



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 on the 1st Wednesday at 6:30pm in the Arnettsville Community Center (ACC) located at 4120 Fairmont Road. The Meeting Schedule for the year is posted at the ACC. 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.

★*All attendees will be required to follow current social distancing regulations and/or 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

At this time, the business and billing operations are handled by an Office Administrator/Billing Clerk, in a private workspace that is currently *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 are encouraged to leave a name and callback number and brief message, as your concerns are important to us, and will be addressed as soon as possible. Customers who prefer to use email can do so by sending messages to PawPawH2O@gmail.com. Messages/emails are monitored once 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.

At times when the office staff is unavailable, PSD information and forms in .PDF format (cancel service, start new service), announcements are available and can be accessed 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.

REPORTING LEAKS / WATER EMERGENCY CONTACT NUMBER

When our office is unavailable, customers needing to report siting a water leak, a loss of pressure, water loss should call (304)983-5632 and leave a message as prompted. Please report an emergency situation/event once per same event. *If your water has been turned off by PSD staff for non-payment, you must speak with office personnel directly to resolve this issue.* Leaving a message on this line, automatically notifies the PSD's field staff, who may contact the customer from the field for further information, and will investigate the situation. *If the office receives any updates from the field staff regarding this situation/event, our office phone message system will reflect the current status.*

AUTOMATIC CALL NOTIFICATIONS

The Utility periodically uses an automatic call notification system for announcements regarding scheduled water outages, emergency notification of outage (if 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.

EMERGENCY SERVICE INTERRUPTIONS / SCHEDULED OUTAGE NOTIFICATIONS

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

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.

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.

FIELD STAFF

Fieldwork is handled by our Chief Operator and/or Utility Workers/Meterman. Currently these tasks are managed by the same person. 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, line/hydrant flushing, leak searches and monthly meter reading, in addition to general maintenance and upkeep of our equipment. Our staff will be identified with our blue water faucet logo displayed in window of the vehicle in use and will also have a photo ID that they will produce on request, in addition to clothing with our logo.

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 refrain from approaching the staff while in field performing previously assigned tasks for your safety, as well as theirs. Contact the office to report your issue.

CUSTOMER ACCOUNT POLICY:

NEW SERVICE:

Persons wishing to establish service with our utility must submit a completed, signed Contract/Application for Service (included as last page of this Customer Information Packet) along with any/all associated fees and/or supporting documents as noted on the Contract/Application. This form can also 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 be paid electronically at this time. If for any reason, service cannot be provided, any fees received will be refunded at the next scheduled board meeting.

The contract/application will be evaluated to determine what type of service is required and will verify property ownership or rental status as supplied on application. If this cannot be verified 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).

Use Existing Tap:

Applicants requesting service at locations with an existing tap, will have workorders issued for meterman to set/turn on a meter. Customers should allow a minimum of 2-4 days prior to expected service. 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. Monthly billing begins when meter is set/unlocked/turned on (if first billing is for a partial month and usage is under the current minimum gallons per current tariff, water charges will be prorated. As noted on the contract/application, monthly billing will continue until the office receives a directive to cancel service in writing. A Stop Service form can be found on our website or obtained from the office (see STOP/DISCONTINUE SERVICE: Permanent or Temporary (Seasonal Use/Traveling)).

Requires New Tap (new construction):

Applicants requesting service that will require a new tap (new house/building construction) should allow a minimum of 2-3 weeks prior to desired date of service. The utility's Chief Operator will make contact 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 and monthly billing begins, regardless of usage (if first billing is for a partial month, water charges will be prorated, if usage is under the minimum gallons per current tariff). As noted on the contract/application, monthly billing will continue until the office receives a directive to cancel service in writing. A Stop Service form can be found on our website or obtained from the office (see STOP/DISCONTINUE SERVICE: Permanent or Temporary (Seasonal Use/Traveling)).

METER PIT ACCESS:

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.

