

PHONE: 304-757-6551

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MAILING:

PO BOX 860

SCOTT DEPOT, WV 25560

PHYSICAL:

136 CARLS LANE

SCOTT DEPOT, WV 25560

EMAIL:

customerservice@putnampsd.com

Hours: Office 8-4, Lobby 10-4

Revised: 8/4/2021

Putnam Public Service District



CHECKLIST TO APPLY FOR WATER and/or SEWER SERVICE AT AN ALREADY EXISTING SERVICE LOCATION

Application may be made by printing form from our website and submitted via FAX; EMAIL; DROP BOX; or POSTAL MAIL. This application process is for service at an existing service location (not a new service tap). All applications for services require a customer signature on the application.

- ☐ Complete the Application/User's Agreement **one-page** form to apply for Water and/or Sewer services from Putnam PSD and to agree to our terms of service.
- ☐ Complete the USDA Rural Development Data Collection System & Disclosure Statement.
- ☐ Provide a copy of your valid government issued photo ID (driver's license, state ID card, passport, etc.)
- ☐ Pay the required water (\$65.00) and/or sewer (\$88.00) Deposit = \$153.00 for both water and sewer. We accept check, cash, money order, Visa, MasterCard, Discover, American Express credit or debit card.
- ☐ After submitting the paperwork, a Billing Analyst will call you to acquire your Deposit payment.
If you do not hear from an Analyst by the business day before you want the service in your name
 - ☐ CALL the office to verify that all forms/paperwork were received *and*
 - ☐ PAY the required Deposit with a Visa, MasterCard, Discover, American Express debit or credit card

If you will be a water customer with the **City of Hurricane** (City) and sewer customer with the District – you should contact the City to make application for water service and application for the sewer service and payment of the sewer Deposit can be completed at the same time. The City can be reached at 304-562-9906.

If you will be a water customer with **West Virginia American Water** (WVAW) and a sewer customer with the District – first contact WVAW to apply for water service. You must obtain your WVAW account number and premise number before applying for sewer service with the District. Once you have those two separate numbers you may follow the checklist above to apply for sewer service and pay the sewer Deposit with the District. WVAW can be reached at 1-800-685-8660.

For more important information about PPSD, our services, and options available to our customers, please see our **New Customer Packet** located on our web page.

PUTNAM PUBLIC SERVICE DISTRICT

Post Office Box 860 • Scott Depot, WV 25560-0860

Phone: (304) 757-6551 • Fax (304) 757-6558

WEBSITE: www.putnampsd.com

EMAIL: customerservice@putnampsd.com

Revised Form: 5/19/2020

Application for Water and/or Sewer Service

PLEASE PRINT ALL INFORMATION

Office Hours 8-4, Lobby Hours 10-4 Mon-Fri

SERVICE ADDRESS: Street/City: _____ Subdivision: _____

Service Start Date: Date: _____ (NOTE: Service Start Date cannot be back-dated)

APPLICANT/CUSTOMER: Name: _____

Social Security # or if a Business Federal Tax ID#: _____

CO-APPLICANT: Name: _____

Social Security #: _____

MAILING ADDRESS:: Street/City/State/Zip: _____

TELEPHONE: Best Contact #: _____ *If this # changes; it is responsibility of the customer to notify the District of the change.*

Full name of other persons (over 18 years of age) living in the residence: _____

RENT or OWN? ☐ Own ☐ Rent *If renting, please provide the information below:*

PROPERTY/LAND OWNER: Name: _____

Telephone: Home/Work: _____ Cell: _____

TYPE OF SERVICE: ☐ Residential ☐ Commercial ☐ Industrial

If not Residential ~ Nature of Business: _____

☐ Food Service (If food service, grease trap will be inspected every 3 months.)

