

Frequently Asked Questions

Is bottled water safer than tap water?

Bottled water is not necessarily safer than your tap water. About one-quarter of bottled water is tap water that has been processed and repackaged, according to industry estimates. And though bottled- water quality is overseen by the Food and Drug Administration (FDA), whose standards for contaminants take into account the Environmental Protection Agency's tap-water standards, the two standards aren't always identical. For example, the EPA requires that tap water be monitored for asbestos, while the FDA imposes no such requirement on bottled-water manufacturers, maintaining that the sources are not likely to contain asbestos. Bottled water costs much more than tap water on a per gallon basis. Bottled water is valuable in emergency situations (such as floods and earthquakes), and high quality bottled water may be a desirable option for people with weakened immune systems. Consumers who choose to purchase bottled water should carefully read its label to understand what they are buying, whether it is a better taste, or a certain method of treatment.



Why is our water is so hard?

Hard water is water which contains minerals like calcium carbonate, magnesium carbonate, bicarbonates, sulfates, or chlorides, due to exposure to rocks or rocky soils. Our water source, Pirtle Spring is classified as underground water that is held in soil and pervious rocks and is affected by the flow and seepage of surface water.

Why is my water bill so high?

Possible causes of high water consumption are:

Landscaping: Your water consumption may increase in the summer months because of irrigation

Underground Leak: An underground leak may not always be apparent on the surface. Look for areas of lush grass, unexpected vegetation, or dark spots in your lawn resulting from fungus growth.

Running Toilet : A toilet that runs continuously can use as much as 4,000 gallons of water per day! Even a slow, silent leak can add gallons to your bill. To check for a toilet leak, put a few drops of food coloring in the tank and see if it seeps into the bowl. If it does, replace the flapper valve and/or the rubber gasket at the bottom of the tank.

Faucets: Make sure your faucets turn off completely. Even a slow drip can use as much as 5,000 gallons of water per month. A steady stream can lose up to 21,000 gallons per month.

How can I check for a leak myself?

1. Make sure no water is running.
2. Turn off all faucets and water-consuming appliances - even your automatic ice maker.
3. Read your water meter.
4. Write down the current reading.
5. Read the meter again after 30 to 60 minutes. If the meter reading has changed, you have a leak.

There is also a leak indicator located on the meter. It is a red arrow to the left of the dial. If that arrow is moving after you have turned your water off this will indicate a leak also.

Welcome to...

Hardin County Water District No. 1

1400 Rogersville Rd
Radcliff, KY 40160
270-351-3222



Office Hours

Monday—Tuesday, Thursday—Friday
8:30 A.M.—4:30 P.M.
Wednesday
8:30 A.M. —4:00 P.M

24 Hour Emergency Line:
270-862-4340



Going On Vacation?

Don't forget to call us!

Let HCWD1 know when you plan to be out of town for an extended period and we will turn your meter off to avoid usage charges. We will not bill you for this period of inactivity. Upon your return, call HCWD1 again and we'll take a reading and turn your meter back on. If you would prefer to keep your meter on while you are away, we ask that you provide a forwarding address for billing purposes, or an average may be paid in advance to cover any bills during your absence.

All meters, service connection and other equipment furnished by us will remain property of HCWD1. It is your responsibility to provide an accessible space for the equipment. Any cost of repairs or replacement will be your responsibility in the event of loss or damage resulting from neglect.

When to Contact HCWD1:

- Change of name for service (\$5.00 Service Charge)
- Change of Billing address
- Questions regarding the bill
- Damaged water meter, water box, or fire hydrant
- Leaks from a water main or other water service facilities

Deposit

A deposit and service charge may be required before service is supplied. Your deposit will earn interest, which will be credited to your bill on an annual basis at a rate of no more than 6% annually. Upon termination of service, your deposit and any interest earned and owing will be credited to your final bill with any remainder refunded to you.

