

SPRINGFIELD WATER & SEWER COMMISSION
603 W. MAIN STREET, PO BOX 307
SPRINGFIELD, KY 40069
(859) 336-5454 or Toll Free (888) 335-5454 Fax (859) 336-9986
Visit us on the web at www.springfieldwater.org

BILLING INFORMATION

The Water Office is located at 603 West Main Street in Springfield. Our mailing address is PO Box 307, Springfield, Ky 40069. The phone number is (859) 336-5454 and the office hours are 8:00 am – 4:30 pm Monday through Friday.

The water meters are read around the middle of the month (from the 15th to the 20th), and all accounts are now radio read. The bills are mailed on the last day of the month and are due by the 15th of each month. Bills paid after the 15th are subject to a 10% penalty.

Payments may also be made at our drop box, which is located by City Hall at 127 West Main Street. The box is marked “Pay Water Bills Here”.

We also offer a bank draft plan if you are interested in having your bill deducted directly from your checking account. Contact the office for more information. We also accept debit and credit card payments and electronic checks via our website, www.springfieldwater.org, at the pay your bill here link or calling toll free 844-845-0491 24 hours a day, seven days a week. There is a \$2.75 charge for making payment by debit or credit cards or electronic checks or a \$3.70 charge for payment via the toll free automated service.

If your account is disconnected for non payment, you must pay the current bill due in full and the reconnect fee to have service restored. Services may not be reconnected after 3:00 pm.

Other applicable fees:

Customer	Small Business/Residential	\$75.00
Deposit	Restaurant	\$150.00
	Carwash/Greenhouse/Laundromat	\$200.00
Returned Check Charge		\$25.00
Returned Debit/Credit Card Chg		\$30.00
Disconnect Fee(non payment)		\$30.00
Reconnect Fee(non payment)		\$30.00
Meter Re-Read Fee		\$25.00
Service Call	\$40.00 County	\$20.00 City Limits
Water Connect Fee New Service	\$850.00 in city limits	\$1050 outside city limits, extra material charge for larger than 5/8” meters
Sewer Connect Fee (City Only)	\$650.00 in city limits	\$900 outside city limits

New services begin receiving a minimum monthly bill 30 days after the meter service has been installed, whether or not customer is tied in and using water.

Abandoned meter services will be subject to the Water Connection Policy before service is established.

Other helpful phone numbers:

Atmos Energy (formerly Western Ky Gas) 1-888-954-4321 no local office

Salt River Electric – 336-5080, Lincoln Heritage Plaza

Ky Utilities – 1-800-981-0600 no local office

Rumpke (garbage collection) 131 W. Main St., Ste 104 859-336-3710

AT&T is local carrier 557-6500 from Springfield or 1-800-477-4459