Have you had service with PPSD before? ☐ No ☐ Yes If yes, list account number(s) or address: _____

Applicant(s) hereby certifies that he/she has made themselves familiar with the provisions of this agreement as set-out in the attached Regulations and understands that this is an application for service. The District has the right to reject the application and return the Tap Fee and/or Deposit if it is not feasible to serve the property in accordance with the West Virginia Public Service Commission Rules and Regulations. It is the customer's responsibility to make a request, in writing, for service disconnect. If the District is not notified, monthly billing will continue & customer will be responsible for any billing charges that accrue. Customer must also provide the District with a correct mailing address for the final bill. By signing this application for water and/or sewer service, applicant(s) acknowledges and agrees to these conditions and that the information provided above is true and accurate to the best of applicant's knowledge. ***This institution is an equal opportunity provider.***

Signature of Applicant: _____ Date: _____

Signature of Co-Applicant: _____ Date: _____

Applicant(s) ~ Attach copy of government issued photo ID

FOR PUTNAM PSD USE ONLY

Received from Applicant(s):

DEPOSIT: TAP FEE:

Water: \$ _____ \$ _____

Sewer: \$ _____ \$ _____

TOTAL RECEIVED: \$ _____

PYMT METHOD: ☐ CASH ☐ CHECK # _____

☐ CREDIT CARD _____

☐ DEPOSIT WAIVED = GOOD HISTORY

App & Pymt Rec'd by: _____

Date: _____

PPSD Account #: _____

Cycle: _____ Book: _____ User Codes: _____

Add'l Svc Records: WA - 1 2 3 4 _____; SW - 1 2 3 4 _____

Temporary # / City of Hurr Acct # / WVAV Acct #:

WVAV Premise #: _____

WVAV Metered Svc: ☐ Yes

DEVELOPMENT DEPARTMENT

TAP Date: _____ Staff: _____

SPECIAL INSTRUCTIONS / COMMENTS: _____

**USDA RURAL DEVELOPMENT
DATA COLLECTION SYSTEM AND
DISCLOSURE STATEMENT**

USDA Rural Development (RD) Staff is responsible for advising federally assisted program recipients of data collection requirements and ensuring an acceptable data collection system is in place for acquiring information required by Civil Rights compliance reviews. Rural Development financed programs are required to maintain ethnic, racial, and gender data for participants/beneficiaries, employees, Board of Directors and applicants to monitor adherence to Title VI and other civil rights laws. The recipient of Federal financial assistance agrees to this requirement by signing the Form RD 400-4 Assurance Agreement.

The Standards for the Classification of Federal Data on Race and Ethnicity can be found in the Federal Register Volume 62, No. 210. The five categories for race and the two categories for ethnicity are listed below.

For Multi-Family Housing projects, refer to HB-2-3560, Chapter 6 (section 6.18), for data collection and disclosure statement requirements on applications and waiting lists.

Business and Community Program recipients are encouraged to collect the required data at the time of service, application, registration, eligibility determination, screening, membership or intake, etc. All application type forms for RD financed programs must include the following disclosure and data collection options below the signature and date block. The disclosure statement, which outlines the parameters for this requirement must precede the data collection options.

“The following information is requested by the Federal Government in order to monitor compliance with Federal Laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race, ethnicity and sex of applicants on the basis of visual observation or surname.”

☐ I do not wish to furnish this information

Ethnicity:

☐ Hispanic or Latino
☐ Not Hispanic or Latino

Race: (Mark all that apply)

☐ White
☐ Black or African American
☐ American Indian or Alaska Native
☐ Asian
☐ Native Hawaiian or Other Pacific Islander

Gender:

☐ Male
☐ Female

Non-Discrimination Statement:

This institution is an equal opportunity provider and employer.

-----**FOR PUTNAM PSD USE ONLY**-----

Revised Form: 5/29/2020

Account No.: _____

Staff: _____

Date Applied for Service: _____

☐ Commercial, Industrial, Public Authority Account – Data Collection Information Does Not Apply.

