessed by other entities (see following section)
- Payment options

BILLING - WATER & WASTEWATER, continued

HWEA's Water & Wastewater Rate Schedule is available on HWEA's website. Customers may also request a copy by contacting the main office.

BILLING - SANITATION

Monthly bills from HWEA also include sanitation fees that are assessed by Hopkinsville Solid Waste Enterprise (HSWE). HWEA bills and collects these sanitation fees as a service to HSWE, but HWEA has no authority over these fees. If customers have any questions or concerns regarding sanitation billings, they should contact HSWE at 270-887-6245.

BILLING - FLOOD MANAGEMENT / STORMWATER

Monthly bills from HWEA also include stormwater fees that are assessed by Hopkinsville Surface and Stormwater Utility (HSSU). HWEA bills and collects these stormwater fees as a service to HSSU, but HWEA has no authority over these fees. If customers have any questions or concerns regarding stormwater billings, they should contact HSSU at 270-887-4035.

METHODS TO PAY MONTHLY BILL

Customers have several options to pay their bill:

- **In Person:** If a customer prefers in-person service, our location at 401 East 9th Street includes a lobby as well as a drive-through where cash, check, or credit card payments can be accepted. An after-hours payment box is also available that is located at the drive-through window on the corner of 10th and Clay Streets. The only forms of payment that are accepted in the after-hours payment box are checks or money orders, and either type of payment should include the customer's address and account number to ensure the payment is applied to the correct account.

METHODS TO PAY MONTHLY BILL, continued

- **Autopay (ACH):** An Automated Clearing House (ACH) payment is an alternative method to using checks or credit cards, whereby the amount due on the monthly bill is automatically deducted from the customer's checking or savings account on the due date. If this method is used, the monthly bill will show the word "DRAFTED" to indicate that the amount due is being deducted from the customer's bank account.

This method ensures that the monthly bill is always paid on time to help customers avoid late fees.

To pay via ACH, customers must contact HWEA and do the following:

- Complete a form that gives HWEA permission to deduct funds from the customer's bank account and provide necessary banking and contact information.
- Provide a voided check or other bank documentation that shows the routing number and account number of the bank account that will be used to pay the monthly bill.

If a customer using ACH has more than two rejected payments for any reason within a twelve-month period, the customer will no longer be allowed to use the ACH payment method.

METHODS TO PAY MONTHLY BILL, continued

- **Web Portal:** Monthly bills can be paid online using our web portal by going to www.hwea-ky.com and clicking on the “Pay Now” button at the top right of the web page. This tab will direct the customer to a separate page where they can choose to either set up a web portal account or use the Quick Pay option.
 - Setting up a web portal account will allow customers to pay multiple accounts, view payment history, and view consumption history. To set up a web portal account, the customer must provide their billing account number and other identifying information and also create a password.
 - The Quick Pay option allows for a one-time payment. To use this option, the customer must provide their customer account number.
 - The web portal also allows customers to set up Autopay using a credit or debit card. If a customer enrolls in credit or debit card autopay via the web portal, the customer’s card information is saved, and the credit or debit card on file will be automatically charged each month for the amount due on the monthly bill.
- **Automated Phone Payment:** Monthly bills can be paid by calling HWEA’s main office at 270-887-4246 and following the automated phone prompts.
- **Mail:** Monthly bills can be paid by sending a check or money order via the US Postal Service. If this method is used, please include with your payment the payment voucher from the billing statement and include your account number on the check or money order. Please allow sufficient time for the payment to arrive at our office before the due date in order to avoid late fees.

RETURNED PAYMENTS & CHARGEBACKS

If a customer uses a check to make a payment to HWEA that is later returned or rejected by the customer's bank because of insufficient funds or other reasons, HWEA will charge the customer a Returned Payment Fee of \$50.00 per occurrence. HWEA will no longer accept checks from a customer once two checks have been returned.

If a customer is enrolled in Autopay using the ACH payment method and an ACH payment is rejected by the customer's bank because of insufficient funds or other reasons (including providing incorrect bank account information), HWEA will charge the customer a Returned Payment Fee of \$50.00 per occurrence. If a customer using ACH has more than two rejected payments for any reason within a twelve-month period, the customer will no longer be allowed to use the ACH payment method.

Chargebacks occur when a customer uses a debit or credit card to pay their monthly bill and the cardholder later files a dispute with their bank or credit card company alleging the card has been used fraudulently. As a result, the financial institution will reverse the charge, and the funds are taken back from HWEA. For each occurrence of a chargeback, HWEA will charge a \$50.00 Returned Payment Fee to the customer's account where the chargeback occurred.

