
General Rules and Regulations



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



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

Hours Office Lobby Hours are **1:00pm – 4:30pm** Monday - Friday.

Bills Monthly Bills are mailed on the last day of each month, with total payment **due by the 15th** every 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 bills does not exempt you from monthly payment, late charges or disconnection of service.*

Payment Methods

Online Log-in to [Ampstun \(utilitybillingsystem.us\)](http://Ampstun(utilitybillingsystem.us)) to make an online payment. Processing fees apply.

Phone No need to register – just need your Customer Account Number. Call toll free **866-854-1074** for automated payment using your credit/debit card or checking account. Processing fees apply.

Mail Lebanon Water Works, 120 S Proctor Knott Ave, Lebanon KY 40033. Please allow additional days for postal delivery of your payment to reach our office.

In Person Cash, check or money orders accepted in Office (1:00pm – 4:30pm Monday - Friday)

Automatic Bank Draft Your total bill will be deducted from your bank account on the 8th of each month. To sign up, call our office or complete the return stub on your monthly bill. No fees apply.

Outside Payment Drop Boxes Front Door and Parking Lot. Insert payment in a sealed envelope, including your payment stub to ensure your payment is credited properly.

Disconnect Date Ten (10) days after the 15th of each month. **Late Notices will not be mailed.**

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

Deposits Must be paid in full before service is connected.

Residential/Small Business	\$125.00
Restaurant	\$200.00
Car Wash/Laundromat/Etc.	\$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, and they will contact water staff.