

Putnam Public Service District

Post Office Box 860 • Scott Depot, West Virginia 25560-0860

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



Revised: 5/29/2020

PPSD Customer Information

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E-billing is available!!!

New Customers – you can sign-up after you receive your first paper bill. Then go paperless!!

To sign-up for our e-billing program, go to www.putnampsd.com.

Click to pay your bill online and then register your account for e-billing.

NOTE: You DO NOT have to pay your bill online when enrolling for the e-bill option.

Customer Service

Telephone: 304-757-6551

Business Office Fax: 304-757-6558

Customer Service Email: customerservice@putnampsd.com

Web Address: www.putnampsd.com

Mailing Address: PO Box 860, Scott Depot, WV 25560-0860

Business Office Location: 74 Scott Depot Rd, Scott Depot, WV

After-Hours Emergency: 304-757-6509

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HELP PROTECT OUR WATERSHED
REPORT ANY SPILLS
304-757-6509 OR 911



For a Healthy Community Today and Tomorrow

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Application for Service & User's Agreement

Updated 7/29/2016

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 \$73.00 for water and/or \$106.00 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.

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Payment Options

Updated: 5/19/2020

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Putnam Public Service District offers several different payment options.

1. The first payment option is to have the payment automatically withdrawn (Preauthorized Payment) from the customer's checking or savings account of choice. If you would like to set-up the automatic withdrawal, simply fill out the PP form (located on our website) and attach a voided check. Return the form and voided check to our Business Office. Below is a schedule of when your preauthorized payment will be posted to your Putnam PSD water/sewer account.
 - Look at your Putnam PSD account number to determine when your payment will be withdrawn from your banking account. If the account number is a **10 digit number** and starts with:

4 or 6:	withdrawn on the 10 th of each month
1 or 2:	withdrawn on the 15 th of each month
3, 5, 7, or 8:	withdrawn on the 25 th of each month
 - If account number is a **6 digit number**, it will be withdrawn on the 25th of each month.
 - If the above date falls on a Saturday, Sunday or Federal holiday the payment will be withdrawn on the first business day following the above listed date.
2. To pay your bill on-line, any time, with your **Visa , MasterCard, Discover, or American Express** credit/debit card, visit Putnam PSD's web site, www.putnampsd.com.
3. As a third payment option ~ you may call us at the Business Office during normal business hours (Monday-Friday, 8:00 a.m. to 4:00 p.m. E.S.T.) to make your payment over the phone with your **Visa, MasterCard, Discover, or American Express**. At this time, there is no fee associated with either of these credit/debit card payment options. You do need to have your Putnam PSD account number and the last name of the person whose name is on the account.
4. Check or money order payments with the payment stub may be dropped in the payment box located at our Business Office at 74 Scott Depot Road in Scott Depot, West Virginia.
5. You may mail your check or money order payment to our Business Office at PO Box 860, Scott Depot, WV, 25560
6. We accept payments by cash, money order, check, and Visa, MasterCard, Discover, or American Express credit/debit card in our Business Office during normal business hours.
7. **PLEASE NOTE:** Electronic payments using your bank's online bill pay service or other bill pay services take 3-7 business days to post to your Putnam PSD account. The charges are not considered paid until we receive and post payment to your account – not when the bank or bill pay service "time stamps" for delivery of the payment. Penalties will apply if payment is not

received by the latest pay date and if past due payment is not received by the termination date – services are subject to termination. The District does not have any authorized third-party payment locations. Customer must use these services at their own risk.

If you have any questions about our payment options, please call us at 304-757-6551, Monday thru Friday between the hours of 8:00 a.m. – 4:00 p.m., EST.

E-BILLING:

Customers now have the option to request billing statements sent electronically via email. To begin this opportunity, please visit our website and click on the option to pay your bill online. This will take you to the page to register your account and choose to receive your billing statement via email. You do not have to pay the bill online – just register the account for the E-Billing. If you have any questions about the registration process or our payment alternatives, please call us at 304-757-6551 during regular business hours of 8:00 a.m. to 4:00 p.m., Monday through Friday.

IMPORTANT INFORMATION

FROM PUTNAM PSD

UPDATED: 5/19/2020

Putnam Public Service District (District) uses an automated phone call system to notify our water and sewer customers of pending water termination for non-payment of water and/or sewer charges. The District makes two attempts to contact, by telephone, delinquent customers scheduled for termination. These attempts are made on two separate business days, at least 24 hours prior to the termination date. *The District's inability to make contact with a delinquent customer will not prevent termination of water service.* Our customers have until 10:00 a.m., on the date listed on the termination notice to make past due payment or **Promise-To-Pay** arrangements to pay the past due charges. If terminated, the account is subject to disconnect/reconnect fees and security deposit requirements before service will be restored.