When a payment is returned that results in additional fees charged to the customer's account, the customer is expected to pay the amount returned plus any applicable return fees as described above. Such payment will be due immediately and must be made in the form of cash, money order, or credit card; otherwise, HWEA will disconnect water and sewer service until all amounts are paid. If payment is not made within two business days of disconnection, the water meter will be removed from the service location, and the account will be deemed inactive.

LATE CHARGES & DISCONNECTION OF SERVICE

Payments are due in our office by 4:30 PM on the due date listed on the customer's monthly bill. HWEA provides a five-day grace period after the due date during which time no penalties are assessed on the customer's account for nonpayment. However, if a bill remains unpaid on the fifth day after the due date, a 10% penalty is assessed on the original water and sewer charges and added to the amount the customer owes HWEA. At that time, a disconnect notice is generated and sent to the customer showing the past due amount and the last day to pay, which is the fifteenth day after the due date.

If a customer's account is not paid in person by 4:30 PM on the last day to pay (or by midnight on the last day to pay if using the Web Portal or Automated Phone payment options), HWEA may disconnect the customer's water and sewer service without further notice. An automatic \$50.00 service fee is applied to all account balances that are not paid in full by midnight on the last day to pay.

If service is disconnected due to non-payment, the customer must pay all past due amounts and applicable fees before service is restored. If the customer's account is not paid within two business days of disconnection, the water meter will be removed from the service location, and the account will be marked as inactive. To have service reestablished, the requirements for establishing service must be met (see Requirements for Establishing Service).

If HWEA offices are closed due to holidays or inclement weather events, a customer's due date or their last day to pay will not change since HWEA provides alternate payment methods besides in-person payments (web portal, telephone, and after hours drop box).

PAYMENT EXTENSION

HWEA recognizes that there may be times when a customer has trouble paying a bill by the due date. As a courtesy, **upon request by the customer, and no more than once every six months**, HWEA may grant a customer an extension of time to pay their bill if certain criteria are met, which include the following:

- ✓ The request must be made in person or via phone or email.
- ✓ The request for an extension must occur on or before the last day to pay.
- ✓ The customer must have complied with all past agreements and past pay arrangements with HWEA.
- ✓ If the request for a payment extension is made on the last day to pay, the customer understands and agrees that the \$50.00 service fee must still be paid even if an extension is granted.

If an extension is granted, the payment due date will be extended no more than two days past the last day to pay.

DELINQUENT ACCOUNTS - COLLECTIONS

Inactive or unpaid accounts are reviewed 30 days after the account becomes inactive. After HWEA makes all attempts to collect the account balance, the account may be turned over to a collection agency.

Once an account is turned over to collections, the named account holder could be responsible for all reasonable attorney fees, collection agency fees, and court costs incurred by HWEA to recover any delinquent amounts or indebtedness.

DISCONTINUING SERVICE

When water and sewer service are no longer needed, the customer must come to the HWEA office or email CustomerService@hwea-ky.com to terminate service. The following information must be provided before service can be terminated:

- ✓ Provide legal identification that includes the customer's photo and signature.
- ✓ Sign a HWEA Utility Service Request, which includes a disconnection date.
- ✓ Provide a forwarding address and phone number.

To have service disconnected the same day with no additional fees, the customer must come into the main office and make their request no later than 2:30 PM. A request for disconnection can also be emailed, but the email must be received by our Customer Service Department no later than 2:30 PM. If the requestor does not receive an email response from an HWEA customer service representative stating that the email has been processed, it is the customer's responsibility to contact HWEA to confirm that the email was received.

ACCOUNT CREDITS & REQUESTS FOR REFUND

Overpayments or duplicate payments will be recorded as credits to a customer's account and will be applied to future charges. Credit balances on inactive accounts will be transferred to active accounts that are under the account holder's name, if any. Otherwise, a refund will be issued to the customer. Refunds on active accounts are discouraged; however, if requested by a customer, a refund on an active account will be allowed if the credit balance is more than twice the average monthly bill. Refunds will be issued in the account holder's name only. All refunds will be issued in the form of a check within fourteen days of request. If a customer requests that a refund be forwarded to a different mailing address than the forwarding address provided at disconnection, a valid photo ID will be required.

