

**SYSTEM INFORMATION**

The Paw Paw Route 19 Public Service District (Utility) is governed locally by a board of directors and is also regulated by the Public Service Commission of West Virginia (PSC). The board holds monthly meetings at the Arnettsville Community Center (ACC) located at 4120 Fairmont Road. Meetings are held on the 1st Wednesday of each month at 6:30pm per Annual Meeting Schedule posted at the ACC, as are Meeting Agendas. Meeting agendas are also available on our website PawPawWater.com. Meetings are open to public attendance★. Persons wanting to speak at the meeting, are requested to contact the business & billing office (304-278-8029) by 2:00pm of the Tuesday, prior to the meeting, to be included on the Meeting Agenda.

★During the COVID-19 crisis, all attendees will be required to follow current social distancing regulations and current masking requirements. Individuals approved on the agenda will be admitted; other individuals will be monitored/evaluated for social distance requirements within meeting space being used, and will be admitted into the meeting space on a first-come, first-serve basis, not to exceed current maximum group capacity requirements.

BUSINESS & BILLING OFFICE

The business and billing operations are handled by our Office Administrator/Billing Clerk, from a currently private workspace that is *not available to the public*. The office is **open and accepts calls on our scheduled days of operation: Tuesdays, Wednesdays & Thursdays from 9:00am to 2:00pm at the office number (304)278-8029** (with exceptions for state/federal holidays or closure due to training or other situations, as noted on message machine). If office staff is unavailable, callers will reach a message machine, and are encouraged to leave a message, as your concerns are important to us, and will be addressed as soon as possible. Office messages are monitored on off-days, evaluated for urgency and those requiring a response, will be responded to, based on priority, but may not occur until the next scheduled business day. Customers who prefer to use email can do so by sending messages to PawPawH2O@gmail.com (Note H2zero, not H2 'alpha O'); these messages are monitored/responded to in same manner and schedule, as previously discussed phone messages.

If office is unavailable PSD information and forms (shutoff, start new service) are also available in PDF format and can be printed from our website PawPawWater.com. Persons who do not have access to online services or do not have printing capabilities, can contact the office to have paperwork mailed OR can schedule an appointment time to meet office staff at the Arnettsville Community Center to exchange paperwork/information.

AUTOMATIC CALL NOTIFICATIONS

The Utility periodically uses an automatic call notification system for announcements regarding scheduled water outages, emergency notification of outage (when time allows) or for individual customer account calls, as required. Customer's are encouraged to add the office number (304)278-8029 to their phones, to avoid our calls being treated as a SPAM call.

Customers who change their phone numbers, are required to notify the office immediately with the new number, in order to not miss important future notifications.

REPORTING LEAKS / EMERGENCY CONTACT NUMBERS

When our office is unavailable, customers needing to report a water leak, loss of pressure, water loss (*not due to service termination due to non-payment, those customers must speak with office personnel directly to resolve this issue*), should call (304)983-5632 and leave a message as prompted. Please report an emergency situation/event once per same event. Leaving a message on this line, automatically notifies utility's field staff, who may contact customer for further information, and will investigate the situation to determine the problem. *If the office receives any updates from the field staff regarding this situation/event*, our office phone message system will reflect the current status of situation.

EMERGENCY SERVICE INTERRUPTIONS / SCHEDULED OUTAGE NOTIFICATIONS

For emergency situations or scheduled outages, all efforts will be made to reach all of the affected

PSD Customer Information Packet:
(SYSTEM INFORMATION / POLICIES & SERVICE Info / PAYMENT Info effective as of 7/1/2023)

customers using an automatic phone dialing system, using the primary number listed on each customer's account. A recorded message will state the situation and any actions that should be taken. Customers are encouraged to keep their current phone number updated on their account and to add the PSD's office number (304)278-8029 to their phone systems, to avoid our calls being treated as SPAM calls. To keep the notifications brief, the message may direct customers to call the office to hear current status of a situation as notified by field staff. Please note that in some portions of the PSD's service area, cell service is not available, therefore, field staff will be unable to update the office until they have left the scene of repair.

If and when a Boil Water Advisory is issued, customers will receive two (2) calls, one when issued, one when lifted. Customers should assume the advisory remains in effect until they receive the 2nd call from us stating that the advisory has been lifted, and continue to follow instructions received in the original notification message. Office phone will also reflect current status of any boil water advisory issued. Customers are reminded that it is their responsibility to update their phone contact number(s) with the office, at any time they have changed phone numbers.

WEBSITE

The utility also maintains a website (PawPawWater.com) where announcements, .PDF's of forms & other system information can be found and are available at all times. During emergency situations, efforts will be made to update website as quickly as possible to reflect the current situation, but office phone system will always have the most current information.

FIELD STAFF

Fieldwork is handled by our Chief Operator and/or Utility Workers/Meterman. As occasions require, additional contractors are hired by the utility to aid our staff in completion of tasks. Our staff can be seen in the field throughout a month performing water testing, leak searches and monthly meter reading, in addition to general maintenance and upkeep of our equipment. Our staff may be identified with our logo (water faucet) displayed in window of the vehicle in use and will also have an photo ID that they will produce on request identifying them and their connection to us.

Due to COVID-19, our staff will refrain from direct contact with customers and customers are asked to respect the social distancing in place to keep our staff and customers healthy. Current customers needing assistance involving our meter pits, should first contact the business & billing office, so that a workorder can be issued for field staff to evaluate and resolve the situation. We ask that you do not approach the staff directly while they are performing previously assigned tasks, for your safety, as well as theirs.

CUSTOMER ACCOUNT POLICY:

To Obtain New Service:

Potential customers wishing to establish service with our utility must submit the original completed/signed Contract / Application for Service (included with Customer Information Packet) along with any/all associated fees as directed (based on type of service requested) which are listed on the contract/application. This form can be obtained through the business or billing office or found on our website. Completed applications submitted electronically through email are accepted, however, the office must still receive the original, signed application along with the payment of current security deposit (as noted on the application), and/or a new tap fee, if required, in form of check or money order before the application will be processed. Payment of these particular fees CANNOT at this time, be paid electronically.