Deposit Rates	
Water	\$50.00
Sewer	\$61.00
Service Charge	\$17.00
Total	\$128.00

Billing

You will receive one monthly bill for all water and sewer services. Monthly charges for water and sewer will be listed separately and will be due on the final date shown on your bill. If the due date falls on Saturday, Sunday or any holiday observed by HCWD1, the next business day will become the due date. If your payment is made by mail, it will be entered on the day it is received. HCWD1 cannot be responsible for late mail delivery or lost mail. Please note: Failure to receive a bill does not excuse you from a monthly payment, late, or shutoff charges.

There are three billing cycles. The billing cycle is determined by the service location.

Cycle	Cut Off Date	Mail Date	Due Date
1	9th	12th	27th
2	18th	22nd	7th
3	27th	1st	15th

How to Pay your Bill

- At our service center main counter, drive up window, or night deposit box : 1400 Rogersville Rd
- Night deposit box at 409 Lincoln Trail Blvd
- By Mail : 1400 Rogersville Rd, Radcliff KY 40160
- By phone with a check, debit or credit card: 1-877-471-8011.
- Automatic bank draft from checking or savings **Contact HCWD for more info!*
- Online at hcwd.com/bills with a check, debit, or credit card.

Rates			
Water		Sewer	
< 15,000 Gallons	\$5.31 / thousand gallons	<2,000 Gallons	\$19.63 (minimum)
>15,000 Gallons	\$3.82 / thousand gallons	next 13,000 gallons	\$6.40 / thousand gallons
		Over 15,000 gallons	\$5.76 / thousand gallons

Customer Meter Charges

Each account is billed a monthly meter charge which varies with the size of the meter. This covers the cost of meter testing and reading, maintaining and replacing, bill calculation and printing, mailing and postage, and all other costs related to Customer Service, billing and collections.

5/8" Connection	\$5.92	2" Connection	\$47.39
3/4" Connection	\$8.89	3" Connection	\$88.85
1" Connection	\$14.81	4" Connection	\$148.09
1.5" Connection	\$29.62	6" Connection	\$296.18

Discontinue Service

It is your responsibility to notify HCWD1 in order to discontinue service. We require a minimum of 24 hours notice and a forwarding address given in person, phone, or by written order. Failure to give this notice will not relieve you of your responsibility of any water used.

This service may also be discontinued by HCWD1 for the violation of any rule, regulation or condition of service and especially for any of the following reasons:

<i>Non-Payment of bills</i>
<i>Return Checks</i>
<i>Connection or cross connection of any separated water supply receiving water from HCWD1</i>
<i>Tampering with meter, meter seal, or valves</i>
<i>Waste or misuse of water due to improper servicing of pipes and/or failure to keep them in working order</i>
<i>Reselling or giving away water</i>
<i>Failure to report to the district additions of fixtures to the account</i>
<i>Failure to pay deposit or service charge</i>

Reconnect Charge

If your service has been discontinued by HCWD1 for any reason stated above, a reconnect charge of \$37 will be required to renew your service.

Fees and Taxes

Franchise Fee

Water and sewer accounts within the City of Radcliff are assessed a 3% Radcliff Franchise Fee.

3% of Water Volume
3% of Fire Protection Fee
3% of Customer Meter Charge

School Tax

A 3% School Tax is applied to all water charges
3% of Water Volume
3% of Fire Protection Fee
3% of Customer Meter Charge

State Tax (Commercial and Multi)

6% of Sewer Volume
6% of Customer Meter Charge
6% of Fire Protection Fee
** 6% of Water Volume & School Tax

Penalties

10% of Sewer Volume
10% of Water Volume
10% of Meter Charge
10% of Fire Protection Fee

** Multi Charges apply to Sewer ONLY. The District has a Multi Classification for water, but the charges are based on volume only.

** The State Tax is Water Volume and the school tax figure added together, then State Tax is calculated on that figure

Non Recurring Charges

Return Check Fee / Admin Fee	\$30.00
Service Charge	\$17.00
Customer Requested Service Call	\$11.00
After Hours Call (After 4:30 P.M.)	\$46.00