

# Barkley Lake Water District

Mailing Address: Post Office Box 308

Physical Address: 1420 Canton Rd

Cadiz, KY 42211

Contact numbers Office: (270)522-8425 Plant: (270)924-5616 Fax: (270)522-8448

November 1, 2024

RE: Water Service Line Inventory

Dear Customer:

Your water service line is the pipe that connects the water main in the street to your household plumbing. The material of water service pipes can vary, and some households may have lead service pipes. The Barkley Lake Water District has been required by the United States Environmental Protection Agency (EPA) to identify the material of construction for all water service lines in our area.

Barkley Lake Water District has never encountered lead service lines in our area. After an extensive review of available records, customer surveys, and physical inspections, we have identified the material of many service lines, but there are still service lines of unknown material in our system.

Using a statistical approach in accordance with procedures established by the Kentucky Division of Water, Barkley Lake Water District verified that 351 of 351 of randomly selected service lines were not lead. Based on this information, we are 95% confident that fewer than 1% of the unknown service lines in our area are constructed of lead, therefore, we are going to classify all remaining unknown service lines as non-lead at this time.

We will continue to document service line materials in the future during routine operations throughout our system. If you would like Barkley Lake Water District to physically inspect your service line to verify the material, please contact us at (270) 522-8425.

Sincerely,

John Herring  
General Manager  
Barkley Lake Water District

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Welcome to **Barkley Lake Water District**, P.O. Box 308, Cadiz, KY 42211, we are pleased to be your water provider! Please read our **CUSTOMER AGREEMENT/BILLING INFORMATION DISCLOSURE**, sign and complete the attached forms, and provide a copy of a photo ID. We require payment in the amount of SEVENTY-FIVE DOLLARS (\$75.00) for the account deposit. Checks or Money Orders can be made payable to BARKLEY LAKE WATER DISTRICT. Cash is also accepted or payment by debit/credit card is available. A processing fee for cards will be added by our payment system if you choose to use your card for the deposit.

The deposit in the amount of SEVENTY-FIVE DOLLARS (\$75.00) made to the Barkley Lake Water District is necessary to ensure payment of monthly water bills and any penalties on delinquent water accounts as prescribed in the tariff of the water district. Once the final bill and/or penalties have been satisfied any remaining amount of deposit will be refunded to the customer.

All payments are due the 15<sup>th</sup> day of the month, failure to receive bill does not excuse payment. Penalties are accrued upon opening the next business day, not before the 16<sup>th</sup> day of the month. Non-payment of an account by the 26<sup>th</sup> day of the month, or the first working day thereafter, will result in discontinuance of water service by physically locking the meter. Before reconnection can be made, a fee of SIXTEEN DOLLARS (\$16.00 = LOCK FEE \$10.00 and UNLOCK FEE \$6.00), plus the full payment of the water bill is required. An AFTERHOURS FEE of SIXTY-FOUR DOLLARS (\$64.00) will be charged for any meter unlocked after 4:00 p.m. Monday through Friday or on weekends. Delinquent Locked accounts that remain unpaid will be set to a status of Final during the end of month processing, which results in the SEVENTY-FIVE DOLLARS (\$75.00) deposit being applied to the account balance. Delinquent Accounts with a credit balance after Final processing will be issued a refund. Accounts with a balance owed are considered due to Barkley Lake Water District. If a Delinquent Locked account is set to a status of Final the customer will be reestablished as a new account. The re-establishment process would include settling unpaid previous account balance including any penalties if one existed after the deposit was applied and paying SEVENTY-FIVE DOLLARS (\$75.00) deposit for the new account.

**Customers must install and maintain a cutoff valve for their use between the meter and their dwelling. The cut off valve on the meter is not to be routinely used by the customer, as continuous usage will result in eventual failure of the valve. Installation of a pressure regulator on the customer side is also highly recommended. Meter readings are now processed by a radio read meter system and are costly to repair. Any damage sustained to an installed radio read meter will result in a charge to the customer. Tampering with meter, service, or valves constitutes disconnection of service and is considered a felony.**

**PLEASE COMPLETE THE ATTACHED FORMS IN FULL**

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## CUSTOMER ACCOUNT INFORMATION