The office will first evaluate an application to determine what type of service is required and will verify property ownership or rental status as supplied on application. Copies of related supporting documents may be required at that time. If office is unable to verify property status, by using public records, applicants will be considered 'renters' for purpose of evaluating security deposit refunds until legal documentation is supplied by the applicant to prove otherwise (see Security Deposit).

Following verification of application information:**Service Requires New Tap**

Applicants requesting service that will require a new tap (new house/building construction) will be contacted by the utility's Chief Operator to schedule an on-site evaluation at which time they will make the final approval of application and determine the point of service location. When a tap site is approved, the customer will be notified by the Chief Operator who will then schedule a contractor to install a new tap. When tap is installed, the meter is installed, once a meter has been installed, billing begins, regardless of usage (if first billing is for a partial month, water charges will be prorated, if usage is under the minimum usage per current tariff).

Service Uses Existing Tap

Applicants requesting service at locations with an existing tap (existing house/building), will have workorders issued for meterman to set/turn on a meter. Customers should be sure all valves are closed inside the house and out. The utility will not be held responsible for water loss or property damage, once it has passed through the meter. Billing begins when meter is set/turned on (if first billing is for a partial month, water charges will be prorated, if usage is under the minimum gallons per current tariff).

CUSTOMER CONTACT INFORMATION:

Customer contact information is not routinely shared with outside vendors/agencies with the exception of an our online pay service Payclix. All customers are encouraged to register with them (at no charge) in order to have the ability to access their account balances/current billing each month, in case the billcard does not reach them through the USPS mail service.

Payclix charges for each payment transaction based on type of transaction, amount of payment (*see Payclix Online or By-phone*).

Mailing Address / Phone Number / Email Changes:

Customers must supply the office with a valid phone number where they can be reached with important information concerning their account status and/or service announcements. If customers change phone numbers, the office should be notified immediately.

Mailing addresses, phone numbers, or email addresses can be updated or corrected by including a note with your payment containing your account #, noting desired changes OR the customer can contact the office by phone or email to provide the new information. A new application is not required for these changes.

CUSTOMER(s) of RECORD INFORMATION:**Customer of Record Defined**

This is the person(s), over the age of 18, who signed up for the water service and agreed to be held liable for payment (this includes co-applicants). Therefore, the water account must be in the name of the person(s) responsible for paying the bill. A copy of a current valid government issued identification card may also be required upon request. Please note that the office staff is only authorized to speak about the account with the customer(s) of record listed on the application.

CHANGES TO CUSTOMER(S) OF RECORD ON EXISTING ACCOUNT:**Name Change / Removal of Co-Applicant due to Death**

In the event that a customer passes away, the executor of the estate and/or the surviving spouse should complete a Request Change to Customer of Record form within 60 days to update name and contact information on the account. No additional deposit is required for the executor and/or the surviving spouse for this change. In the case of an estate, when the account is closed, any remaining security deposit will be applied to account and remainder/bill will be issued to the estate.

Anyone else requesting service in their name at this residence, including children or other family members will need to complete a new service application and will be required to supply a security deposit (*refundable ... see Security Deposit Evaluation & Water Rates*).

Legal Name Change due to Marriage/Divorce

Existing customer(s) of record requesting their name to be changed must complete a Change to Customer of Record form and submit copies of supporting legal documents showing name change.

Remove Co-Applicant

Removal of a co-applicant from an account for various reasons (roommates moved out, marriage, divorce) not involving death of a co-applicant, will require a *Request Change to Customer of Record* form.

In the case of renters, may also need to submit a current copy of their lease agreement with the landlord, as well as the payment of an additional security deposit amount to bring to current rate. Contact the office to determine if additional amount will be necessary (*see Security Deposit Evaluation & Water Rates*).

An evaluation of the account with regard to security deposit(s) being held will be performed. If no prior specifications have been given, any remaining security deposit will be divided equally between original account customer(s) of record and the removed customer will receive a refund of ½ of the remaining security deposit plus interest; the remaining ½ of security deposit will be transferred to and retained by the remaining customer of record and will continue to be evaluated based on current policy regarding security deposits.

Add Co-Applicant

Customers desiring to add a co-applicant to the account, will need to complete a Request Change to Customer of Record form. The office will evaluate the current security deposit/status of account and may require the payment of an additional amount to equal current security deposit rate (*see Security Deposit Evaluation & Water Rates*).

TO STOP/DISCONTINUE SERVICE: PERMANENT or TEMPORARY (Seasonal Use/Traveling)**Permanent Shutoff:**

Written notification is required per contract to be submitted. Service will not be scheduled for shut off and customer(s) will continue to be billed until written notification (Request Stop Service form) has been received by the office (unless meter is already on schedule for disconnection because of nonpayment). As required by PSC's Water Rules & Regulations, while a meter is in the pit and has not been officially locked out by the utility staff, billing will continue to be generated and is the responsibility of the customer(s) of record, regardless of whether there is any use.

In emergency situations or severe weather restrictions, the office reserves the right to adjust the actual date of disconnect or final reading/transfer of account. Requested disconnections, final reading/transfer of accounts, or meter resets are performed on nearest business day Monday - Friday between hours of 9am - 4pm. It is recommended that these be submitted 3-5 days prior to date of change in service.

Temporary Shutoff (Seasonal Use/Traveling)

If a customer wishes to temporarily discontinue service with our utility due to seasonal use and/or traveling out of town for extended period of time, the customer(s) can opt to shutoff services temporarily. This requires the customer to make arrangements with office staff. Any existing security deposits will be maintained, and services will be discontinued on date agreed upon between office and customer, no billing for services after that date will be generated until services are restored. The customer will notify office one week before service restoration is required and will be billed a one-time \$25 reconnection fee at that time. Regular billing will resume on date services are re-instated.

