

## NEW WATER CUSTOMER

Each address (home) within Lake Kiowa is subject to a \$200.00 Deposit. There is also an activation fee of \$25.00 due before service can be established.

**For owners:** A deed needs to be provided to the LKSUD office either by you or your title company.

**For Renters:** A copy of your lease agreement is required before service can be provided.

Water bills are sent out on a postcard on or about the last day of each month and are for the water usage of the current month. EXAMPLE: January's bill is mailed out January 31<sup>st</sup> and is for the usage in January.

Water bills are due upon receipt and are considered late after the 15<sup>th</sup> of each month, there will be a \$10.00 or 5% penalty (whichever is greater) added to your account if not paid by the 15<sup>th</sup>. Past due notices will be mailed out at this point and you have (10) ten days to pay, if that day happens to fall on a weekend it will be due in the office by 9 a.m. the following business day. If payment has not been received at the LKSUD by the disconnect date, you will be locked off and there is a \$50.00 re-connect fee during regular business hours or \$75.00 for an after hour restoration of service. (regular business hours are M-F 8 am to 4:30 pm, excluding holidays).

The number of days in each billing cycle vary each month depending on the date the meters are read and the number of days in the month. (We strive to keep the number of days within a reading period as close as possible).

Current water rates are available online, along with other pertinent information at [www.lksud.org](http://www.lksud.org).

### There are several ways to pay your bill...

- The office is open 8 am to 4:30 pm Monday-Friday and closed for lunch 12 noon to 12:30 pm.
- We have a drive thru drop box on the West side of the building.
- You can mail your payment.
- We have auto draft available...with the auto draft form filled out and a voided check attached we will automatically draft your account on or about the 10<sup>th</sup> of each month, at no cost to the customer. You can cancel the auto draft at any time. The Auto Draft form is available online under Forms and Reports.
- You may also pay with credit card.... There is a \$5.00 charge for paying with credit card. (All cards are accepted).
- On-line bill pay is an option through your bank, however be aware some bill pays are transferred to us electronically while others are mailed to us.

It is easy to get confused, however we are the Lake Kiowa Special Utility District (LKSUD) our office is located across from the spillway in the brick building 133 Kiowa Dr. S. ... Not the Lake Kiowa Property Owners Association (LKPOA).

**For builders...** We must have the Service Application and Service Agreement along with payment for new Tap service before breaking ground on a new build. After the proper forms and payment are submitted to the LKSUD office, we have up to (5) days to install a regular new tap.

**All customers** should locate the cut off valve for your home, we are in the process of installing new **locked** meter boxes so in a water emergency you will not have access to shut the water off at the box.