

Service Application
User Agreement

Water – Sewer – Garbage



120 S. Proctor Knott Avenue – Lebanon, Kentucky 40033-1299
(270) 692-2491 – Fax (270) 692-6413 – TTY (800) 648-6056
www.lebanonwaterworks.com

Utility Services for: WA___ SW___ GB___ Account # <i>(office use only)</i>

Applicants must provide Picture ID (driver's license; passport; government issued ID; etc)

Applicant _____ Phone _____ DOB _____

Co-Applicant _____ Phone _____ DOB _____

Service Address _____ RENT ___ or OWN ___

Date/Amount of Deposit _____ \$ _____

Primary Residence: Yes or No

Applicant Email Address _____

Total # Occupants: _____

Rental: Provide proof (*ex. Lease Agreement*) **Ownership:** Provide proof (*ex. Deed/Settlement Agreement*)

If Rental, Landlord's Name/Address _____ Phone _____

The following information is requested by the Federal Government to monitor compliance with Federal Laws prohibiting discrimination against applicants seeking utility service. 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 based on visual observation or surname.

Male ___ Female ___

Hispanic or Latino _____

Not Hispanic or Latino _____

Race:

American Indian/Alaskan Native _____

Asian _____

Black or African American _____

Native Hawaiian/Other _____

White _____

Pacific Islander _____

I request Lebanon Water Works Company to furnish water service and invoice for additional service(s) as required by City and County Ordinances for the address shown above. I agree to receive and pay in accordance with the Company's General Rules and Regulations.

Applicant Signature/Date

Co-Applicant Signature/Date



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General Rules and Regulations

Rates: Water, Sewer and Garbage are determined by each governing body in the form of Ordinances.

Office hours are **8:00 am - 4:00 pm** except for Saturdays, Sundays, and Holidays.

Monthly Bills are mailed on the last day of each month, with total payment **due in our office by the 15th** day of each month to avoid penalties and/or further collection efforts.

If you don't receive your bill by the 5th day of any month, please contact us or review your account online.

Failure to receive bill does not exempt you from monthly payment, late charges or disconnection of service.

Cut Off Date is generally 5 to 7 days after the 15th of each month.

*****Please Pay Before the Cut-Off Date – We Do Not Extend Payment – No Exceptions.*****

Outside payment drop boxes (front door & parking lot) are available for payments made after hours.

We accept cash, checks and money orders **in office**.

We accept most debit or credit payments through our **website only**, with a convenience fee applied.

We offer **automatic bank draft** by written authorization. Your bill is drafted from your bank account on or about the 8th day of each month.

Mail - Please allow additional days for postal delivery of your payment to reach our office.

Deposits must be paid in full before service is connected.




Residential/small business customer deposits are \$125.00.

Restaurant customer deposits are \$200.00.

Car Wash/Laundromat/Greenhouse customer deposits are \$250.00. Any other category will be left to the discretion of office staff or management.

Deposit will be waived if proof of ownership is established (Deed or Settlement Agreement)

Please call our office at 270-692-2491 if you are having repairs made, for example replacing a sink or toilet, and our service department personnel will disconnect/reconnect the water at no charge - during normal business hours - while you are having repairs done. If **emergency** repairs are required after normal business hours, please call the Lebanon Police Department at 270-692-2121.

 <p>Water Issues Office 270-692-2491 Plant 270-692-3626</p>	 <p>Sewer Issues Public Works 270-692-4934 City Hall 270-692-6272</p>	 <p>Garbage Issues Road Dept 270-692-4181 Fiscal Court 270-692-3451</p>
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