Final Bill

All final bills must be paid in full. The utility will submit unpaid accounts to the Magistrate's Office for further processing when necessary. These additional fees will be added to the account balance for serving fees and court costs and remain on file for up to ten years.

METER PIT ACCESS:

Customers are required by the PSC's Rules and Regulations to have a shut-off valve installed outside the meter pit, on the customer side of the line, for the purpose of turning the water on and off vs. turning it on and off in the meter pit. It is also encouraged that the customer has a check-valve installed.

Meter pits should never be blocked. Utility workers must be able to access meter pits at all times. Obstructions to meter pits that have to be removed, will result in the customer being liable for any costs involved.

Note: Customers are not permitted to be in the water meter pit for any reason without staff authorization, other than to verify their reading (customers must restore pit lid over meter pit at all times, and not leave open to prevent injury or equipment damage/freezing); any unauthorized manipulation of equipment in the meter pit will be considered as tampering (manipulating a meter in any way, including turning it on and off) and can result in legal charges/prosecution based on WV State Code §61-3-29. Immediate termination of service and additional fees could be applied if any damages occur.

Meter Reading:

Customers are divided into geographic reading routes, which are designated as a single digit preceding the 3-digit account number on the customer's side of billcard. All meters are read monthly between the 19th - 25th. Customers should take precaution to limit and/or monitor their pets' outdoor activities during meter reading period.

On occasion, due to inclement weather/road conditions/system emergencies, customer's reading may be estimated. These readings will be designated as estimated on the billcard at these times. Bills will be evaluated the following month to see if any adjustment to the estimated charges is necessary. Efforts are made by staff to read the meters on the same day each month, however, weather or other emergency situations, could cause readings to be taken on a different date during the reading period. This, as well as the number of days in a month, could cause a customer's usage to vary somewhat from month to month. Reading dates are listed on the monthly billing statement for reference. Usages are calculated to the nearest 10 gallons.

Reading Routes:

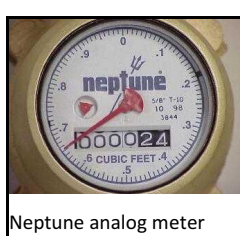
Customers are divided into geographic areas, called reading routes and this is designated on the billing statement (see Understanding Your Paw Paw Rt. 19 P.S.D. Billing Statement/Billcard). Customers



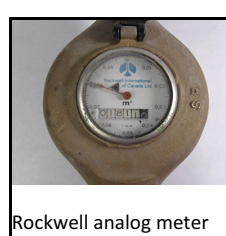
Badger analog meter



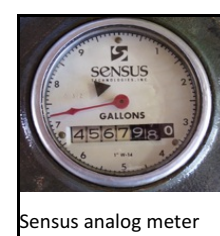
Master Meter analog meter



Neptune analog meter



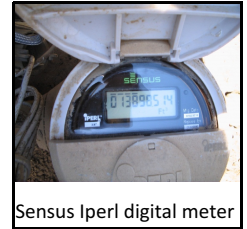
Rockwell analog meter



Sensus analog meter

located on less traveled roadways (reading routes 2, 3, 4, 6, 8 & 9) have meter pits equipped with one of various brands of analog meters currently in use (Badger, Master Meter, Neptune, Rockwell or Sensus). Each meter is identified with a unique serial number (which is also listed on customer's billcard). Analog meters are read manually by utility staff visiting each meter pit. The digits shown in meter window are the meter reading and are used to calculate the usage since last reading (see illustrations of analog meters). Some also have leak indicators.

Customers located along densely traveled roadways and some side-roads are (reading routes 1, 5, & 7) are equipped with electronically read digital meters which are read using a device located inside a vehicle driven along the route. These pits will on occasion, be visited physically by the staff in order to evaluate the equipment. Only the digits shown in meter window with lines over top of them are the active numbers = current meter reading and are used to calculate the usage since last reading (see illustration of digital Sensus Iperl meter). Electronic meters have the capability of producing a datalog showing daily/hourly usage over past 45 days from time of datalog.



Sensus Iperl digital meter

SECURITY DEPOSIT EVALUATION POLICY:

Current Security Deposit Rate

Annually, at the end of a fiscal year, the security deposit is evaluated and re-calculated per Public Service Commission of WV's Rule Water 4.2.a.2 Customer Deposits, using the utility's average annual usage (see Water Rate). Our current rate is \$115.00 (effective 9/6/2023). Payment of a security deposit is required before service will begin and is refundable based on Security Deposit Refund Conditions.

Security Deposit Refund Conditions:

For customers who are also the property owners for service location, security deposits are automatically refundable after twelve consecutive months of timely payment (i.e., on-time, in-full, no late fees). Any of these accounts that do not currently qualify for a refund, will be held & re-evaluated again following month(s). Refer to PSC of WV Water Rule 4.2.a.3.

For customers who are renting or leasing the service location, the security deposit will be retained until the account is closed (Refer to PSC of WV Water Rule 4.2.a.4) and then it will be applied, to the customer's account balance and any remainder (be it a remaining balance owed or a refund of remainder) will be sent to the customer at address listed on Request Stop Service form submitted to office.

At time of service termination and after a final reading has been taken, any accounts with a remaining security deposit will have that remainder applied to the account balance and any remainder (be it a remaining balance owed or a refund of remainder) will be sent to customer at address listed on Request Stop Service form submitted to office.

BILLING CYCLE:

Mailed Billing Statements/Billcards

Monthly billing statements are currently in the form of postcards, commonly referred to as billcards (see *Understanding Your Paw Paw Rt. 19 P.S.D. Billing Statement*). Billcards are mailed monthly for previous month's water usage using current water rate approved by the Public Service Commission of WV (see Water Rates, Water Rule 4.3). Payment is due upon receipt and must be, *received* on or before the 20th of each month to avoid a late fee/penalty, **regardless if the 20th falls on a holiday or a weekend**. A few times a year, the utility may include the billing statement / billcard inside an envelope along with other information. Payment methods, contact information and other pertinent system information or announcements can be found on the backside of the billcard to make front of billcard more readable.