Customer's Shut-off Valve:

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.

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 (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 a reconnection fee per current tariff will be billed to the customer's account. Regular billing will resume on date services are re-instated.

Final Bill

Once final reading has been obtained and meter shutoff, the account will be finalized by calculating charge for final water usage, applying any security deposit on file to the final balance and generating the calculating charge for last water used and generating a billing statement showing refund/balance due will be mailed to address listed on Stop Service form. All final bills must be paid in full. The utility will submit unpaid accounts to the Magistrate's Office for further processing when necessary. Any notification fees, serving fees and court costs incurred will be added to the account balance due.

CHANGES TO ACCOUNT INFORMATION:**Mailing Address / Phone Number / Email Changes:**

Customers must supply the office with a valid phone number where they can be reached live or by voicemail message to receive 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.

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 CURRENT ACCOUNT:**Customer of Record Estate/Removal of Co-Applicant due to Death**

In the event that the Customer of Record (COR) passes away, the executor/administrator of the estate and/or the surviving spouse should complete a *COR Update form* within 30 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, if service is terminated, 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 at the current rate (*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 *COR Name Change form* along with a copy of supporting legal documents showing name change.

Remove Co-Applicant

Removal of a co-applicant from an account for various reasons (roommates moved out, divorce) not involving death of a co-applicant, will require a *COR Add/Remove form*.

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. 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 *COR Add/Remove 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*).

METER READING:

Meter Reading:

All active 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 (due to over or under estimated).

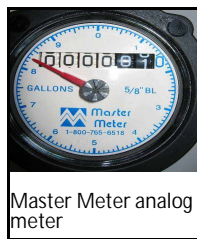
Efforts are made by staff to read the meters on the same day each month, however, weather or other emergency situations, could cause readings to be taken on a different date during the reading period. This, as well as the number of days in a month, could cause a customer's usage to vary somewhat from month to month. Reading dates are listed on the monthly billing statement for reference. Usages are calculated to the nearest 10 gallons.

Reading Routes:

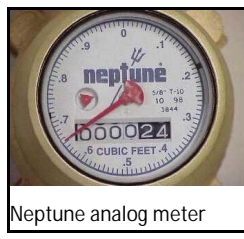
Customers are divided into geographic areas noted as reading routes and may be designated on the billcard/billing statement (see Understanding Your Paw Paw Rt. 19 P.S.D. Billing Statement/Billcard).



Badger analog meter



Master Meter analog meter



Neptune analog meter



Rockwell analog meter



Sensus analog meter

Customers 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) and are read individually each month by visiting the pit. Each meter is identified with a unique serial number (which is also listed on customer's billcard). 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. Customer should make note of all digits visible in reading window, if checking their reading.

Customers located along densely traveled roadways and some side-roads are (reading routes 1, 5, & 7) are equipped with digital meters which are read electronically using a device located inside a vehicle driven along the route, individual pits are not visited for this type of meter. 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). Digital meters have the capability of producing a datalog showing daily/hourly usage over the previous 45 days from time of datalog if needed or requested. Customer should make note of all digits visible in reading window, if checking their reading.



Sensus Iperl digital meter

CUSTOMER CONTACT INFORMATION:

Customer contact information is not routinely shared with outside vendors/agencies with the exception of an our online pay service vendor, 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.

Customers opting to use Payclix payment services by-phone or on-line will incur Payclix transaction fees for each payment transaction, based on type of transaction, amount of payment (see Payclix Online or By-phone).

SECURITY DEPOSIT EVALUATION POLICY:**Current Security Deposit Rate**

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). Payment of a security deposit is required before service will begin and is refundable based on Security Deposit Refund Conditions. If customers accounts are shut-off for non-payment, an additional amount of security deposit may be required to bring to current rate.

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 due to late or partial payment, will continue be re-evaluated for the next 12-month period. (Refer to PSC of WV Water Rule 4.2.a.3).