TODAY'S DATE: \_\_\_\_\_ EFFECTIVE DATE IF DIFFERENT FROM TODAY: \_\_\_\_\_

HAVE YOU EVER BEEN ON OUR WATER BEFORE? Yes ☐ or No ☐

Will this be your Primary Residence: Yes (complete DOD Form) ☐ or No ☐

Do you own or rent this property: \_\_\_\_\_

PRIMARY ACCOUNT HOLDER: \_\_\_\_\_

## SERVICE ADDRESS INFORMATION:

SERVICE ADDRESS OF PROPERTY: \_\_\_\_\_

SERVICE CITY, STATE, ZIP CODE: \_\_\_\_\_

PREVIOUS RESIDENT AT THIS LOCATION: \_\_\_\_\_ LANDLORD'S NAME: \_\_\_\_\_

## PERSONAL INFORMATION:

BILLING ADDRESS (if different from Service Address): \_\_\_\_\_

BILLING CITY, STATE, ZIP CODE: \_\_\_\_\_

Last 4 of SS#/EIN DL# \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_

TELEPHONE (including area code): \_\_\_\_\_

CELL PHONE (including area code): \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

SECONDARY NAME: \_\_\_\_\_ Last 4 of SS# \_\_\_\_\_

SECONDARY DOB: \_\_\_\_\_ SECONDARY DL# \_\_\_\_\_

SECONDARY CELL PHONE (including area code): \_\_\_\_\_

\_\_\_\_\_  
PRIMARY ACCOUNT HOLDER'S SIGNATURE:

For office use only: ACCOUNT NO. (LAST ACTIVE ACCOUNT) \_\_\_\_\_

Status: Final/ed or Inactive

UNLOCK \_\_\_\_\_ READ METER \_\_\_\_\_ COPY TO CUSTOMER \_\_\_\_\_

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## **PLEASE COMPLETE THE ATTACHED FORMS IN FULL**

### **NEW ACCOUNT/INFORMATION SHEET**

#### **PLEASE READ AND COMPLETE INFORMATION**

"The following information is requested by the Federal Government in order to monitor compliance with Federal Laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race/national origin of individual applicants on the basis of visual observation or surname."

**Ethnicity:**

Hispanic or Latino ☐

Not Hispanic or Latino ☐

**Race:** (Mark one or more)

White ☐ Black or African American ☐ American Indian/Alaska Native ☐

Asian ☐ Native Hawaiian or Other Pacific Islander ☐

**Gender:** Male ☐ Female ☐

This is an Equal Opportunity Program. Discrimination is prohibited by Federal Law. Complaints of discrimination may be filed with the USDA Director, Office of Civil Rights, Washington 20250-9410

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## **CUSTOMER CONTACT CONSENT FORM**

I hereby expressly give my full consent to **Barkley Lake Water District** (service provider), its agents and assigns, to contact me at the mobile, wireless, or wire line numbers provided as part of the service agreement, or application, or any numbers I may subsequently acquire, for normal business communications, including, but not limited to, efforts of collection on existing accounts opened after the date of execution of this consent.

I further expressly consent that **Barkley Lake Water District** (service provider), its agents and assigns, may use live-callers, pre-recorded messages, auto dialers, "robocalls", progressive dialers, predictive dialers, or other similar technology for said normal business communications. I expressly waive all claims against and hold harmless **Barkley Lake Water District** (service provider), its agents and assigns, for the use of such callers or dialer technology for the purposes of contacting me for normal business communications. This consent will remain active until accounts of the undersigned are closed or until expressly revoked in writing by the undersigned customer.

Should my number ever change, I will notify **Barkley Lake Water District** (service provider) that my mobile, wireless, or wire line number(s) have changed.

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**CUSTOMER NAME (Please Print Legibly)**

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**CUSTOMER SIGNATURE**

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**DATE**

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## **CUSTOMER ACKNOWLEDGEMENT OF DELINQUENT DEBT PLACEMENT**

**YOU AGREE TO REIMBURSE US THE COLLECTION FEES OF ANY COLLECTION AGENCY, WHICH SHALL BE BASED ON A PERCENTAGE AT A MAXIMUM RATE OF 33.3% OF THE AMOUNT DUE AT THE TIME YOUR ACCOUNT IS PLACED WITH A COLLECTION AGENCY, AND ALL COSTS AND EXPENSES INCURRED FOR ANY COLLECTION EFFORTS ON YOUR ACCOUNT, INCLUDING REASONABLE ATTORNEY'S FEES INCURRED BY THE COLLECTION AGENCY. THIS CONTRACT SHALL COVER ALL GOODS AND SERVICES UNTIL REVOKED BY EITHER PARTY IN WRITING.**

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**CUSTOMER NAME (Please Print Legibly)**

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**CUSTOMER SIGNATURE**

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**DATE**

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