PLEASE NOTE: All efforts are made to have billcards in the mail, so that customers receive them on or before the 1st of a month. We are not responsible for any failure of the United States Postal Service or other methods used to make a timely delivery, and **bills are still considered owed, whether or not the customer physically receives them. It is the customer's responsibility to contact the office to obtain current balance owed. Our office recommends that if a customer has not received their bill by the 5th of the month, they should contact the office for their balance, to avoid receiving a late fee charge and /or a disconnection notice. In addition, customers not receiving their billcards should contact their local post office to resolve mail delivery issues.**

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If billcards are returned to the office as undeliverable, efforts are made to re-mail them to the customer, however, not all billcards are returned to the office. Customers receiving a billcard intended for another residence, are encouraged to place it back into the mailbox with note "not for this address" so postal employees can re-deliver to correct address.

Customers should also note that according to the rules provided by the Public Service Commission of WV, utilities designated as Public Service Districts, that have unpaid accounts after 21 days of billing, are to consider those accounts as past due and thus accounts would be eligible for service termination after proper notification (Public Service Commission Water Rule 1.7).

WATER RATES:

Our rates are set and governed by the Public Service Commission of West Virginia, and are currently as follow:

Current Rates (effective July 1, 2023, began with August 1, 2023 billing): Tariff #28

First 2,000 gallons used per month \$18.82 per 1,000 gallons
 Next 3,000 gallons used per month \$18.25 per 1,000 gallons
 Next 5,000 gallons used per month \$16.72 per 1,000 gallons
 Next 10,000 gallons used per month \$14.43 per 1,000 gallons
 Next 20,000 gallons used per month \$13.54 per 1,000 gallons

Residential customers use a 5/8" meter with a minimum bill for 0-2,000 gallons usage of \$37.00/month.

Returned check charge equal to actual fee charged to the District up to a maximum of \$25.00 will be imposed upon any customer whose payment is returned due to insufficient funds.

Reconnection Charge: \$25.00 to be charged whenever the supply of water is turned off for violations of rules, nonpayment of bills or fraudulent use of water, restoration of service for inactive accounts.

Tap Fee: The following charge is to be made whenever the utility installs a new tap to serve an applicant. A tap fee of \$350.00 will be charged to all customers who apply for service outside of a certificate proceeding before the Commission for each new tap to the system.

Delayed Payment Penalty: The above schedule is net. On all accounts not paid in full when due, ten percent (10%) will be added to the net current amount unpaid. This delayed payment penalty is not interest and is to be collected only once for each bill where it is appropriate.

Current Leak Adjustment Increment: \$6.00 per 1,000 gallons is to be used when a bill reflects unusual consumption which can be attributed to eligible leakage on the customer's side of the meter (*see Leak Adjustment Policy*). This rate shall be applied to all such unusual consumption above the customer's historical usage.

Security Deposit: Per PSC of WV, security deposits are not to exceed two-twelfths (2/12) of the average annual usage of the applicant's specific customer class, or fifty dollars (\$50.00), *whichever is greater*. This fee may be changed by applicable statutory provisions. From calculations using Schedule 600 of Annual Report figures show that *currently our average annual customer usage is 3,092g/month which makes our required security deposit: \$115.00 (effective 9/6/2023).*

PAYMENT POLICY:

No matter the method chosen, it is the customer's responsibility to be sure payments are received (see Payment RECEIVED Defined) by office by 2:00pm on or before the due date shown on each bill (20th of month for regular billings, or other notices sent to the customer).

Manual Calculation of Water Bill Using Tariff #28 Rates

Residential Customer
using 3,250 gallons in a month

First 2,000g	1,000g	\$18.82
	1,000g	\$18.82
Next 3,000 g		
(\$18.25 x 1.250g)		\$22.81
		<u>\$60.45</u>

Payments *received* through the 20th of the month will not be charged a late fee penalty or be issued a past due / disconnection notice. Please note that If the 20th falls on a holiday or a weekend, it is still the last day to pay in-full, without a late fee penalty or shutoff/disconnection.

Payment Evaluation Process

Payments are gathered/downloaded and evaluated for completeness daily and prepared for deposit at the bank (with exception of Sunday or state/federal holidays).

Per bank policy, during evaluation process, if the office discovers a check has been submitted with differing amounts between the digits shown in box, as compared to written amount listed on check, the customer's account will be credited for the amount as *written in words on the check*. This is the amount the bank considers the legal amount of a check. Late fee penalties will be applied to any remaining balance on the account after due date of 20th of the month.

Those payments failing the evaluation process (incomplete check, wrong date, unsigned) will be considered invalid and the office will attempt to contact the customer to remedy the situation. If unable to reach the customer by phone, the payment will be returned to the customer by mail, unprocessed. The office will proceed as scheduled with any missed deadlines or late fees applicable. No extension of deadlines will be made.

Invalid Payment Conditions (not accepted/considered not received and unable to be processed):

- Pay-to Line incorrect/incomplete - office will apply office stamp "Paw Paw Rt. 19 Public Service District" if left blank, otherwise will be returned to customer.
- *Post-Dated check.*
- *Unsigned check or money-order.*
- *Missing date – office will attempt to stamp with date received, if possible*
- *Incomplete information on handwritten dollars line of check.*
- *Check submitted in pencil or non-black/blue ink that the bank's scanner cannot recognize.*
- *Check submitted by customer who has been notified that personal checks will not be accepted.*

Payment RECEIVED Defined

Payments delivered to USPS P.O. Box 2035, Westover, WV 26502 OR physically delivered to PSD's Drop Box (subject to posted Rules at Drop Box) by 2:00pm are considered received and will be credited that day; those left after 2pm will be gathered and credited the next pickup day.

Payments submitted electronically or by phone through a recognized vendor, are credited the date the vendor transmits payment submission to the PSD office.

