

Beckley Sanitary Board

NOTICE OF SCHEDULED TERMINATION AND CUSTOMER RIGHTS

The Sanitary Board has scheduled your water service for termination because of delinquency of your sewer account

You have the right to challenge this termination, if you believe any of the following conditions apply to you:

1. Any portion of the bill is in dispute;
2. You are being charged for service not received;
3. The information is incorrect;
4. You are unable to pay the bill in accordance with the billing, and termination of service would be especially dangerous to the health or safety of a member of your household;
5. You are able to pay only in installments.

If the reason for your challenge is 1, 2, or 3 above, you will have to pay any amount not in dispute. If the reason for the challenge is 4 or 5 above, we will attempt to negotiate a deferred payment agreement with you.

You must notify our office before the date of termination in order to protect your rights under this rule.

If you have any questions regarding these charges, please contact us prior to the disconnect date at (304) 256-1760 between the hours of 8:00 a.m. and 4:00 p.m. Monday through Friday, except holidays.

You should also inform us if you are 65 years or older, or regardless of age, if you are physically, mentally, or emotionally incapacitated.

Once you have notified us of your challenge, we will schedule a meeting at our office and try to resolve your problem. At your option, the discussion of your challenge may be made over the telephone. If you are not satisfied with our decision at this meeting, you will have 7 days in which to file a challenge with the Public Service Commission of West Virginia (PSC). You will be required to pay your current bill while the challenge is pending. There is no charge associated with a challenge and you may do without the assistance of an attorney.

To file a challenge with the PSC, you may call the toll free telephone number or write to this address:

1-800-642-8544

Utility Challenge, Public Service Commission of West Virginia
P.O. Box 812, Charleston, WV 25323.

If you are in need of assistance to pay your bill, you should contact the West Virginia Department of Health and Human Services. If you desire the assistance of a lawyer with regard to the scheduled termination and are unable to pay for legal counsel, contact Legal Aide of West Virginia.

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.