If your water service is TERMINATED for non-payment of water and/or sewer charges – the District will not turn-on water service after business hours. Any delinquent charges, disconnect/reconnect fees and security deposit requirements paid after 3:00 p.m. - water service will not be restored until the following business day. Payments made before 3:00 p.m., the water service will be turned-on the same business day. The District's Service Technicians DO NOT knock on the door prior to terminating water service and they DO NOT collect payment at the customer's premise when onsite to terminate water service for non-payment of past due water and/or sewer charges. If you are a sewer customer of the District and a water customer of West Virginia American Water or the City of Hurricane, water will be restored at the water provider's discretion. You may contact the water utility to find out when water service will be restored.

The District may also use the automated phone system to notify customers about scheduled and emergency water outages; areas of main line flushing; boil water notices or other matters as needed.

To help better serve you, it is very important to keep us updated with your current or best telephone contact information. Please contact the District's Business Office at (304) 757-6551.

Business hours are 8:00 a.m. to 4:00 p.m., Monday through Friday.

Please keep us updated as your telephone contact information changes.

**Have your ACCOUNT NUMBER ready when calling the Business Office to
make payment or an account inquiry.**

REMINDER: When completing landscaping projects; **DO NOT** cover METER WELLS, GRINDER PUMPS, MANHOLES, and/or FIRE HYDRANTS with mulch, dirt, rocks, plantings, etc. Be sure to keep grass, trees, bushes, hedges & plants trimmed away from these areas. If you notice stinging insect nests around these locations, please take the necessary steps to remove these nests from the area. Our Field Service crews appreciate your assistance in maintaining the area near the District's property so that we have access to read meters, maintain equipment, and continue to provide quality water and sewer service.

This institution is an equal opportunity provider.

Thank you for your cooperation.

PUTNAM COUNTY UTILITIES DIRECTORY

MISS UTILITY / Call Before You Dig: 1-800-245-4848 or Dial 811

WATER &/or SEWER

Putnam Public Service District	304-757-6551
Town of Buffalo (Sewer Only)	304-937-2041
Town of Eleanor (Sewer Only)	304-586-2319
City of Hurricane	304-562-9906
Nitro Sanitary Board	304-755-3669
West Virginia American Water	1-800-685-8660
Town of Winfield (Sewer Only)	304-586-2122

ELECTRIC

Appalachian Electric Power	1-800-982-4237
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GAS

Mountaineer Gas Company	1-800-834-2070
Union Oil & Gas	304-586-2151

GARBAGE

E&L Refuse	304-586-2829
Waste Management Inc.	1-800-834-5019

TELEPHONE

Frontier Communications	1-877-462-8188
Suddenlink Communications	1-877-778-2486

CABLE TV

Comcast Communications	1-800-266-2278
Suddenlink Communications	1-877-778-2486

This list is prepared by PPSD and may not be a complete list of utilities providing service(s) in the Putnam County area. This list is provided as a courtesy to our customers that are new to the area. We do not guarantee the numbers provided are current or accurate. UPDATED 10/9/2017

PROCEDURE TO REQUEST DISCONNECTION OF WATER AND/OR SEWER SERVICE

Updated: 5/29/2020

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PUTNAM PSD WATER & SEWER CUSTOMERS

Request for water and sewer service to be discontinued in your name, *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/Best Contact Telephone Number.
7. Signature of the customer of record.

Until the **written request** is received in our Business 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 from our website, stopping by the Business Office, or faxing the written request to our Business Office. We recommend calling the Business Office to verify that request has been received and processed. Thank you!

Web Address: putnampsd.com

Email: customerservice@putnampsd.com

Office Location: 74 Scott Depot Rd, Scott Depot

Mailing Address: PO Box 860, Scott Depot, WV 25560

FAX: 304-757-6558

Office Hours: 8:00 a.m. – 4:00 p.m., Monday through Friday

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.

PPSD TAP/NEW SERVICE APPLICANTS

Updated: 8/19/2019

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FYI: Water and/or sewer tap application must be completed and tap fee(s) paid at the District business office approximately

6 - 8 weeks

before water and/or sewer service is required at the premise.

Water Tap: Billing for water service will begin when the water meter is set.

1. The meter will be set when water tap is installed, unless otherwise requested by the customer *at the time of tap application*.