For other payment methods, "date received", the District does *NOT* go by:

- *the date of the check,*
- *or the postmark date on the envelope.*
- *the date a payment is issued,*
- *the date the funds were withdrawn from the customer's bank account*

but date received IS the date physically received (before 2:00pm E.T.)

Available Methods for Payment:

PSD's Drop Box, USPS Mail, Customer's On-line Bank Provider, Payclix (Online or By-Phone)

PSD's DROP BOX: There is a locked Drop Box (labeled Paw Paw Rt.19 PSD and showing our blue water faucet logo) situated along the back driveway (near the library end of building) of the Arnettville Community Center (ACC) located at 4120 Fairmont Road which is available to customers 24 hours a day, 7 days a week. This is NOT a USPS pickup box, is strictly for correspondence/payments from customers of Paw Paw Rt. 19 PSD and requires no postage. Customers can leave payments and/or correspondence for the business/billing office. Contents of the box are subject to the rules and regulations & pickup schedule posted at the drop box site.

Box contents are collected daily 2:00pm (except Sunday, or state/federal holidays). Items placed in box by 2:00pm will be gathered/credited the same day; payments/correspondence placed in

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box after 2:00pm will be gathered/credited at the next scheduled pickup day. An envelope is recommended, but not required. Please include your account # on your check or money order, if you do not have the billcard stub. Please DO NOT LEAVE CASH PAYMENTS in this box.

During COVID-19 crisis, frequently touched areas of the Drop Box are cleaned daily at time of pickup using CDC approved materials.

USPS MAIL: Payment (made payable to Paw Paw Rt. 19 PSD) can be made by mail to the address that appears on the water bill, which is: P.O. Box 2035, Westover, WV 26502. Payments are collected daily from the post office box.

CUSTOMER'S ONLINE BANK PROVIDER: Payments are also accepted through individual customer's online bank provider. Customers are reminded that these banking institutions are physically writing a check and mailing it to us, therefore, the customer should issue the payment at a date sufficient to allow a minimum of 7-10 days processing/mailing time prior to the due date, to assure the payment can be received by us by deadline, thus avoiding a late fee penalty. Payments are credited the day they are physically received in the post office box. Please note that date of receipt is not the day they are issued from your bank account, or the day the funds are withdrawn from a customer's account, or based on the date of the check, or a postmark date on an envelope.

PAYCLIX - On-line or By-Phone

Our office is not allowed to directly accept customer's credit card payments, however, we have contracted with Payclix, to serve as a 3rd party vendor to accept and process customer's credit/debit/pay-by-check payments online or pay-by-phone payments.

Customers must call 1-866-729-2549 for questions regarding these services. We recommend using the Customer Service option which will connect you with a live Payclix customer service representative who can resolve your issue.

Registering with Payclix does not require customers to use this service as a payment method. Those customers who have registered with Payclix and have a balance > \$0, will have access to their monthly billing statement information which is electronically uploaded to Payclix website by the 1st of the month (please note that balances are only uploaded monthly, and may not reflect payments made throughout a month). Customers who have supplied an email address will be notified that a new billing is available. Customers who have registered with Payclix that opt to receive email notifications who have an unpaid balance on the 18th of a month, will also receive an email reminder ahead of the pending final date to avoid a late fee penalty. Emails are not shared with any other vendors. Customers have the option through the Payclix site to not receive emails, and can choose to only receive email notifications and not receive a printed billcard through the mail.

Customers who choose to use these on-line, or pay-by-phone options for payment, will incur a PayClix convenience fee (paid to Payclix) for each transaction processed. Please refer to the Payclix site for current transaction fee information.

- ◆ **ONLINE:** Payments should be made online at the Payclix* link that appears on the bottom left of the bill, which is: <http://www.payclix.com/PawPaw/> or by clicking on the link found on our website PawPawWater.com and also through the emailed electronic bill notice. *Please note when registering with PayClix for the first time, you will need your water account number, and the Full Balance shown on your most recent regular monthly bill, (not an amount shown on a past due notice, and the zipcode as listed on your account in order to verify your account. Please note that account balances shown on Payclix are currently only uploaded to PayClix on the 1st of the month and may not reflect payments made by customer during a month. *payments made through Payclix will incur an additional convenience fee charged by Payclix, based on method of payment used.*
- ◆ **BY PHONE:** The billing office is not allowed to process customer payments by phone. Customers wishing to pay-by-phone will need to call Payclix* at 1-866-729-2549. Follow menu prompts for available options. The office is notified immediately by email from Payclix when a customer has submitted a payment by phone. These notifications are processed daily.

If customers experience any difficulty with the payment by phone option, they should recall the 1-866-729-2549, follow the prompts and choose Customer Service (option #2) to speak to a Payclix customer service representative who can process the payment for you. *Even when you hear a message or get an email that says contact our office if having problems, we cannot do anything from the office to remedy Payclix situations. You must contact Payclix Customer Service to resolve issues with submission of payment.*

Returned Payments/Insufficient Funds (NSF) / Stopped Payment

Any payment returned (either by bank or any on-line services) for non-sufficient funds or any other reasons, will incur an additional charge on the account equivalent to the bank fees charged to us by the banking institution/on-line vendor and a late fee, if applicable. Customers have 5 calendar days to redeem a NSF payment, including any fees resulting from the NSF occurrence. Multiple NSF occurrences can cause the office to exercise our option to limit the customer's future payment methods.

If a payment *that was given to prevent a shutoff due to non-payment of a past due amount* is returned as NSF, the customer will be notified by mail giving them 5 calendar days to redeem the past due amount + fees, else the customer's meter will be turned off, without further notification. If the meter is turned off, then the customer will be required to pay IN FULL, the past due balance (past due + late fees) + any NSF fees charged by bank + an additional security deposit + a \$25.00 reconnection fee, before service will be scheduled to be restored. The notification of NSF letter will include the most current fees to be paid in full, voiding any amounts listed in previous notifications/billings.