MISCELLANEOUS SERVICE FEES

Digital Radio Read Meter (AMI / AMR) -----	\$250.00
Dual Fire Hydrant Flow Testing-----	\$250.00
Raise/Lower Meter Box or Valve Box-----	\$250.00
Manhole Core-----	\$750.00
Single Lane Street Cut-----	\$750.00
Two Lane Street Cut-----	\$1,500.00
Raise/Lower Manhole/Barrel/Lateral-----	Material Cost + 15%
Raise/Lower Valve-----	Material Cost + 15%
Raise/Lower Fire Hydrant-----	Material Cost + 15%
Install Fire Hydrant-----	Material Cost + 15%

DEVELOPER INFORMATION & SEWER TAP COUPONS

HWEA may allow extensions of water and sewer mains when adequate pressure and capacity are available. Developers shall bear the entire cost of such installation, which may include mains, manholes, sewer laterals, engineering plans, specifications, and construction inspection.

Developments within the HWEA 201 Service / Planning Areas shall be eligible for a Sewer Tap Coupon, which waives the sewer tap fee for the applicable lot. A Sewer Tap Coupon is equal to the applicable size sewer tap fee as listed in HWEA's most current Tap & Service Fee Schedule. Please contact HWEA's Engineering Department for complete information.

DUAL FIRE HYDRANT FLOW TESTING

Upon request and payment of the applicable fee, which is listed in the Miscellaneous Service Fees Schedule within this document, HWEA will conduct a dual-hydrant flow test that provides gallons-per-minute and residual pressure readings at the flow hydrant and static and residual pressure readings at the static hydrant. Dual hydrant flow tests measure water main pressure in a location by opening and flowing consecutive fire hydrants over a short duration of time. One hydrant is gauged for pressure while another hydrant is flowed to determine the residual pressure of the water system at the location. Information gathered during the test includes static pressure, residual pressure, pitot reading, main size, volume of flow, date and time of test, outlet size, and the HWEA Utility Division.

Only HWEA employees are authorized to conduct flow tests on our system. Unauthorized persons who attempt to conduct flow tests may be subject to applicable fees, charges, penalties, and/or legal action.

DOOR TAG NOTICES POLICY

HWEA may use door tags to notify customers of the following:

- Excessive or irregular water use or indication of continuous flow over a seven-day period
- Returned payment fee / Other payment rejections
- Requests to access a meter box
- Requests to contact our office or to provide a valid/updated phone number or other contact information
- Interruption of water service due to repairs
- Boil water orders

ACCESS TO PREMISES POLICY

As supported by Hopkinsville, KY Code of Ordinances, §51.009(B), which is stated below, HWEA personnel have the right to access a customer's premises to inspect, repair, and service the water system. Such actions will be conducted at reasonable hours unless there is an emergency.

Hopkinsville, KY Code of Ordinances §51.009(B): The General Manager shall have the right to discontinue water service to any premises where there is not easy access to the meter. Any authorized representative of the Commission shall, at all times, have the right to enter the premises where the meters are installed for the purpose of reading, testing, removing or inspecting the meter or for the purpose of inspecting any pipe or fixture connected to the municipal water system. No person shall hinder, obstruct or interfere with the employee in the lawful discharge of these duties under this section.

SWIMMING POOL POLICY

No billing adjustments are made for filling swimming pools. To avoid sewer charges, customers are encouraged to install an irrigation meter for the purpose of filling swimming pools, watering lawns, etc. An on-site meeting can be scheduled with the customer to confirm tap size requirements and applicable fees.

LEAK ADJUSTMENT POLICY

HWEA does not specifically check for water leaks on personal property. However, if HWEA suspects that a customer may have a water leak based on data logging, consumption history, etc., HWEA will contact the customer via phone, text messaging, email, or by placing a door tag at the customer's service location. It is the customer's responsibility to investigate whether a leak has occurred.

LEAK ADJUSTMENT POLICY, continued

If a water leak is confirmed, HWEA may grant a customer a leak adjustment once every twelve months if the following criteria are met:

- ✓ Consumption for the month in question must be at least 300% higher than the average consumption over the previous twelve months.
- ✓ The request for a leak adjustment must be made within three months from occurrence of high consumption.
- ✓ The customer must provide proof that the leak has been repaired. Acceptable documentation includes a repair receipt and/or a landlord statement detailing the date and time of repair.

If a leak adjustment is granted, the amount of the adjustment will equal half of the “high consumption” water and sewer charges over the average of the previous twelve months’ “normal” water and sewer charges. As an example, if the monthly bill for water and sewer charges in the high-consumption month is \$500.00 and the normal consumption bills over the last twelve months average \$100.00 per month, then the high consumption is calculated to be \$400.00, and the leak adjustment will equal \$200.00 (i.e., half of the high consumption). The customer’s account will be reduced by the amount of the leak adjustment. Late penalties are not adjusted.