☐ Data Collection Log / SHRED

☐ Account File Copy / SCAN

U.S. Department of Agriculture Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET CENTER at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary of Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov

USDA is an equal opportunity provider, employer, and lender.

Application for Service & User's Agreement

Updated 2/24/2021

This agreement entered into between Putnam Public Service District, a public body hereinafter called the "District", and the customer hereinafter called the "User".

WHEREAS, the User desires to purchase water and/or sewer service from the District and entered into a User's Agreement with this application for service, as required by the Rules and Regulations of the District. Now therefore, in consideration of the mutual covenants, promises and agreement herein contained, it is hereby understood and agreed to by the parties hereto as follows:

The District shall furnish, subject to the limitations set out in its Rules and Regulations now in force or as hereafter amended, such service as necessary in connection with User's occupancy of the property listed on the application.

The User hereby certifies that he/she has made themselves familiar with the provisions of this agreement as set out below and understands that this is an application for service and the District has the right to reject the application and return the Tap Fee and/or Deposit if it is not feasible to serve the property in accordance with the West Virginia Public Service Commission (WVPSC) Water and Sewer Rules and Regulations.

General Regulations:

1. Failure of a User to pay water and/or sewer charges duly imposed shall result in the automatic imposition of the following penalties:
 - Accounts not paid within twenty (20) days from the billing date will be subject to a penalty of the net amount as established by the WVPSC.
 - Accounts not paid within (32) days from the billing date will result in the termination of water service. After service is terminated, the customer will be required to pay the delinquent amount owed, a security deposit if not already on deposit with the District, and a disconnection and/or reconnection fee (as provided for in the District's water and/or sewer tariff) before water service will be restored.
2. In accordance with WV Code §16-13A-9; if the applicant is a tenant, they shall state the name and address of the owner of the premises to be served.
 - Premise is the land & dwellings setting upon the land. If User owns a mobile home or other dwelling that can be easily removed from the land but does not own the land – the User is considered a tenant.
3. The User agrees to, and does herewith; pay a tap fee of \$300.00 for water and/or \$300.00 for sewer to the District. In the event that the District, for reasons beyond its control, cannot make said connection, the tap fee will be refunded.
4. The District must have access to the meter at all times for the purpose of meter reading, maintenance and operation. This will allow us to better serve the User and should an emergency arise we would be able to access the meter. Failure to provide access or covering the District's meter well, may result in disconnection of the User's water

service. Fire hydrants must be visible and accessible from the street at all times. While doing landscaping projects or yard work, please keep in mind not to plant too close to a fire hydrant or cover-up the meter well with mulch, landscape timbers, rocks, dirt etc. Keep shrubs, bushes, flowers, trees trimmed away from hydrants and meter wells. Also do not park cars on top of a meter well. If the User has pets, make arrangements so the pets are away from the meter location. Do not lock gates restricting access to meters.

Please note the Rules and Regulations of both the WVPSC and the office of the West Virginia State Fire Marshall:

The Public Service Commission Water Rule 4.11

- 4.11.a. The utility shall at all reasonable times have access to meters, service connections and other property owned by it on customer's premises, for the purpose of maintenance and operation. Neglect or refusal on the part of the customers to provide reasonable access to meters, service connections and other property owned by the utility for the above purposes shall be deemed to be sufficient cause for discontinuance of service.

Office of the West Virginia State Fire Marshall

- §87-1-9. No persons shall render any portable or fixed fire extinguishing system or devise any fire warning system inoperative or inaccessible except as may be necessary during emergencies, maintenance, drills or prescribed testing.

