

CLAY BATTELLE PUBLIC SERVICE DISTRICT
CUSTOMER INFORMATION SHEET

Welcome

The Clay Battelle Public Service District (CBPSD) goal is to provide you quality water at the lowest possible price. Your prompt payments finance these services. This information guide will help acquaint you with our services. Additional information can be obtained at our website: www.cbpsdwater.com

CBPSD delivers water to about 1630 customers via more than 112 miles of main water lines. CBPSD sells water to Brave, PA. The water is purchased from Morgantown Utility Board. CBPSD puts additional chlorine in the water when levels demand it. This additional “chlorine booster” is sometimes necessary because of the distance the water travels from the MUB treatment plant. All other treatments are performed by MUB (Morgantown Utility Board) at their plant.

CBPSD was formed in 1967 and water service began in 1980. CBPSD is a nonprofit entity, has three board members and four employees. The financial records are audited yearly, the service department performs regular testing on the water and the system is reviewed approximately every three years by the State Health Department. An annual report is filed yearly with the WV State Public Service Commission (WVPSC). Many of CBPSD’s policies are established based on the Rules and Regulations Governing Water Utilities in WV issued by the WVPSC and ALL rates are established by the WVPSC.

CBPSD continued operations rely 100 percent on prompt payments from our customers. We operate on an extremely small margin and therefore rely on our customers to help keep the water rates as low as possible.

HOW YOU CAN HELP:

1. Pay your water bill as soon as you receive it. You have at least a 20-day grace period to pay once bills are mailed and considered due. If a bill is not paid and received in our office by the date shown on the bill by our office closing time; then you will receive a 10 percent late penalty on the balance outstanding. The penalty being applied, or percentage is not negotiable.
2. If your payment isn’t received in full by the date shown, then you will receive a final notice and if payment isn’t received within the notice guidelines- your water will be shut off and not turned on until payment and additional fees are paid. Your service will be turned back on within 24 hours after all the total fees are paid. An administrative or reconnection fee will be added, and, in some cases, the security deposit will be added or increased to the current level and will be included in the required fees.
3. Call our office if you believe CBPSD has a main line leak. We have a lot of miles to cover and don’t travel each road every day, so we really do appreciate when you call in a possible leak for us to investigate.
4. Turn in people possibly using water illegally- such water use not only denies the water system money but also imposes costs on other paying customers. Water theft is a serious offense and can result in significant fines as well as criminal prosecution. Customers caught stealing water will be charged for the water they used through an estimated calculation.
5. Each residence and/or business requires a separate meter. This is not to say you can’t run a water line to your barn and/or garage from your residence BUT if you plan to operate a business from it then it requires a separate meter.

Meter Reading & Meters: Meters are read monthly by a drive-by system. There is a Radio and “smart meter” at every location that sends the information as our truck drives by or nearby. This eliminates the need to physically open the meter lid monthly. Meters are very accurate and can measure water use down to approximately a “shot-glass” of water. Tampering is also detected. The system was expensive as well as replacement parts. Customers are charged for any damages that result to the meter, radio, and other items as result of tampering and accidental damage. Do not mow over the meters; it can cause damage to the radio and/or your lawn mower.

Meter and line accessibility:

The meters are owned by CBPSD, and you are not authorized to open the lid unless you have direct permission by a CBPSD utility employee for each occurrence. Otherwise, the access is considered tampering. You are supposed to have a shut off valve physically outside of the meter pit on your side of the meter (curb stop).

The meter must be accessible to CBPSD at all times (don't park on it/put trash on it/install a fence/etc. Do not put structures of any type over the top or very nearby a water main line (some locations are on private property). You also shouldn't put such items over the top of your private line- it makes finding and repairing leaks difficult and, in some situations,- may cause damage to the structures. If CBPSD needs to access locations to repair leaks, upgrade/make changes to the meter, line, valve, etc. and private property is damaged as result of the proximity to the CPBSD property (such as building a landscaping box at/near the meter)- CBPSD is not responsible for the cost or replacement of the item(s).

Emergency Calls: Please contact the office at 304-292-4003 and follow the automated voice prompts to be connected to the on-call emergency personnel after hours. If the service department comes to your residence and the issue is on the customer's side of the meter (example- frozen pipes)- the customer will be charged a call out fee (this applies to all hours).

Billing: Bills are typically issued by the 25th of the month (sign up for email or text alerts at the website for notifications and/or make a customer profile with Nexbill ((through the payment portal or our website or via the toll-free number for Nexbill for the most advance notifications of new bills. Payments are considered due the moment CBPSD mails the bills. A minimum of 20-day grace period for payment is provided. A 10 percent late charge on the current amount will be added to all water payments not received by the close of CBPSD office (typically 2pm) and a final notice will be issued. Payment can be mailed to CBPSD 186 Buckeye Road, Core WV 26541, paid in person at our office at the above address Monday- Thursday 9am-2pm or Friday 8am-Noon via the drive-by window (all in person payments, new services and other concerns are via the drive thru window). Payments can also be paid with credit, debit or echecks via our website or by calling 1-888-401-3295 (this option is provided by a 3rd party provider and a small processing fee applies). Credit or Debit cards are NOT accepted at our office or by calling our office. Payments can also usually be set up for online banking through the customer's bank. Reminder: with such services- the due dates still are applicable- the banks must mail CBPSD a check and therefore time delays/processing time do exist for the bank and postal service. Your payment still must reach our office by the date listed. Customers are welcome to advance pay their accounts to have "credit" on the account so as not to worry about being late. Please watch the credit balance closely – when the credit runs out- to avoid late charges and/or final notices.

Security Deposits: Property Owner- The deposit you placed with us will be held until you have made 12 consecutive monthly payments without a late charge – at such time the deposit with interest will be applied toward your account. Non-Property Owner- The deposit you placed with us will be held until you move or become the property owner (you must still have 12 consecutive payments). If you are moving- your final bill will be taken from the deposit, and you will either be refunded the balance or billed if the deposit doesn't cover the final bill.

When you move: If you are moving from our service area or changing locations within our service area it is very important you give us at least five days notice to specify the date you want to discontinue service. This must be in writing via the form provided on the website. If you fail to provide written notice, then you will continue to be billed based on time and consumption until such time the meter is removed. If you are changing locations, a new service agreement must be completed.

Account Information: For your protection, we will not discuss the billing records unless the person is listed on the account and can provide verbal verification of it UNLESS you give us written permission otherwise.

Board Meetings: The board meetings are held on the first Wednesday of the month at the CBPSD office on Buckeye Road. You are welcome to attend; you need to contact the office @ 304-292-4003 by the Thursday prior to the scheduled meeting if you wish to be put on the agenda to discuss a specific item. The meeting time will typically be scheduled at Noon, 3pm or 5:30pm. The time will be posted on the bulletin board near the door or call the office for the time scheduled.