



Mt. Sterling Water & Sewer

It is our goal is to provide our customers with prompt, courteous service. Our office is located at 300 E Main St., Mt. Sterling, KY. This is a full service office.

Contact Us

- Main Office: 300 E Main St. Mt. Sterling, KY 40353
- Mailing Address: Mt. Sterling Water & Sewer System P.O. Box 392 Mt. Sterling, KY 40353
- Open: 8:00am - 4:30pm Monday thru Friday
- Phone: (859)498-0166
- Fax: (859) 497-0438
- Emergency: (859) 498-5371
- Please be advised that all non-emergency calls after 5:00 pm are subject to a \$50.00 after hours fee.



Mt. Sterling Water & Sewer

General Information: Payments

Paying Your Bill:

All bills are due and payable by the 15th of each month. If payment is not received, a 10% penalty will be added the following business day. If the 15th falls on a holiday or a weekend you can place your payment in our night deposit located in our drive through or make a payment online before we open the following business day to avoid the penalty. A delinquent notice is sent out with a final due date and shut off date. Any accounts not paid by the final due date are subject to a Non-Payment Fee of \$35.00 and disconnection of services. The entirety of the bill, including the Non-Payment Fee must be paid in full before services will be restored.

Options for payment:

You may pay your bill in person at our 300 E Main St. office during normal business hours, or for your convenience we have a 24 hour deposit box located at the drive thru window. Please do not put cash in our deposit box. Mt. Sterling Water & Sewer System is not responsible for any cash in the deposit box.

You may mail your payment and remittance slip to: Mt. Sterling Water & Sewer System, PO Box 392, Mt. Sterling, KY 40353. You should place payment in the mail in a timely manner so that Mt. Sterling Water & Sewer receives payment by due dates. Mt. Sterling Water & Sewer System is not responsible for mail delivery time.

For your convenience, you may also pay your bill online at:

<https://www.mtsterlingwaterandsewer.com>

There is a step by step instruction sheet to assist with setting up your account at the office or online. Paying online allows you to review account balances and pay 24 hours a day 7 days a week from anywhere that you have internet access.

You may set your account up on Automated Clearing House (ACH). If you choose to do so, your current balance is automatically withdrawn from your bank account. If interested in this option you may enroll by completing a form in our office. Please bring a voided check from the account you wish this payment to be withdrawn from each month with you.

You may make a payment by calling the office at (859) 498-0166 Monday thru Friday from 8:00 a.m. to 4:30 p.m. We accept VISA, MasterCard, or Discover. We do work with a 3rd party billing company, Nexbill, who does charge an additional fee for customers to run card and online payments.



Mt. Sterling Water & Sewer

Reinstating Service:

If your payment has not been received or you have not made arrangements with the office by the final due date on the delinquent notice, water service may be disconnected. Water service will be restored upon payment of the delinquent bill and a \$35.00 Non-Payment Fee.

If your service has been disconnected and payment is made after regular business hours, your service will be restored the next business day. If our servicemen are called out after hours to restore service a \$50 after hour's fee will be charged.

Payment Extension:

Any customer who cannot pay their bill by the due date on the delinquent notice must come in to our office to set up arrangements, which are satisfactory with both the customer and Mt. Sterling Water & Sewer System. Once the arrangements are made a form MUST be signed to extend the payment date. Payment extensions can be done a maximum of 6 times in a calendar year (January-December). A copy of this extension is given to the customer for their records. Once the date on the extension has past and payment has not been received, service is subject to disconnection and a \$35 Non-Payment Fee.

Voluntary disconnect of services:

To disconnect services, you must contact our office with the following information: Name, current address, phone number, date you wish to disconnect services and a forwarding address. You must be able to verify that you are the account holder before disconnection is approved. Any security deposit you may have will be applied to your final billing. Deposit balance will be applied to your current account if applicable. Deposit balances will be mailed to your forwarding address in 60 days.



Mt. Sterling Water & Sewer

General Information: Establishing Service

Security Deposit:

Residential Water Deposit - \$190.00 (\$150.00 is refundable; \$40.00 is a connection fee and is non-refundable)

The deposit will earn interest and is refundable by request after 5 years. At the time of the request, the customer's payment history will be reviewed. If the customer has had less than 5 penalties during this period or at the discretion of management, the deposit may be refunded.

Miscellaneous Fee Chart

Fees	Charges
Return Check Fee	\$35.00
Non Payment Fee	\$35.00
Service Charge/Connection Fee	\$40.00
Lock/Off Tampering Charge	Cost of Material/ Labor Plus 35%
After Hours Fee	\$50.00
Test Meter Fee	\$75.00 if determined Acceptable (+/- 2%)
Broken Lock Fee	\$70.00
Illegal Usage Fee	\$100.00



Mt. Sterling Water & Sewer

Cold Weather Tips for Homeowners

When cold weather approaches, Mt. Sterling Water and Sewer suggests that you consider winterizing your home in an effort to minimize frozen water pipes. The following are suggestions that will hopefully help you to avoid the inconvenience and the expense associated with a disruption of this nature this winter season:

- Close all foundation vents.
- Insulate or wrap heat tape around any exposed water pipes.
- Open cabinet doors below fixtures to allow heat from inside the home to more efficiently warm these areas.
- When the temperature dips below 25 degrees, or when temperatures are below freezing for an extended period of time, you may want to consider letting a stream of water run at the fixture furthest away from where water enters your home, and/or any fixture located on an outside wall should they be a concern. The stream of water should be a continuous steady stream from the cold water side of the faucet, roughly 1/8" in diameter.
- When frozen pipes do occur, do not open the water meter box outside your home, as this could compound the problem. Instead, call our office at (859) 498-0166 and a serviceman will be dispatched to see if a frozen meter is a problem. Our crews, once the meter is accessed, will add heat to the water meter box when temperatures are below a predetermined set point, before the lid is secured to minimize freezing at this point.
- Should you experience frozen water pipes do not attempt to thaw them using an open flame in a confined space. This is to avoid a possible fire hazard or serious injury as a result of oxygen depletion connected with the open flame. Instead contact a plumber for assistance.



