

# SERVICE INFORMATION

## **DEPOSIT AMOUNTS**

Electric with electric heat .....	\$100.00
*Electric with gas heat .....	50.00
Water .....	25.00
Sewer .....	25.00

- CITY DOES NOT PROVIDE GAS SERVICES

## **LETTER OF CREDIT**

If a new customer provides a letter of credit from a previous utility supplier of electric, water, sewer, or natural gas, the City of Nicholasville will not require a deposit. The letter must state that you have had service for at least twelve (12) months within the prior 24-month period, and no more than three (3) late payments.

## **DEPOSIT REFUNDS**

The City of Nicholasville will hold all deposits until one year of good payments or until service is disconnected and the final bill is calculated.

For refund after one year of good payments, your account is reviewed after the twelfth payment. If no more than three (3) payments were paid late, the City will refund your deposit with six percent (6%) interest. The deposit refund is credited to your utility bill on the thirteenth billing. If more than three payments were made late (after the 10<sup>th</sup> of the month), you will receive interest on the deposit credited to your bill and the account will be reviewed after another twelve payments.

In the event your service is disconnected before we refund your deposit, the deposit will be refunded on your final bill. If there should be a credit after subtracting the bill from the deposit, the City will send a check to your forwarding address. In order to receive your refund promptly, please call our office when you receive the final bill with the credit, and we will mail the check immediately. If our office is not contacted, the refund process could take as long as three (3) months.

## **BILLING INFORMATION**

It will take about two (2) months before you will receive your first bill. When services are disconnected you will not receive your final bill for about 2 months after disconnecting. All bills are due by the 10<sup>th</sup> of each month. Bills are mailed out and should be delivered by the first day of the month. Each customer is responsible for contacting the City if a bill is not received. If the 10<sup>th</sup> falls on a Saturday or Sunday, you will be given the entire following workday to make payments without a penalty. We will accept dropbox payments without penalty up until 8:00 AM on the 11<sup>th</sup>. Any payments not received by the 21<sup>st</sup> will be disconnected, and a \$25.00 service charge will be added to amount of bill.

## **EXTENSION POLICY**

If you are not able to pay your bill by the 21<sup>st</sup>, you must sign for an extension. Beginning in January of each year, you are allowed three (3) extensions per year. You may take these in a row or spread them out over the year.

If our office can be of further service, please call us at (859) 885-9473.