

PROCEDURES TO REQUEST DISCONNECTION OF WATER AND/OR SEWER SERVICE

PUTNAM PSD WATER & SEWER CUSTOMERS

Request for water and sewer service that is in your name to be discontinued *must be in writing*. The written request must include the following:

1. Request that the service be discontinued.
2. Account number.
3. Property location as it appears on the billing statement.
4. Effective date the service is to be discontinued. (NOTE: This cannot be backdated.)
5. Forwarding mailing address.
6. Telephone number.
7. Signature of the customer of record.

PUTNAM PSD SEWER, ONLY, CUSTOMERS

WATER CUSTOMERS with the CITY OF HURRICANE or WEST VIRGINIA AMERICAN WATER

Requests for discontinuance of water service must be made to the water utility. Please contact the water utility to verify their procedures for requesting service disconnect. The water utility will provide Putnam PSD with the final readings for the sewer billing and the disconnect date. Please provide the following, in writing, to PUTNAM PSD for the final sewer billing:

1. Request for disconnect has been provided to water utility.
2. Account number.
3. Property location as it appears on the billing statement.
4. Forwarding mailing address.
5. Telephone number.
6. Signature of the customer of record.

Until the **written request** is received in our office or another party applies for the water and/or sewer service at the premise, the customer of record will be responsible for all charges accrued. Service can be discontinued only during regular business hours, Monday – Friday, excluding holidays. Customers can provide this information in writing by completing the Disconnect Form that is available on our website and dropping it off at our office, faxing the written request to our office, or emailing a scanned copy of the signed written request to our Customer Service email.

Web address: putnampsd.com

Office Location: 107 S. Poplar Fork Rd, Scott Depot, WV

FAX: 304-757-6558

Email: customerservice@putnampsd.com