Late Fees

Late fees of 10% will be applied to all accounts not paid in full when due (20th of month) on the net current amount unpaid. It is not interest and will be collected only once for each bill, where appropriate. A Late Fee will be applied to any account having any remaining balance on the 21st of a month. If a payment is not received by the 20th (no matter method of payment, or when mailed) a late fee will be applied.

Late fees will not be waived, unless there has been an error on the account made by the Office, which results in a correction to the balance due OR while an account is under an approved Deferred Payment Plan.

Past Due Accounts / Shutoff Notification

The Public Service Commission of WV Water Delinquent Bill, Rule 1.7.b.3, designates that Public Service Districts are to consider accounts past due after 20 calendar days (rather than 30 days for other institutions). Accounts with a past due amount on the 21st of the month are considered to be past due and therefore will also be subject to service termination procedures (customer will be notified by mail, giving them payment instructions and will have 10 calendar days to pay the past due amount, else service will be disrupted). Within those 10 days, customers will also be contacted by phone and/or email (if provided) with two reminders that there is still a remaining past due amount on their account and, if not received by deadline, their service will be scheduled for termination without further notification.

Deferred Payment Plans for Past Due Amounts

Customers experiencing a financial crisis can contact the office to establish a payment plan to spread past due billing over several months. The stipulation to this arrangement is that the customer pays the current monthly billing in addition to the payment plan amount each month, in-full and on-time (received on or before 20th of month). Those customers not paying according to agreement, will be notified that the agreement was voided and given five calendar days to pay entire remaining past due balance on account to prevent service termination, without further notification.

Restoration of a Meter Shutoff for Past Due

If a customer's meter is disconnected due to non-payment, the full past due balance (including any late fees) plus \$25.00 reconnect fee, and possible additional security deposit (up to current rate) may be charged and must be received in full, before service will be scheduled to be restored.

Leak Adjustment Rate

The leak adjustment rate (per our current tariff) is used when the bill reflects unusual consumption

which can be attributed to eligible leakage on the customer's side of the meter. This rate is used to calculate consumption above the customer's historical average usage.

Leak Adjustment

Customer's experiencing a leak in their service line can obtain our current Leak Adjustment Policy for detailed eligibility and/or a Leak Adjustment Request Form on the website or by contacting the office for a mailed copy. Leak Adjustment Requests should be received back in the office within 30 days of billing period in which the leak was detected. Upon evaluation of circumstance per current leak policy, qualified leaks will be given a credit on their account.

Customer Billing Information Uploaded to Payclix Monthly:

Billing information is also uploaded to Payclix (once a month, and may not reflect payments made through a month) on the same date the billcards are mailed. Customers who have supplied an email address and are registered with our online/by phone payment service (Payclix) will also have access to their billing information online. Payclix *registration* is free and does not require customers to use this service as a payment method. Customers who choose to use the on-line, or pay-by-phone options for payment, will incur a convenience fee to Payclix for each transaction. Contact Payclix for current transaction fee information. The billing office staff is unable to accept or process any payment information. Any phone payments must be processed through Payclix staff at 1-866-729-2549).

Customer balances (reflecting any payments received between original upload date and 17th of month) are updated on Payclix at close of day on the 17th of a month, in order that on the 18th of the month, customers who have not opted out of email contact, that have a remaining balance due on their account at that time, will receive an email reminder of balance due from Payclix, so that they have the opportunity to pay balance due and avoid the late fee penalty after 20th of the month.

Possible Additional Billing Notations in Service area of customer's portion of Billcards:

If an account's meter is unable to be read that month, the usage will be estimated based on previous usage history and will be designated as "Estimated" on the billcard. This is normally related to weather conditions preventing reading of meters, however, occasionally, emergency repair situations may arise that will cause areas of the system to be estimated. If an account's usage is underestimated/overestimated, appropriate adjustments will be made the following month.

If a meter pit is blocked/obstructed by parked vehicles or other objects, the usage will be estimated one month. If the conditions persist in following month, obstructions will be removed and customer will be liable and responsible for any charges incurred during this process. PSD staff must be able to access the meter pit at any time without obstruction.

If an account's meter is changed out during a billing period, it will be designated on billcard as such and will include usage from both meters.

Customers that have established a Deferred Payment Plan through the office, may also have a handwritten notation on the billcard showing the expected PayPlan amount for month to pay in addition to the current month's charge.

If a meter was shutoff for nonpayment, or a closed account is re-opened a reconnection fee (see current Tariff for rate) will be added to the account and will be designated as "Reconnect" in Services area of customer's portion of billcard.

Any other additional charges added to the account for additional security deposit required or damaged equipment, etc. will be designated on the billcard.

Information to be found on the Backside of Billcard:

Payment remittance options and contact information for those options are listed on back of billcard each month.

Reminder to add our office phone number to your phone to avoid being confused as a SPAM call & to give us new number if changed.

Current message to customers (as needed).

Annual Consumer Confidence Report access information. Current Rate Tariff# and availability.

Date of most recent billing and date mailed.

A PSD Mail Address Office Phone#																																							
B1	B2	B3																																					
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G Utility Info/Messages G1 Emergency Reporting#			P Customer Name(s) Mailing Address City, State, Zipcode																																				
H Service Dates: H1 from thru H2																																							
I Meter Serial#																																							
J (office use) pg#																																							

Features of Account Billing Statement / Billcard - *Customer's Portion* (left side of perforation)

Features of Account Billing Statement / Billcard - *Payment Stub portion* (right side of perforation) *Remove & Return this portion.*

P - Customer(s) of Record on account and mailing address as listed on the account.

Instructions to Complete the Contract / Application for Service

Fees to be submitted same time as application.