Mt. Sterling Water & Sewer

Boil Water Advisory Instructions:

A Boil Water Advisory is a preventative measure issued to protect the health of the community from water borne infectious agents. A Boil Water Advisory is issued only after careful consideration from public health, regulatory agencies and municipal departments. What should I do under a Boil Water Advisory?

Once service has been restored, it is important that you follow these safety precautions:

1. You should run your water until it is clear of any sediment or air for any interruption in service.
2. It is important that you boil your water at a rolling boil for 2-3 minutes before using the water for drinking. Other uses of the water can occur without boiling the water.
3. To create supply of water for cooking, drinking and teeth brushing you should boil the water for 3 minutes. Then cool the water and place in clean containers for use or refrigerate.
4. For cleaning, hot soapy water can be used for dishwashing and general cleaning without boiling the water. As a precaution you can add one tablespoon of unscented bleach per gallon of water.
5. Laundry water does not need to be treated.
6. Unless otherwise instructed, water for showering does not need to be treated.
7. If a boil water advisory is issued for your area of service the announcement will be released to the public by the following media outlets:
 - Door Tags
 - Facebook – Mt. Sterling Water and Sewer
 - Local radio station WMST
 - For wide spread areas Lexington TV Stations: WLEX, WKYT and WTVQ



Mt. Sterling Water & Sewer

Boil Water Advisory Instructions Continued:

Mt. Sterling Water & Sewer System will collect water samples in the area of the break to ensure no bacteria are present within our water system. The results of this testing should be completed within 24 hours after the samples are collected. Once all samples are clear, the state will be notified and they will lift boil water advisory.

Please check back with one of the media sources, mentioned above, to see if the boil water advisory has been lifted.

After service is restored, it could take an hour or two before the boil water advisory is issued. You may experience some “knocking” in the pipes when water service is restored. This is due to the air that has entered the pipes and is no cause for alarm. Also, the water may appear cloudy. This too is caused by air in the pipes. What you see are actually many tiny air bubbles. This discoloration should clear up after water runs for a few minutes.

If you have any questions you may call the office during normal business hours at 859-498-0166. After hours, please call the Water Treatment Plant at 859-498-5371.

The safety and satisfaction of our customers shall always be Mt. Sterling Water & Sewer System's top priority.



Mt. Sterling Water & Sewer

ACH Payments

Mt. Sterling Water & Sewer's Automated Clearing House Payment Option allows you the peace of mind knowing your payment will be automatically drafted from your checking account on the due date each month with no late fees. This is a service we provide and is not the bill payment option your bank provides.

There is no fee associated with setting up the ACH and no monthly service charges to use this option. You will receive a bill in the mail each month that will reflect the amount that will be debited from your account.

To set up this option, just fill out the form included in this packet and return it to our office with a voiced check. Please note that it does take one billing cycle to pre-note the account.



Mt. Sterling Water & Sewer

Sanitary Sewer Customer Guidelines

If you are experiencing a sewer issue in your home (drain, tub, toilet, etc. backed up), please consider the following options.

- Run a sewer auger, plunger, etc. to see if you can get the water to go down.
- Talk to your neighbor(s) and see if they are also experiencing an issue.
- Consult with a licensed plumber.
- Call the MSWS main office at (859)-498-0166 or Howards Mill Water Treatment Plant (if after hours) at (859)-498-5371 and someone from the sewer department will be called out to address any issues with our main line (if any).

******Keep in mind, MSWS is only responsible for the main line******



Mt. Sterling Water & Sewer

Call Out Procedure

- Customers that are having a sewer related problem or who notice an issue in the community, such as sewer bypassing from the ground, lift station, manhole, etc. can call the main office at (859)-498-0166 or Howards Mill Water Treatment plant (if after hours) at (859)-498-5371.
- The sewer department will respond within 45 minutes of receiving the callout.
- Once they arrive, they will assess the situation and run a jetting machine to clean out MSWS's main line/free any blockages.
- Once the main line is cleaned, the operator(s) will follow up with the customer and see if that helped take care of the issue or not.
- If cleaning our main did not resolve the issue, MSWS may advise the customer to seek a licensed plumber to address the issue further if need be.



Mt. Sterling Water & Sewer

Marking Of Lines

Before any type of digging (pools, fences, line repairs, etc.) please call Kentucky811 at 8-1-1, or go online to submit a ticket. See attached info in this folder.

MSWS has 2 business days to respond to the ticket received from Kentucky811.

Both the water and sewer departments will come out to mark the MAIN LINES only. Water is indicated with blue paint/flags and sewer by green paint/flags. We do not mark personal lines.

If there are no main sanitary sewer lines in the area that the digging will occur, you may NOT see flags or markings. You may see markings such as "No SS(Sanitary Sewer)".

If there are no main water lines in the area that the digging will occur, you may see markings in/or around the area in blue spray paint such as "OK" or "No Water".

As always, if you have any questions, feel free to call the main office 859-498-0166.