

Beckley Sanitary Board Important Billing Information

Office hours: Monday through Friday 8:00 a.m. to 4:00 p.m.

Stormwater Fee: The Stormwater Fee funds the Beckley Stormwater Utility, a separate utility managed by the Beckley Sanitary Board. The stormwater fee funds the federally required stormwater management program for the Greater Beckley urban watershed. The stormwater management program is an environmental compliance program under the WV DEP's NPDES permitting water pollution control program. Properties within the Greater Beckley urban watershed are in the stormwater service area and are charged the stormwater fee.

Rates: Sewer bills are based on metered water consumption. Stormwater fees for a single-family residential dwelling are \$7.41 a month. All other properties such as a non-single residential, commercial, and industrial stormwater fees are billed at \$2.47 per 1,000 square feet of impervious area. The minimum monthly user fee for impervious properties is \$7.41.

Due Date: Bills are due when rendered and are delinquent after 20 days. The due date on the current bill does not apply to any past due amount. A ten percent (10%) penalty will be added after 20 days. Failure to receive bill does not relieve the customer of the penalty. We are not responsible for the U.S. Postal Service delivery.

Payments: Payments are not considered paid until they are received in the office. Payments can be made after hours by using the convenient payment drop off box at our office. We also have an Automatic Payment Program or ACH: contact our office for more information. Pay online by visiting our website www.beckleysanitaryboard.org or call 833-262-5906. Remember account numbers must accompany your payment. If you fail to include the account number, the payment may be returned. Payments received after 4:00 p.m. will be posted the following business day.

Emergencies: The Beckley Sanitary Board has a service crew on call twenty-four (24) hours a day, seven (7) days a week. If you have an emergency during our regular office hours 8:00 a.m. to 4:00 p.m. Monday through Friday, call our office at (304) 256-1760. If you have an emergency after-regular office hours call (304) 256-1700 and ask for the EOC (on call center). The person on call will contact you regarding your emergency.

Updated Account Information: Keep your account information current. Your mailing address ensures you receive your bills, delinquent notices or refunds in a timely manner. It is also important to have your current phone number on your account. We make two attempts by phone to contact delinquent customers scheduled for termination for non-payment of sewer charges. These attempts are made on two separate business days, at least 24 hours prior to the termination date. Our inability to make contact with a delinquent customer will not prevent termination of water service. Our customers have until 8 a.m. on the date listed on the termination notice to make past due payment or payment arrangements to pay the past due charges.

"Call Before You Dig": Call West Virginia 811 by dialing 811 or 1-800-245-4848 before you dig. WV811 can be contacted twenty-four (24) hours, seven (7) days a week. This is to provide for public and worker safety in West Virginia. State Law requires notification through the state one-call system before any digging, excavation or demolition activity. Failure to do so can result in monetary penalties up to \$5,000 for non-compliance.

Surface Drains: Surface drains are roof drains, downspouts, storm sewers and similar facilities. The connection of surface drains to the sanitary system is prohibited. As a means to deter prohibited connections where surface or ground water is introduced into the sanitary system, the Sanitary Board may surcharge a customer's sewer bill where evidence of a violation exists.