

BULLOCK PEN WATER DISTRICT

1 FARRELL DRIVE • P.O. BOX 188 • CRITTENDEN, KY 41030 • (859) 428-2112

Dear Customer:

Since the COVID-19 Emergency first appeared, the Bullock Pen Water District ("District") moved quickly to assist its customers in addressing the District's regular billing practices, including late payment fees and disconnections for nonpayment. Initially, the District was ordered by the Kentucky Public Service Commission ("PSC") to temporarily terminate the assessment of late payment fees and disconnections of water service. On September 21, 2020, the PSC has modified its previous Orders thereby allowing the District to gradually resume its standard practices relating to late payment fees and water service disconnections. Throughout this transition, the District remains committed to providing assistance to its customers who are still experiencing economic hardship. With the foregoing said, the District, consistent with the PSC's September 21, 2020 directive, will begin the resumption of standard billing and payment policies as follows:

- (1) Late payment charges will not be assessed to District residential customers until December 31, 2020.
- (2) Effective October 20, 2020, the District will resume its standard practices relating to disconnections for nonpayment of regular bills.
- (3) District customers may create a payment plan for all accumulated water service arrearages for the period beginning March 16, 2020 through October 1, 2020. District customers may repay this accumulated arrearage through a Default Payment Plan. A Default Payment Plan shall be no less than six (6) months and no longer than two (2) years. District customers are permitted to repay the accumulated arrearage in their Default Payment Plan in equal monthly installments over the term of the Plan. For example, if a District customer has an accumulated arrearage of \$36.00 during the period March 16, 2020, through October 1, 2020, a Default Payment Plan six (6) months in duration would require the District customer to pay \$6.00 additional per month.
- (4) If a District customer fails to pay pursuant to the Default Payment Plan and keep their current water service charges current, the District customer would be subject to disconnection beginning October 20, 2020.
- (5) In order to establish a Default Payment Plan, District customers are directed to call the District at 859.428.2112 and create a Default Payment Plan which best fits your financial situation. All Default Payment Plans must be in writing and agreed to by the District and the customer.
- (6) A copy of the PSC's full Order dated September 21, 2020, may be viewed on the District's website at www.bpwd.org. If a District customer has any questions regarding late payments, disconnection of water service, or any other condition regarding their bill, please feel free to contact District personnel.

The District understands that this has been and continues to be a time of unprecedented hardship for many. The District is committed to working together and helping you get through this safely.

Sincerely,

BULLOCK PEN WATER DISTRICT

BY:


CHAIRMAN BOBBY BURGESS