For customers who are renting or leasing the service location or considered renters, the security deposit will be retained until the account is closed. 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 Stop Service form submitted to office (Refer to PSC of WV Water Rule 4.2.a.4)

BILLING CYCLE - MONTHLY:**Mailed Billing Statements/Billcards**

Monthly billing statements are currently issued in the form of postcards, commonly referred to as billcards (*see Understanding Your Paw Paw Rt. 19 P.S.D. Billing Statement*). Unless a customer has opted to only receive emailed billing information via Payclix, billcards are mailed monthly. Billcards are issued for previous month's water usage using current water rate and shows meter serial number, reading dates, readings, usage and last payment received info. In addition, any adjustments made or late fee penalties applied are listed.

Payment is due upon receipt and must be, *received* before the 21st of each month, whatever payment/delivery method used, in order 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 in an envelope stamped with notation "Bill Enclosed" along with other required information. Payment methods, contact information, current Tariff Rate and other pertinent system information or announcements can be found on the backside of the billcard.

Customers should also note that according to the rules provided by the PSC 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).

PLEASE NOTE: All efforts are made to have billcards prepared and 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 **bill is still considered owed, whether or not the customer physically receives the billcard. 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, or access Payclix to obtain their billing information in order to avoid receiving a late fee charge and /or a past due/disconnection notice.** It is the customer's responsibility to contact the office to obtain current balance owed. In addition, customers experiencing mail delivery issues are encouraged to lodge a complaint to the USPS online or by phone to resolve any mail delivery issues.

If billcards are returned to the office as undeliverable, efforts are made to remail them to the customer, however, billcards are not always returned to the office as 'undeliverable'. Customers receiving a billcard intended for another customer, are encouraged to place it back into their mailbox

with note "not for this address", so postal employees can re-deliver to correct address.

WATER RATES:

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

TARIFF #29: Current Rates (effective July 1, 2024, began with August 1, 2024 billing):

- First 2,000 gallons used per month \$19.70 per 1,000 gallons
- Next 3,000 gallons used per month \$19.13 per 1,000 gallons
- Next 5,000 gallons used per month \$17.60 per 1,000 gallons
- Next 10,000 gallons used per month \$15.31 per 1,000 gallons
- Next 20,000 gallons used per month \$14.42 per 1,000 gallons

Residential customers use a 5/8" meter with a minimum bill for 0-2,000 gallons usage of \$39.40/month. (Minimum \$36.36 + 1.52/1,000g)

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.

| <i>Manual Calculation of Water Bill Using Tariff #29 Rates</i> | | |
|--|--------------------|----------------|
| Residential Customer using 3,250 gallons in a month | | |
| First 2,000g | 1,000g | \$19.70 |
| | 1,000g | \$19.70 |
| Next 3,000 g | | |
| | (\$19.13 x 1.250g) | \$23.91 |
| | | <u>\$63.31</u> |

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/Late Fee: 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. Customers should also note that according to the rules provided by the PSC 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).

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 deadline listed on any other notices sent to the customer). 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).

Payments received with following conditions will be processed and applied to account on date received.

- *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.
- *Date Missing* – office will attempt to stamp with date received.
- *Digits for amount of check differ from written words for amount of check. ****
***The customer will only 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.

Conditions where check is not acceptable as presented and will be returned to customer for reissue or correction. Deadlines are still observed and late fees applicable. No extension of deadlines can be made:

- *Post-Dated check causing it to be ineligible for deposit on date received.*
- *Unsigned check or money-order.*
- *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 no longer be accepted due to multiple NSF's.*

Those payments failing the evaluation process 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.

Payment RECEIVED Defined

Date received IS the date physically received (before 2:00pm E.T.) 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 information to the PSD office.

The PSD does *NOT* go by:

- *the date of the check*
- *the postmark date on the envelope*
- *the date a payment is issued by the customer's banking institution*
- *the date customer's funds were withdrawn from the customer's bank account for bank issued payments.*

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.