PRINT all responses legibly USING blue or black ink. *To prevent delays in processing, be sure contract is signed and dated.*

1. Fill in name of Primary Applicant. All Applicants must be 18 or over. Only the applicant(s) who have signed the application will be authorized to obtain information on the account and/or to make changes to the account. If you would like two names to be authorized and to appear on the water bill, also complete Co-Applicant section also (see #6).
 2. Fill in the date you want service to begin (based on approval of application); For service where a meter pit/tap already exists: generally, water service is activated within one to three business days from receipt of a completed application AND applicable fees (see #14). If a new meter pit/tap has to be installed, once new tap fees & security deposit are received, you will be contacted by the system's utility representative to evaluate the physical location and to get details of property boundaries, etc. and then your application will be added to the installation schedule. Customers requiring new service should allow a minimum of 30 days in advance before expecting installation of service.
 3. Fill in a telephone number that is the main contact for this account. Supply either a house landline OR a cell number. This is the number that will be called with any notifications about the account (scheduled or emergency outages, boil water advisories, or past due notifications, etc.).
 4. Fill in employer and work phone number (if available) for the Applicant and the Co-Applicant.
 5. Provide an email address that we can use to contact you as an alternative to a telephone number. If you supply an email address, you will receive an email reminder notifying you that you have a new bill each month and a 'reminder' email on the 18th of the month that you have a remaining amount on the account. Also included in this reminder email is a link to the bill and an option to pay the bill online through Payclix. Providing us with an email address does not require you to use the online payment service and your email is only supplied to Payclix and no others. See Payment Policy: Available Payment Options for more information on making payments.
 6. Complete the Co-Applicant section if you wish another person to have access to account information and this person is also responsible for activities/responsibilities concerning this account. If two names will appear on the bill, both Applicant and Co-Applicant must sign the application.
 7. Supply the mailing address for the bill, providing a street with house number OR a Post Office Box number, including the city, state and zipcode.
 8. Also provide the physical location / service address of the house (the street address). **Note: If the residence is located in the area/community of Crown, it is required that you contact and establish service with Greater Paw Paw Sanitary District (304-278-2078) prior to submission of a water service application. You must supply us with a copy of this completed transaction before your application for service with us can be processed*.**
 9. In order for utility personnel to locate your property (particularly if needing a new tap), complete a brief description of the property location to aid the utility person in locating your residence. For instance, distance from an intersection, landmark, the name OR street address of nearest neighbor(s) to the left and right of your property, etc.). (example: My property joins John Smith, 22 Smith Hollow Road, on left OR my property is located 8 miles south from Rt. 2, 3rd house on left on Water St.)
 10. Designate if you are Renter or Property Owner. If you are renting or under a rent-to-own contract, provide the Property Ownership information: Owned by, Owner's Phone #, and Owner's Address (if known). If you know the prior occupant, list them also to aid in location of this property. A copy of a signed lease or purchase agreement may be required, if needed. (Security Deposits discussed in Item #15 below). Property ownership will be verified using local courthouse records.
 11. REQUIRED: Read the Applicant's Agreement paragraph noted on application; check and/or initial the box to show acceptance of the regulations referenced.
 12. Primary Applicant must sign and date the application (in ink). If supplying a Co-Applicant, they must sign and date also.
 13. Please note that the application is not binding until initialed by a Paw Paw Rt. 19 P.S.D. This will be done after application is evaluated in the office and/or utility representative has made contact, and any questions are resolved.
 14. Send Appropriate Service Fees (as discussed below in #15 and any other required supporting documents*) in form of check or money order (no cash) along with completed application following instructions at bottom of Contract / Application for Service. Online payments are not an option for these fees, but will be available for monthly bill payments after the account has been approved and established.
 15. Existing Tap: For service at a location with an existing tap, pay a security deposit* in the amount of \$115.00 (effective 9/6/2023). For service with NEW Tap Required: pay total fees of \$465.00 (security deposit* in the amount of \$115.00 PLUS a one-time tap fee in the amount of \$350.00). *Also for new construction, please provide a copy of your approved septic permit from the Health Department.* Additional deposits may be required if a water line extension is required. Attach a survey plat or hand-drawn map of the area marking property lines, utility right-of-ways, building site, etc.
 - **Customers are required by the WV Public Service Commission's Rules and Regulations to have a shut-off valve installed on the customer side of the line for the purpose of turning the water on and off vs. turning it on and off in the meter pit.**
 - **Note: Customers are not authorized to be in the water meter pit for any reason, other than to verify their reading; and will be considered tampering (manipulating a meter in any way, including turning it on and off) and can result in legal charges/prosecution, immediate termination of service and additional fees could be applied if any damages occur.**
- * Security Deposits are refundable under the following conditions:
- 1) if the customer is the property owner and has paid their account balance in full and on-time for 12 consecutive months, the security deposit plus interest will be refunded at that time.
 - 2) When an account is closed for any reason, and a final reading has been taken, the security deposit plus interest will be applied to the account and the customer will receive a refund/bill for any remainder.
 - 3) If customer's are renters or leasing property, security deposits will be retained until that customer ends service with Paw Paw Rt. 19 PSD at which time the security deposit plus interest will be applied to the account and customer will receive a refund/bill for any remainder.
16. Billing begins from the date the meter is installed, regardless of usage.



CONTRACT / APPLICATION FOR SERVICE with Paw Paw Rt. 19 Public Service District
(Please Print information using black or blue ink)

Return application & fees (NO CASH, Send Check or Money Order **Payable to Paw Paw Rt 19 PSD**) + any supporting documents required to the PSD's Drop Box situated on driveway behind building, library end of Arnettville Community Center(ACC), located 4120 Fairmont Rd. (Box contents collected daily 2:00pm.) OR by mail to address shown above.

Type of Service Requested: _____ Residential _____ **OR** _____ Commercial _____ Industrial _____ Other (list) _____
(Supply Company Name in Primary Applicant Field Full Name Info below)
Name of Contact Person for this account: _____

Have you had service with Paw Paw Route 19 PSD in the past? _____ (Y/N)

If YES, provide previous acct # or service address: _____

Request Service to begin: _____ / _____ / _____
(Actual begin date is subject to office approval & schedule availability)

Type of Service Required:

- ☐ **Existing Tap** (requires full payment of \$115.00 at time of application (effective 9/6/2023) by check/money order)
- ☐ **New Tap Required** (requires full payment \$465.00 at time of application [\$350.00 tap fee + current security deposit of \$115.00], by check or money order; to be followed by an evaluation of the proposed tap location by utility personnel, before final approval of service can be given) Refundable if tap installation not approved.

