

to expedite the response time to the emergency.

**CUSTOMER DISCONTINUANCE OF SERVICE**

Every customer who is about to vacate any premises supplied with service by the District or who for any reason wishes to have service discontinued, shall give at least twenty-four (24) hours notice thereof to the District office specifying the date on which it is desired that service be discontinued. Until the District office shall have such notice, the customer shall be held responsible for all services rendered.

**DISCONTINUANCE OF WATER SERVICE FOR NONPAYMENT**

The District will, upon the giving of at least a ten (10) days written notice and attempting personal contact, prior to the water service termination, discontinue service to any customer for nonpayment of bills where any bill is ten (10) or more days delinquent, for fraud, or for violation of its rules.

In reaching the decision to discontinue service for nonpayment of bill and the customer had demonstrated an inability to pay the full amount of the bill at one time, the District will offer to the customer the opportunity to enter into a deferred payment agreement on the delinquent amount.

Whenever water service is terminated, the District will make a charge for reconnection of service for a fee of twenty (\$20) dollars. This fee is due and payable to the District prior to reconnection of water service.

**FRAUDULENT USE OF WATER**

If it is determined that a person has made an illegal tap, such person will be given a ten (10) day notice in order for the person to make application for service at the District office during normal operating hours. Upon the acceptance of such application by the District, the total fee for connection will be the total of the following amounts:

- A. Connection fee \_\_\_\_\_ \$350.00  
*(Where applicable)*
- B. Security deposit \_\_\_\_\_ \$89.92  
for residential customers
- C. Security deposit \_\_\_\_\_ \$199.48  
for commercial customers
- D. Minimum Bill for Estimated  
Period of Time Used Water

If the above amount is not paid within the ten (10) day notice period, service will be terminated.

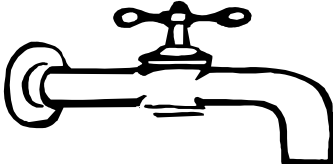
Theft of utilities charges will be filed with the appropriate law enforcement agency for fraudulent use of water.

**EMERGENCY SITUATIONS**

The District maintains a staff on call at all times to handle emergency situations and may be reached by calling 525-3771. The customers are to give their name and service address as clearly as possible to the District,

**LAVALETTE**

Public Service District  
5308 RT 152  
Lavalette, WV 25535



Water System

Customer Brochure

**NIGHTS, WEEKENDS,  
AND HOLIDAYS  
EMERGENCY CALLS  
(304) 525-3771**

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Upon request, the District will allow a customer to inspect a copy of the Public Service Commission Law of West Virginia, the rules and regulations of the Public Service Commission, and the schedule of rates.

## OFFICE HOURS

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The District office will be open to accept payments on accounts, new customers, receive complaints, refund security deposits, and accept customer payments between the hours of 8:00 a.m. – 4:00 p.m., Monday through Friday.

## APPLICATION FOR WATER SERVICE

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All customers desiring water service must make application in person at the office during normal office hours on printed forms provided. Any changes in the identity of the customer at the premises will require a new application for water, and the District will, after reasonable notice, discontinue water service until the new application has been made and accepted. However, the former customer shall remain liable for water service to said premises until he/she has given notice to the District office to discontinue water service.

## SECURITY DEPOSITS

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The District requires a residential applicant to make a \$89.92 deposit with it initially, and from time to time as a guarantee of the payment for water service. This deposit is a sum of two twelfths of the annual water usage of the applicant's customer class. The deposit required for commercial

customers is \$199.48. This new bill (Senate Bill No. 412) was passed on March 7, 2003 and became effective on June 8, 2003. The District will not be bound to supply water until these conditions are fulfilled and will cut off the services if the security deposit is not paid

where required. The District shall refund the deposit to the customer or credit the account after the customer has paid bills for service for twelve consecutive months unless the applicant is a tenant. If the applicant is a tenant, the District is not required to return the deposit until the time the tenant discontinues service with the District.

## CONNECTION FEE

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The District will charge a tap fee of three hundred fifty dollars (\$350) for each new water tap made.

## BILLING INFORMATION

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Bills for water service will be rendered on the 20<sup>th</sup> of each month. Such bills will reflect the usage by the customer through meter readings in gallons.

Each bill is due when rendered and on all accounts not paid in full within twenty (20) days of the billing date, a ten percent (10%) penalty will be added to the net amount shown. A bill becomes delinquent if not paid, in full, by the tenth (10<sup>th</sup>) day of each month.

## WATER RATE STRUCTURE (Effective September 20, 2006)

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The water rate structure is as follows:

First 3,000 gallons used per month \$10.51 per 1,000 gallons

Next 3,000 gallons used per month \$8.95 per 1,000 gallons

Next 24,000 gallons used per month \$7.32 per 1,000 gallons

Next 150,000 gallons used per month \$6.20 per 1,000 gallons

All over 180,000 gallons used per month \$5.14 per 1,000 gallons

## Minimum Charges

5/8 inch meter \$ 31.53 per month

¾ inch meter \$ 47.30 per month

1 inch meter \$ 78.83 per month

1-1/2 inch meter \$157.65 per month

2 inch meter \$252.24 per month

## COMPLAINTS AND DISPUTED BILLS

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The District will make a full and prompt investigation of all complaints made to it by its customer. Such complaints should be filed by the customer at the District office during normal operating hours.

In the event that the complaint is not adjusted, the District will, before service is discontinued, notify the customer that he/she has the privilege of appeal to the Consumer

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Relations Department of the Public Service  
Commission.

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