



City of Lawrenceburg Water Department

- ✓ Bills are mailed the 1st of every month; if you have not received a bill by the 5th of the month please contact our office at (502) 839-5372.
- ✓ Bills are due for payment by the 15th of the month, if a payment is received after the 15th a 10% penalty is applied to the account for all balances due.
- ✓ Bills containing a previous balance must be paid by the 15th or be subject to disconnection and a \$40 penalty.
- ✓ Credit card payments are accepted for utility bills in person and online.
- ✓ Bills can be paid online and you can manage your account at www.lawrenceburgky.org, please visit our web page for additional information.
- ✓ A \$25 penalty will be assessed on all returned checks.
- ✓ Automatic Bank Draft is available at our office, if interested, please sign up at the water office and provide a voided check.
- ✓ In order to establish new service or move existing services all accounts associated with you must be paid in full and in good standing.
- ✓ New water service must be established in person at our office, at least 24 hours prior to new service date. All renters must present a photo ID, copy of your lease agreement, and a \$100 deposit (Cash, check or Money order). Only parties listed on the lease can establish services at the leased address. All property owners must present a photo ID and deed / closing statement.
- ✓ Termination of Service must be done in person in our office at least 24 hours in advance of termination to ensure timely cut-off of service.
- ✓ Federal Red Flag laws require that any person wishing to establish, change, or terminate services to provide a photo I.D. and be the account holder to do so.



City of Lawrenceburg Online Bill Pay Getting Started

City of Lawrenceburg Webpage Address: www.lawrenceburgky.org

1. Click on the link from the City's webpage or browse to:



2. <http://www.logicssolutions.com/cityoflawrenceburg/login.aspx>
3. Click on the "Register Here" link.
4. Input your **First Name, Last Name, and Email Address**, then click "Save".
5. An email will be immediately sent to you with a temporary password.
6. Click "Return Login Page"
7. Input your **User Name and Temporary Password**. (Note: Your User Name will be your email address)
8. Once you are logged into Online Bill Payment, you will be prompted to change your password. Follow the on-screen instructions to establish a new password.
9. Now you will be required to link to your account(s). Click on "Link Another Account". You are only required to link to your account the first time you sign in. Thereafter the link will already be established. (Customers with multiple accounts may link to more than one account with a single user name.)

Link Account to Profile

*Account Number:

*Tenant Number:

*PIN:

*Alias:

Tenant Number

10. Enter your **account number** from your bill.



11. Enter your **tenant number** from your bill.

12. Enter your **account PIN**. (Your account PIN is by default the last four digits of the Social Security Number on the account. If you do not have a Social Security Number on file you will need to contact Customer Service at 502-839-5372 to have a PIN established for you.)

13. Enter an **Alias** for your account. (An alias is simply a name that you choose for your account that you can easily recognize rather than using an account number. Customers with multiple bills will use alias names to differentiate among accounts. The recommended alias is your address as in the example above. Another example might be: 201 S. Main St. Irrigation)

14. Click "Cancel" to go your account.

Automatic Bank Draft Form

Name, as it appears on water bill _____

Service address _____

Customer's Water Account # _____

Please deduct from my _____ Checking Account # _____

_____ Savings Account # _____

I hereby authorize Lawrenceburg Water & Sewer Department to debit my bank account in payment of water and/or sewer service at the account shown above. This authorization may be terminated up to ten work days before the 1st of any given month, upon the request of either party.

Name, as it appears on Bank Account _____

PLEASE ATTACH A VOIDED BLANK CHECK

Signature _____ Date _____

Please mail to: City of Lawrenceburg

P.O. Box 290

Lawrenceburg, KY 40342

City of Lawrenceburg

Sewer Adjustment Information

1. Adjustments can only be given on the sewer portion of a utility bill and cannot be done over the phone.
2. In order to obtain an adjustment on the sewer portion of a bill containing an approved water leak the customer must obtain a Sewer Adjustment form from the Water Office and complete and sign the adjustment request form.
3. The adjustment request form must be accompanied by a plumber's invoice, receipt of item(s) purchased, or a hand written notice with a signature, providing details of the fix by the person(s) who fixed the leak. No adjustments can be given until the leak is fixed.
4. The sewer adjustment will be based on the customers previous 12 (twelve) months average of water usage on the account (excluding the leak month/s).
5. The sewer portion of the bill will be adjusted to reflect that 12 (twelve) month average. No adjustments can be given on any other parts of the bill, only the sewer charges.
6. The City allows 2 (two) adjustments in a rolling 12 month period for a leak.
7. The City allows 1 (one) adjustment per season for the filling of a swimming pool. The water usage for the requesting billing period must be at least 3000 gallons above the customers previous 12 (twelve) months average of water usage (excluding other adjustment months). The requesting party must obtain a Sewer Adjustment form from the Water Office and complete and sign the adjustment request form and provide proof of ownership of a swimming pool (receipts for the pool, chemicals, or other pool supplies will suffice and only need to be submitted once, proof will be scanned and attached to the account for future seasons).

ADJUSTMENTS CANNOT BE MADE ON THE 15TH OF THE MONTH. IN THE EVENT THE 15TH FALLS ON A WEEKEND, ADJUSTMENTS CANNOT BE MADE ON THE FRIDAY BEFORE OR MONDAY AFTER THE 15TH.

We ask that as soon as the bill with the higher usage is received; please bring it in with the required paperwork mentioned above to receive your adjustment. Payments do not have to be made at the time of the adjustment, however if payment or adjustments are not made by the 15th of the month, a 10% penalty will apply to the full balance owed.

CITY OF LAWRENCEBURG

100 North Main Street
Lawrenceburg, KY 40342

Sewer Bill Adjustment Request

Date: _____

Name: _____ Signature: _____

Service Address: _____

Phone Number: _____ Account #: _____

Please adjust the Sewer portion of my utility bill. The specific reasons for this request are as follows:

___ *Repaired swimming pool leak: Date: _____

___ *Filled swimming pool: Fill Date: _____ Est. Gallons of Water: _____

___ *Water Line break/leak: Repair Date: _____

___ *Plumbing Repairs: Repair Date: _____

Type of Repair: _____

___ *Other (Please Specify) _____

Where did the water go? To Sewer _____

OFFICE USE ONLY

Monthly Average: \$ _____ Monthly High: \$ _____

ADJUSTED BILL FOR _____ : \$ _____
(Month/Year)

Adjustment: **APPROVED / DENIED**

Reviewed By: _____

Please attach all receipts for repair expenses.
Swimming Pool Adjustments are limited to two (2) adjustments per year.

Important Phone Numbers

Garbage	859-263-2100
Lawrenceburg Water	502-839-5372
KY Utilities	800-981-0600
Bluegrass Energy	502-839-3442
Gas (Atmos)	888-286-6700
Post Office	502-839-3385
Drivers License	502-839-3508
Auto Registration	502-839-3041
Voter Registration	502-839-3041
Police Department	502-839-5125