

## Paw Paw Rt. 19 PSD

### Notice of Scheduled Termination of Service and Customer Rights (last updated 5/29/19)

Our records indicate that payment on your account is overdue. If the amount has already been paid, please disregard this notice. If you have not yet made your payment, please do so by the date on the final notice card to prevent interruption to your water service.

We have scheduled your water service at the location shown on the enclosed notice for termination. If payment is not received by the date specified on the enclosed notice, your water service will be terminated. If your service is terminated, you will be subject to additional charges involving reconnect fees and deposit requirements in order to restore service. These charges are listed on our current tariff, which is available for your review upon request or can be viewed online at <http://www.psc.state.wv.us/> under Rate Information/Scanned Tariffs.

#### **YOU HAVE THE RIGHT TO CHALLENGE THE 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 on the enclosed notice 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 your challenge is 4 or 5, we will attempt to negotiate a deferred payment agreement with you.

#### **YOU MUST NOTIFY US BEFORE THE DATE OF TERMINATION IN ORDER TO PROTECT YOUR RIGHTS UNDER THIS RULE:**

You may call our Paw Paw Rt. 19 PSD Customer Service Representative at (304) 278-8029 between 9:00 A.M. and 2:00 P.M., Tuesday, Wednesday or Thursday; email to [PawPawH20@gmail.com](mailto:PawPawH20@gmail.com) OR write to this address:

**Paw Paw Rt. 19 PSD  
P.O. Box 2035  
Westover, WV 26502**

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 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 your decision at this meeting, you will have seven days in which to file a challenge with the Public Service Commission of West Virginia. You will be required to pay the current bill while the challenge is pending. There is no charge associated with filing a challenge and you may do so without the assistance of an attorney. To file a challenge with the PSC, you may call this toll free telephone number 1-800-642-8544 or write to this address:

**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 following agencies to make arrangements prior to the termination date:

<u>Agency Name</u>	<u>Address</u>	<u>Phone Number</u>
Catholic Charities (M-F 9:00am – 4:00pm)	827 Fairmont Road, Suite 203, Westover, WV	292-6597
Christian Help, Inc. (9:00 – 4:00 M-TH & 9:00 – 2:00 F)	219 Walnut Street, Morgantown, WV	296-0221
Salvation Army ( 9:00 – 11:30 M, T, TH & F)	1264 University Avenue, Morgantown, WV	296-3525
WV Dept. of Human Services (8:30 – 5:00, M-F)	114 South High Street, Morgantown, WV	285-3175

If you desire the assistance of a lawyer with regard to the scheduled termination and are unable to pay for legal counsel, contact the following low-income legal assistance organization:

<u>Name</u>	<u>Address</u>	<u>Phone Number</u>
Legal Aid of WV	165 Scott Avenue, Morgantown, WV	1-866-255-4370