It is common for a leak to span over multiple billing cycles. If that is the case and a leak adjustment is granted, HWEA will adjust the water charges on the monthly bill that includes the highest amount of billed consumption.

LEAK ADJUSTMENT POLICY, continued

At the discretion of management, if the customer can provide definitive proof that the water from the leak was not returned to the sewer system (e.g., because of a burst water pipe), an adjustment of 100% of the excess sewer charges over the previous twelve-month average may be granted. Acceptable proof includes a receipt or invoice showing evidence of repair.

WATER METER TESTING POLICY

If a customer believes that their water meter is not registering the correct amount of water consumption, they may request that HWEA test their water meter. The customer will be charged an applicable fee for the testing, which is listed in the Customer Service Fee Schedule within this document. After collecting the applicable fee, HWEA will remove the meter in question and have it tested by an independent certified meter technician.

If the testing determines that the water meter is defective, HWEA will either repair or replace the defective meter at no charge to the customer.

If the defective water meter was registering fast (i.e., more than 100% of the actual water consumption), HWEA will credit the customer's bill in accordance with the Hopkinsville, KY Code of Ordinances §51.009(F). If the testing determines that the water meter is registering slow (i.e., less than 100% of the actual water consumption), HWEA may adjust the customer's bill in accordance with Hopkinsville, KY Code of Ordinances §51.009(F).

The meter test fee will only be refunded if the meter is found to be registering fast.

MILITARY DEPLOYMENT / REDEPLOYMENT POLICY

To support our troops and their families, for customers who are active-duty military personnel returning from deployment, HWEA will waive the meter set fee when service is reestablished. To qualify for this waiver, active-duty military personnel must provide their deployment orders. After-hours fees will not be waived.

If a customer is redeployed, HWEA recommends that the meter be removed before deployment to avoid the possibility of the water being turned on due to an accident or act of vandalism, which could result in damage to the residence or unexpected charges.

INTERRUPTION IN SERVICE POLICY

HWEA strives to provide continuous water and sewer service to its customers; however, interruptions may occur due to emergencies, equipment failure, repairs, maintenance, construction, testing, or other operational needs.

Planned Interruptions: When an interruption is anticipated and time allows, HWEA will make reasonable efforts to notify affected customers in advance using available methods such as door tags, phone calls, text messages, email, social media, the HWEA website, and/or other public outlets. Advance notice may not be possible in all situations, and service restoration times are estimates that may change based on field conditions.

Emergency Interruptions: During emergency conditions, HWEA may interrupt service immediately and without prior notice when necessary to protect public health, system integrity, or employee/public safety.

INTERRUPTION IN SERVICE POLICY, continued

Limitation of Liability: HWEA is not responsible for damages, claims, or losses resulting from service interruptions, pressure fluctuations, or service restoration, except as required by applicable law. Customers are encouraged to maintain appropriate safeguards for plumbing, appliances, sump pumps, and other equipment affected by changes in water service or pressure.

METER TAMPERING POLICY

It is unlawful for anyone other than qualified HWEA personnel to make any adjustments, changes, alterations, or connections to HWEA meter services. If evidence indicates any form of tampering, the customer being served at that location will be responsible for all damage and water loss that occurs, and the customer will be subject to all other penalties that may be provided by law.

The installation of pipe, tubing, or other device as a substitution for a water meter, which is commonly referred to as “strapping,” is strictly prohibited by anyone other than authorized representatives of HWEA. If a “strap” is found in a meter box, the customer being served at the location where the “strap” is found will be charged for all damages and water loss, and the customer will be subject to all other penalties that may be provided by law.

PROHIBITED USE POLICY

In accordance with Hopkinsville, KY Code of Ordinances §51.005 - Prohibited Use, the unauthorized use of HWEA’s water system is unlawful and is strictly prohibited. Any person who violates the established provisions shall be guilty of a misdemeanor and fined not more than \$100 or imprisoned for not more than 90 days or both for each offense. Each day the violation continues shall constitute a separate offense. (Hopkinsville, KY Code of Ordinances §51.999 - Penalty)

RIGHT TO HEARING

A customer may request review of a dispute or claim involving nonpayment of billed charges, damage to HWEA property, or other service-related matters. Disputes will first be reviewed by the Customer Service Supervisor and Director of Finance and Business. If the Customer Service Supervisor or the Director of Finance and Business are unable to resolve the matter, the customer may request a hearing with the General Manager.

The customer and HWEA each have the right to legal representation during the hearing process.

While the hearing process is pending, HWEA will not disconnect the customer's utility service for the disputed amount, provided the customer pays all undisputed charges when due and continues to comply with HWEA's Rules and Regulations.