

Northern Wayne County Public Service District  
4393 5<sup>th</sup> Street Road  
Huntington, WV 25701  
(Mail) PO Box 775  
Lavalette, WV 25535  
304-523-1070 Phone  
304-523-1072 Fax

### Sewerage System Information

#### Office Hours

The District office will be open to accept new customers, receive complaints, refund security deposits, and accept customer payments between the hours of 8:00 a.m. – 4:00 p.m., Monday thru Friday. We are closed for lunch from 12:00 p.m. to 12:30 p.m.

#### Application for Sewer Service

All customers desiring sewer service must make written application at the office during normal office hours on prescribed form. Any change in the identity of the customer on file or on premises will require a new application for sewer, and the District will, after reasonable notice, discontinue sewer service until the new application has been made and accepted. However, the former customer shall remain liable for sewer service to said premises until he has given notice to the District office to discontinue sewer service.

#### Requesting Disconnect of Sewer Service

When a customer is moving off of the system and is requesting to stop service at that premises under their name. That customer must come into the office, mail or put in the night drop a statement requesting such. We require that the customer addresses the location of disconnection, as of what date, a forwarding address and phone number. Also if there is a security deposit on file it can be applied to the last and final bill if the customer request so. The customer is responsible for all bills up unto the final bill. If a customer wants to pay the bill themselves and not use the security deposit they may do so but be advised that the security deposit will not be refunded until the account is at a zero balance. Until the District office shall have such notice, the customer shall be held responsible for all services rendered.

#### Security Deposits

The District requires an applicant to make a security deposit of ninety-five dollars and sixty-four cents (\$95.64) for customers on city water and one hundred forty-three dollars and forty-six cents (\$143.46) for flat rate customers (well). The security deposit will be kept on file for customers. As an owner of the home and property the security deposit can be refunded upon

12 months consecutive on time payments and as a renter it will be kept on file until the final balance of the account is paid in full or can be applied to the bill for payment. The District will not be bound to supply sewer until these conditions are fulfilled and the District will cut off the services if the security deposit is not given where required.

Calculation of the above twelve (12) months period shall commence from the first regular payment or following the payment of a past due bill or bills. Interest will be paid from the date of the deposit until the refund date.

#### Connection Fee

The District will charge a tap fee of seven hundred fifty dollars (\$750.00) for each new sewer tap made.

#### Billing Information

Bills for sewer service will be rendered near the beginning of each month. Such bills will reflect the usage by the customer through meter readings supplied by the water company serving the premises. The customer will live at the new premises approximately about a month before they receive the first bill. Each bill is due when rendered and on all accounts not paid in full within twenty (20) days of the billing date, a ten percent (10%) penalty will be added to the past due amount. A bill becomes delinquent if not paid in full, within thirty (30) days after becoming due.

#### Sewer Rate Structure

The sewer bill is based off of the amount of gallons of water that a customer uses.

\$15.94 per thousand (1000) gallons of water used

0-3000 gallons is considered a minimum bill

\$47.82 is the charge for the minimum bill

20<sup>th</sup> all bills are due upon receipt but to avoid any penalties it must be paid in full by this date

21<sup>st</sup> is when a 10% penalty will be applied to all unpaid balances

We accept payments by phone, mail, at the office, online banking or in the night drop. Please note that if a payment is put into the night drop box it will be processed on the next business day before any penalty or disconnects will be done. Also, if a customer chooses to do online banking please be aware that the payment is mailed to us in form of a check and is not processed electronically on our computers. We recommend that all customers doing online banking request their payment to be made at least 7-10 days prior to the 20<sup>th</sup>. The payment must be received in the office by the 20<sup>th</sup> before it will be credited to the account.

Providing Adjustments for Water Company Reading Errors

The water companies are required to notify the District when it is determined that a reading error has occurred. Within five (5) working days of notification the District will issue a credit on the customer’s account and advise them in writing the amount of the adjustment made. The District does not recognize any adjustments made by the customer, until such notice is received from the water company.

Complaints and Disputed Bills

The District will make a full and prompt investigation of all complaints made to it by its customer. Such complaints should be filed by the customer at the District office during normal operation hours.

Discontinuance of Water Service for Nonpayment

The District will, upon the giving of at least a ten (10) days written notice or personal contact at least twenty-four (24) hours, prior to the water service termination, discontinue service to any customer for nonpayment of bills where any bill is ten (10) or more days delinquent, for fraud, or for violation of its rules.

Whenever water service is terminated, the District will make a charge for reconnection of service. The fee for discontinuance of water service will be assessed by the District and vary by water companies as listed below:

	Disconnect Fee	Reconnect Fee
Lavalette Public Service District	\$15.00	\$15.00
Kenova Water	\$25.00	\$25.00
WVAM Water	\$20.00	\$20.00

In each case these fees are due and payable to the District prior to reconnection of water service.

### Procedures of Billing

- \* Billing charges are processed at the end of the month.
- \* All customers should receive their bills the first week of the month

Bills Due (latest pay date)                      20<sup>th</sup> of the month  
After the 20<sup>th</sup> of the month always pay the larger amount

21<sup>st</sup> of the month                                      10% penalty to all unpaid balances  
Customer will have ten (10) more days to pay the balance of the penalty letter before the termination process starts.

Within the ten (10) days the customer will receive a two (2) attempted personal phone calls if the District has a phone number on file or they will receive two (2) attempted door hangers to notify the customer of the delinquent bill. If the District makes contact with the customer by phone or in person, consider that the notification of the delinquent bill. If for any reason a customer changes their phone number it is the customer's responsibility to contact the District of such change so that it will be made on the account. Otherwise if the District does not receive notification of such then the number on file will be considered an attempt.

### Emergency Situations

The District maintains a staff on call at all times to handle emergency situation and may be reached by calling 304-523-1070 at any time even after normal operating hours. The customers are to give their name and service address as clearly as possible to the District or answering service, to expedite the response time to the emergency.

Customers are asked to observe the grinder pump serving their premises and if the event the red light is blinking or is on more than five (5) minutes they are to call the number provided above. Please note after hard or long rainy weather the red lights may come on due to the amount of water going through the lines at one time. If the light stays on after the rainy weather has stopped make sure that you contact the number provided above to prevent the pump from burning up.

### New Service Requirement

The District requires the usage of SDR 35 four (4") inch sewer pipe with gasket for all new services. One clean out at house and an additional clean out for each 100 feet of pipe used. If you are a commercial business with a restaurant license you are required to install and maintain a grease trap to prevent unwanted grease from entering the District's sewer system.

### Equipment owned by District

Pursuant to West Virginia code §61-3-29, It is a crime to knowingly and intentionally damage a public utility's property. In addition, the Public Service Commission of West Virginia Sewer Rule No. 4.8.b.2 permits termination of water service to a customer's property "where conditions hazardous to life or property are found to exist on the customer's premises or where the utility's regulating, measuring, or collection equipment or facilities have been tampered with, the water may be shut off without notice in advance." Furthermore, Sewer Rule 4.10.a state that "The utility shall, at all reasonable times, have access to service connections and other property owned by it on a customer's premises for purpose of inspection, maintenance, and operation."

**NOTE: Under no circumstances is anyone other than employees of the Northern Wayne County Public Service District permitted to access equipment owned by Northern Wayne County.**