5. Customers may appeal to the Consumer Relations Department of the WVPSC by writing to:
- Utility Complaints
Water/Sewer
PO Box 812
Charleston, WV 25323

Or by calling the WVPSC Consumer Relations at:
1-800-642-8544

Security Deposits:

1. The WVPSC mandates the District to collect security deposits from new customers for water and sewer service, as well as additional deposits from delinquent customers as deemed necessary. After a customer, who is not a tenant, has paid bills for services for twelve (12) consecutive months without a penalty, the District shall promptly and automatically credit to the User's account - the deposit plus accrued interest. Interest will be paid at a rate determined by the WVPSC. Past due accounts will result in reevaluation of the security deposit period of an additional twelve (12) months. If the User is a tenant,

the District is not required to return the deposit until the time the tenant discontinues service with the District.

2. All new applicants for service shall deposit the greater of a sum equal to two twelfths of the average annual usage of the applicant's specific customer class or \$65.00 for water and/or \$88.00 for sewer, with the District to secure payment.

Water Regulations:

1. The User shall install and maintain at his own expense a service line which shall begin at the meter or tap on the District's line and extend to the dwelling or place of use. The service line shall connect with the District's distribution system at the nearest place of desired use by the User, provided the District has determined in advance that the system can provide adequate service at that point.
2. The User agrees to comply with and be bound by the Rules and Regulations of the District and the WVPSC now in force, or as hereafter duly legally supplemented, amended or changed.
3. The District shall purchase and install a service connection at each service point and have exclusive right to use such service connection. The User agrees that no other present or future source of water will be connected to any water lines served by the District's water line and the User will disconnect from his present water system prior to connecting to and switching to the District's system and eliminate any present or future cross connections in his system. Failure of the User to comply with this regulation will result in the District discontinuing the User's service in accordance with state law.
4. The District shall have final authority in any question of location of any service line connection to its distribution system; shall determine the adequacy of capacity to serve the Users; and will not allow any connection or extension to be made to the User's service line for the purpose of supplying water service to another user.
5. The User shall be ready for his service line to be connected to the District's water system and commence to use the service from the system within 30 days after service is made available to the User by the District. Water service charges to the User shall commence 30 days after the date service is made available, regardless of whether the User's service line is completed and ready to be connected to the water system.
6. The property to be serviced under this agreement is located in the District's Teays Valley service area and the maximum elevation to which service is provided is 840 feet above sea level unless otherwise agreed to as stated in the application.
7. It is the responsibility of the property owner and/or builder to establish the final grade for the water meter prior to the District's installation. Failure to do so may result in added cost to the property owner or builder and possible denial of water service.
8. A customer's pressure shall be no less than twenty (20) p.s.i. at peak demand on system or thirty (30) p.s.i. static pressure at the terminus of the utility's service line (meter box or curb box) unless the customer has waived this agreement. For all new customers desiring service on and after October 24, 2003, a customer's pressure shall be no greater than one hundred thirty-five (135) p.s.i. unless the customer has waived this requirement.

Sewer Regulations:

1. The User shall install at its own expense a service line which shall begin at the sewer tap (connection) on the District's line and extend to the dwelling or place of use. The service line shall connect with the District's collection system at the nearest place of desired use by the User, provided the District has determined in advance that the system can adequately accept sewer at this point. The User shall construct his service line in accordance with the Rules and Regulations of the WVPSC and Ordinance #1 of the Putnam Public Service District.
2. The District shall have final authority in any question of location of any service line connection to its collection system; and shall determine the adequacy of capacity to serve the User.
3. The User is expressly forbidden to connect additional users to the service line and may not extend or allow extension of the service line without authorization from Putnam Public Service District.
4. The User shall be ready for his service line to be connected to the District's collection system and commence to use the service from the system on the date the service is made available to the User by the District. Sewer service charges to the User shall commence on the date service is made available, regardless of whether the User's line is completed and ready to be connected to the collection system.
5. If the User is a restaurant or other non-residential facility where food is prepared for public consumption, the User shall install and maintain a grease and trash trap in accordance with Ordinance #1 of the Putnam Public Service District and WV Department of Health Interpretive Rule 16-1 Series VII part X.

By signing the application, the User has agreed that they have read and understand all rules and regulations stated above.