Physical location: street address/911 Location:

(Street or P.O. Box): _____

(City, State, Zipcode): _____

If service address is yet unknown, provide a brief description, (distance from a landmark, name or address of nearest neighbor(s) to left/right, etc. or Former Occupant of Property, if known): _____

Primary Applicant is: ☐ Property Owner** ☐ Landlord **OR** ☐ Renter

If Renter, provide Landlord Information as follows:

(a copy of current lease may be required, if requested)

Rental Property Owned By: _____

Landlord's Phone#: _____

Landlord's Mailing Address: _____

****NOTE:** If applicant cannot be verified as the property owner through public records, the PSD will consider the applicant(s) as a 'renter' (see Customer Information Packet - Security Deposit Evaluation), until such time as the applicant provides proof of property ownership to the office.

Property Located in: ☐ Monongalia **OR** ☐ Marion County

Tax District: _____

Current Number of Occupants in Household _____

REQUIRED: Initial this box, to show acceptance as follows: THE APPLICANT(S) ACKNOWLEDGES AND AGREES TO ABIDE BY ALL REGULATIONS GOVERNING THE PUBLIC SERVICE DISTRICT AND ITS' CURRENT POLICIES (as presented in Customer Information Packet and/or posted on P.S.D.'S website) AND TO PAY ALL CHARGES MONTHLY AS SPECIFIED. Billing begins when the date the meter is set, regardless of usage. A copy of the current rate tariff is available on the website or from the billing office upon request, and is also posted at the Arnettville Community Center.

To CANCEL SERVICE: Customer(s)/Applicant(s) **MUST NOTIFY THE DISTRICT IN WRITING** (by completing a Request Stop Service Form) AND WILL BE RESPONSIBLE FOR ANY & ALL CHARGES UNTIL WRITTEN NOTIFICATION IS RECEIVED AND A FINAL READING IS OBTAINED. **BY SIGNING THIS APPLICATION, THE APPLICANT(S) UNDERSTAND AND AGREE TO ACCEPT THE PRESSURE AS IT EXISTS AT THE METERING POINT. ANY FURTHER IMPROVEMENT IN PRESSURE, SHALL BE THE RESPONSIBILITY OF THE APPLICANT(S).**

Customers are required by the Public Service Commission of WV's Rules (Rule 4.1.g.8) to have a gate/shutoff valve installed, on the customer's side of the line, outside the utility's meter pit, for the purpose of turning the water on and off, giving ability to drain water from all vs. turning it on and off in the meter pit. (INSTALLATION OF A CHECK-VALVE IS ALSO RECOMMENDED).

PRIMARY APPLICANT SIGNATURE: _____ X DATE: _____

CO-APPLICANT SIGNATURE: _____ X DATE: _____

THIS APPLICATION SHALL NOT BE BINDING UNTIL INITIALED BY PAW PAW RT. 19, PSD REPRESENTATIVE: (PPSPD Staff Initials) _____ DATE: _____

OFFICE USE ONLY:

Money Collected	ACCOUNT NUMBER: _____ (was acct# _____)	Route #: _____	READ ORDER / Sequence #: _____
Security Deposit (\$115.00): \$ _____	New Tap Installed _____ by _____	Invoice# _____	
New Tap Fee (\$350.00): \$ _____	Meter Serial # _____ (Brand: _____)	BEGINNING READING: _____	Date: _____ / _____ / _____
Reconnect Fee (\$25.00): \$ _____	Meter Type: M (manual) OR *B (radio) *MXU # _____	*Latitude: _____	Longitude: _____
Other (applied to account) \$ _____	Confirmed Applicant's Property Status: <input type="checkbox"/> Owner <input type="checkbox"/> Renter	Marked Attributes as needed <input type="checkbox"/>	Set Security Deposit Refund Evaluation Date <input type="checkbox"/>
Total Received: \$ _____	Updated Emergency Call Route List(s): <input type="checkbox"/>	Update Rate Code from Inactive to ACTIVE <input type="checkbox"/>	Date: _____ / _____ / _____
DATE Payment Received: _____	Check#/MO# _____		
Source: Mail DropBox Met@ACC Transferred from acct# _____			

COMPLETE ALL FOLLOWING SECTIONS:

PRIMARY APPLICANT INFO, must be 18 years of age; (Please print):

Full Name: _____

Driver License #: _____ State Issued: _____

Date of Birth: _____ / _____ / _____

☐ Currently Employed with: _____

Retired: ☐ SSDI: ☐ Work Phone #: _____

Contact Information*, mark 1st choice for contact if supplying two numbers:

House Landline: _____ choice for contact ☐

Cell Phone # _____ choice for contact ☐

(*REQUIRED: The office will use primary applicant phone contact information to communicate known outages, water quality advisory or past due notification or other information concerning this account. Please note that if applicant(s) change phone numbers in the future, they must contact the office and update their records). On occasion, you may receive emails regarding this account. Co-Applicant info will be used, if unable to contact using primary information.

*Email Address: _____

NOTE: The office is only authorized to speak to the person listed in Primary Applicant Name concerning this account, unless there is another name listed as co-applicant. If there is someone else residing in your household (over age of 18) that you would like to give authority to take action concerning this account, they must also complete the Co-Applicant section in full and sign the application.

CO-APPLICANT INFO (must be 18 years of age); (Please print):

Full Name: _____

Driver License #: _____ State Issued: _____

Date of Birth: _____ / _____ / _____

☐ Currently Employed with: _____

Retired: ☐ Work Phone #: _____

Contact Information (if different than primary application info):

Phone # _____ ☐ House Landline ☐ Cell Phone

Email Address: _____

Mailing Address if different than service address (Please print):

(Street or P.O. Box): _____

(City, State, Zipcode): _____