

Clay Battelle
Public Service District
Customer Estate Policy

Formalized and Adopted June 1, 2022

In accordance with WVPSC Rule 6.1.5.b “Any change in the identity of the contracting customer at a premises will require a new application for water, and the utility may, after reasonable notice, discontinue water service until such new application has been made and accepted, but the former customer shall remain liable for water furnished to said premises until the customer has given notice in writing to the utility to discontinue water service. In the event the customer of record has died or has become incapable of being responsible for water service, that individual’s spouse may become the customer of record without being required to complete a new application for water service or paying a new deposit.” Clay Battelle has formally adopted the following policy that it has been utilizing for several years.

An account can Not stay in the name of a person(s) that has passed away. We are sorry for your loss and understand that it can take awhile to transfer an estate, but it is necessary to have the following policy to prevent revenue losses from unpaid water bills and to have someone our staff can contact if there is issue or emergency with the water service at the location.

The account must be transferred by completing an application for service and paying a security deposit.

If the account is going in the name of the spouse AND the spouse’s name is not currently on the original application, an updated application is requested because CBPSD does not have information required from the spouse. If the account is in good standing (no recent late charges within the last 12 months) no deposit will be required. If the spouse’s name was already on the account, the office staff will automatically make the necessary changes to the account- if staff is aware of the customers passing away. This paragraph applies to legal SPOUSES only.

If the account is going into the name of someone else – permanently or temporarily, a service application, with copy of driver’s license and the current level of security deposit is required to prevent water service interruption. If the account is being transferred to an existing CBPSD utility customer that person now owns the property of the deceased person, and the customer has a good payment history (no late charges in the last 12 months); then no security deposit will be required but a service application is required. However, if the current customer is not going to own the property; a security deposit will still be required.

If the customer is not deceased but is not capable of being responsible for the water account- please contact office staff to discuss options.

Time Lines:

If the estate is going through probate- the transfer of service must be fully complete at least 10 business days prior to the expiration of the timeline for the “notice of administration to creditors, distributees & legatees” that is published. This is regardless of whether the estate is completely settled.

If the estate doesn’t appear to be going through probate- then the transfer of water service must be no later than 60 days of the death- this is regardless of whether the estate is completely settled.

The CBPSD office staff will make every effort to send a letter and service application to the estate; but we are often not notified when a customer passes away. Failure of CBPSD staff to issue a notification of the required water service does NOT waive the requirement to transfer the water service.

If necessary, CBPSD staff will terminate the water service if the water service is not transferred.