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 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 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.

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 all 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 between the hours of 9am to 5pm E.T.

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 re-call 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 before the 21st (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 PSD approved Payment Plan.

Past Due Accounts / Shutoff Notification

The PSC 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.

Payment Plans for Past Due Amounts

Customers experiencing a financial crisis or 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.

Understanding Your Paw Paw Rt. 19 P.S.D. Billcard Layout

| | | | | | |
|---|----|---------|----|----------------------|--|
| A PSD Mail Address | | | | | |
| Office Phone# | | | | | |
| B1 | | B2 | | B3 | |
| SERVICES | | CHARGES | | | |
| Ca (current) | C1 | C2 | C3 | C4 | |
| Cb (Past due) | | | Cc | | K Pay to: |
| Cc (Adjustments) | | | Cd | | Cb CUSTOMER ACCOUNT L |
| Cd (Credit) | | | D | | DUE DATE PAST DUE AFTER THIS DATE M |
| D (Total Due) | | | E1 | | N Acc Balance |
| E (After due Date Penalty) | | | E2 | | O If paid after Due date (M), pay this amount. |
| F Last payment received F1 (date) F2 (amount) | | | | | |
| G Utility Info/Messages | | | | P Customer Name(s) | |
| G1 Emergency Reporting# | | | | Mailing Address | |
| H Service Dates: | | | | City, State, Zipcode | |
| H1 from | | | | | |
| thru H2 | | | | | |
| I Meter Serial# | | | | | |
| J (office use) pg# | | | | | |

Billcard revised July, 2022

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

- A Utility Name/Payable to, Mailing Address, Office Phone #
- B1 - Account Number
- B2 - Date bill generated (payments received on or after this date will not be reflected on this billcard)
- B3 - Service Address for this account
- Ca - Services: Current Charge Water:
 - C1 - Present Meter Reading
 - C2 - Previous Meter Reading
 - C3 - Gallons Used (measured to nearest 10 gallons)
 - C4 - Charges: calculated using current Tariff Rates
- Cb - Past Due: Unpaid balance remaining from previous month (if any)
- Cc - Adjustments to account (if any)
- Cd - Credit: If a customer's account has been overpaid the amount of credit remaining on the account will be shown designated inside brackets. Accounts with a Total Due credit amount, do not require further payment that month.
- D - Total Due: Total balance owed on the account on date bill generated, if payment is received on or before 20th of the current month.
- E - *** After Due Date Penalty
 - E1 - Maximum late fee (10% late fee calculated on Current Charge (C4), only applied if payment is received after 20th of each month.
 - E2 - Total due if paid after due date, including late fee
- F - Last Payment Received F1 - Date payment received F2 - Amount received
- G - Utility Information:
 - G1 Acceptable Payment Methods "listed on back of card"
 - Business/Billing Office Days of Operation/Hours
 - Email address & website
 - Water Emergency Reporting #
 - Next board meeting date
- H - Service Dates:
 - H1 - Meter reading begin date
 - H2 - Meter reading end date
- I - Meter serial #
- J - Office use: billcard printing information (page #)

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

- K - Utility Name (make checks / money orders payable to this)
- L - Customer's account number
- M - Due Date of current billing. Payments must be received by 2:00pm (regardless of payment method used) on or before this date to avoid late fee charge.
- N - Total Balance of account: amount owed this month (if account has been overpaid and has a credit balance, this amount will be designated as follows: (\$\$. \$\$) (CR))
- O - The amount you would owe if paying after due date shown in Item M. Although the preprinted billcard is labeled as 'past due', this amount is *not considered past due, until after due date*. This often confuses customers. Accounts with an amount that at the time of billing, is considered past due, will list "Past Due" in the Services area of the billcard (customer's portion) (see item# Cb).
- P - Customer(s) of Record on account and mailing address as listed on the account.