

CLAY BATTELLE PUBLIC SERVICE DISTRICT

Notice of Scheduled Termination of Service and Customer Rights

We have scheduled your water service provided for termination

This action has been taken for the following reasons nonpayment of water bill for 30 days. (partial payments do not prevent disconnection)

If your service is terminated, you may be subject to additional charges involving reconnect fees and deposit requirements to restore service.

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 provided on prior bill or final 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 & 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 contact the billing office at (304)292-4003 Monday – Thursday from 9:00 AM – 2:00 PM or Friday from 8:00 AM – 11:45 AM
The mailing address is: 186 Buckeye Road, Core WV 26541
There is 24 hours drop off mail slot. No credit cards or debit cards are accepted.

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 at the business office nearest to your residence 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 OUR 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 your 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.

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To file a challenge with the PSC, you may call the toll-free number at 1-800-642-8544 or write to this address:

Utility Challenge
Public Service Commission of West Virginia
PO Box 812
Charleston, WV 25323

If you need assistance to pay your bill, you should contact the following agencies:
Please ask these agencies to make a payment in the form of a check rather than a voucher.

Christian Help (304)296-0221
219 Walnut Street, Morgantown, WV

Salvation Army (304)296-3525
1224 University Avenue, Morgantown, WV

WV Department of Human Services (304)285-3175
1145 High Street, Morgantown, WV

Catholic Community Services (304)292-6597
235 High Street, Suite #208, Morgantown, WV

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

Legal Aid of WV (304)296-0001
WVU Law Clinic (304)293-7729