

FREQUENTLY ASKED QUESTIONS

- **I haven't paid the tap fee or signed the water connection contract; can I still do that?**
 - *Yes! Now that the road list is finalized, you can contact our office to pay the tap fee and complete necessary paperwork.*
 - *Contracts and tap fees can be paid anytime during NKWD's regular business hours at the Central Facility located at: 2835 Crescent Springs Road, Erlanger, Kentucky 41018 (cash, credit/debit card, or checks are accepted forms of payment; office is open Monday – Friday from 8:00 AM to 5:00 PM)*
 - *There is an additional service charge of \$5.26 for payments made with credit/debit cards.*
 - *Checks will be processed within the next business day.*
- **Where will my meter be located?**
 - *The meter will be set a few feet from the edge of the road within the right of way.*
- **How much will it cost to install a private service line (from the meter to the home)?**
 - *You will need to contact a licensed plumber for an estimated cost of a private service line. The public side of the service line (from the water main to the meter) is included in the one-time tap fee.*
- **Can I share a meter and split a service line with my neighbors?**
 - *No, service lines cannot be shared with a neighbor. Each household is required to have its own individual meter and service line.*
- **What will happen to my cistern?**
 - *You are allowed to keep your cistern even if you connect to public water. The two systems, however, cannot both be connected to your plumbing for water quality purposes.*
- **Do I need to have an inspection of my plumbing before I connect to public water?**
 - *Yes, your plumber's work will need approval from the State Plumbing Inspector prior to activating water service.*
- **Can you tell me if I need a larger meter setting? What if I need a larger setting?**
 - *There are several factors that could indicate the need for a larger meter setting. We recommend contacting a licensed plumber who will be able to examine your property and make a recommendation.*
 - *The one-time tap fee cost of \$1,403.83 is for a standard, 5/8" meter setting. There are additional costs for larger meters. If you want a larger meter and contact us before the installation begins, we can change the meter size and only charge the additional costs for the difference in the larger meter. However, if the 5/8" meter has already been installed, you will need to pay the complete cost for a new meter.*
- **When would I start paying the surcharge fee?**
 - *The surcharge fee starts once the meter is installed and will be included on the regular water bill. You would not pay it before then.*