

# Harpers Ferry Water Works

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HARPERS FERRY, WEST VIRGINIA 25425

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Dear Harpers Ferry Water Works and Harpers Ferry-Bolivar PSD Customers,

The past several months, since the COVID-19 pandemic erupted, have been difficult for everyone. During this time Harpers Ferry Water Works and Harpers Ferry-Bolivar PSD have worked hard to provide safe drinking water and sanitary treatment of wastewater and we would like to thank you for your patronage.

Since March of this year, we have not applied late fees and have not shut off water if the water/sewer bill was overdue.

On June 17, 2020, the Public Service Commission of West Virginia suggested that utilities could begin returning to normal operations (General Order 262.5; to view, enter case #262.5 at <http://www.psc.state.wv.us/Orders/default.htm>).

Harpers Ferry Water Works will be returning to normal operations beginning in August.

No late fees will be applied to the balances accrued from March, April, May, June, or July. **However, beginning with the August 1<sup>st</sup> billing, we will resume applying late fees. Beginning with the September 1<sup>st</sup> billing, we will resume shutoff of water after proper notice if there is an outstanding balance.**

We know during this time there are extenuating circumstances that make it difficult to pay bills. That is why we are reaching out to you a month before late fees will begin to be applied and two months before shutoff procedures resume.

Please plan ahead to resolve any unpaid balances if you have any. If you are unable to pay the balance, you may qualify to make deferred payment arrangements. Please call Angie Cummings, Water Clerk, 304-535-2206. You will need to leave a voice mail and she will return your phone call.

Please be safe and stay well.