Usage of zero to 2000 gallons will be billed at minimum charge, per PPCSD's water tariff. Usage over 2000 gallons will be billed per current water tariff rate.

Sewer Tap: Charges for sewer service will begin as follows:

1. When premise is connected to water (with meter set) but sewer has not been connected, the account will be billed up to 4500 gallon of sewer based on the water usage.
2. When premise is connected to water (with meter set) and sewer, the sewer charges will be based on actual water consumption.
3. When water meter has not been set at the premise, customer will not be billed for sewer consumption.
4. When premise is connected to a water well, sewer charges will be based on a flat rate usage of 3000 gallons, per PPCSD's sewer tariff.

Usage of zero to 2000 will be billed a minimum charge, per PPCSD's sewer tariff.

Usage over 2000 gallons will be billed per current sewer tariff rate.



Putnam Public Service District
PO Box 860
Scott Depot, WV 25560
304-757-6551

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KEEP WIPES OUT OF PIPES



These are wipes removed from a blockage in a customer's service line.

SOMETIMES WE FORGET THE TOILET IS NOT A TRASH CAN. ALL WIPES AND DISPOSABLE CLEANING PRODUCTS BELONG IN THE TRASH, NOT THE TOILET.

Did you know flushing wipes down the toilet can cause problems in your Sanitary Sewer System? Those "disposable" wipes may be labeled flushable, but they clog the sewer system, contributing to costly cleanups and may result in sewer backups.

We have been experiencing an increase in wastewater pump station and grinder malfunctions in certain areas. Crews are regularly unclogging mounds of rags and wipes from pumps and grinders, at considerable expense, and the potential for environmental consequences could be raw sewage backing up into you or your neighbor's home.

Common Offenders

- Disinfecting and Disposable wipes (any kind)
- Swiffer mop refills
- Toss-in toilet bowl wands
- Shop towels/rags
- Towelettes
- Baby wipes
- Paper towels

The following items should not be introduced into the sewers either directly, or through a kitchen food waste disposal unit:

- Glass
- Egg Shells
- Metal
- Seafood Shells
- Diapers, socks, rags or cloths
- Cigarette butts
- Plastic objects (toys, utensils, etc.)
- Sanitary napkins or tampons
- Condoms
- Fish tank rocks
- Cat litter
- Excessive household cooking grease

In addition, you must never introduce into your sewer:

- Explosives
- Flammable material
- Paint
- Lubricating oil & grease
- Gasoline
- Strong chemicals

If Putnam PSD finds a failure in the Sanitary Sewer System due to customer neglect, the customer could be held responsible for the cost of the repairs to the system.

USER INSTRUCTIONS FOR GRINDER PUMPS and SANITARY SEWER SERVICE

Updated 6/4/2019

GENERAL INFORMATION and USE & CARE OF THE GRINDER PUMP

The basic unit in the system is an Environment One / Grinder Pump. The tank collects all effluent from the house, and the solid materials are then ground to a small size suitable for pumping as a slurry with the effluent water. The following items, although capable of being ground and pumped by the unit, should not be introduced into the sewer either directly, or through a kitchen food waste disposal unit.

- Glass, Metal and Plastic objects (toys, utensils, etc.)
- Sanitary napkins, tampons, Diapers, socks, rags or cloth
- Condoms
- Egg and Seafood Shells
- Fish tank rocks and cat litter
- Cigarette butts
- Cotton swabs and dental floss
- Syringes
- Excessive household cooking grease

In addition, you must never introduce into your sewer:

- Explosives
- Flammable material
- Lubricating oil & greases
- Strong chemicals
- Gasoline
- Paint
-

If Putnam PSD finds a failure in the grinder pump due to customer neglect, the customer could be held responsible for the cost of the repairs to the grinder pump.

POWER FAILURE

If electrical power service is interrupted, water usage must be kept to a minimum. Your Grinder Pump cannot dispose of wastewater without electrical power and usage must be limited to the reserve capacity of the tank.

PUMP FAILURE ALARM LIGHT (HIGH WATER LEVEL)

In the event that a failure should occur, there could be a visual or an audible warning. If the red light comes on and stays lit for half a minute or longer, there is a problem and you should contact:

Putnam Public Service District
M-F 8:00 am – 4:00 pm 304-757-6551
After 4:00 pm call 304-757-6509
This institution is an equal opportunity provider.

Important Notice: ALL wipes (pre-moistened towelettes, etc.) that are often advertised as flushable – ARE NOT flushable and should NEVER be put into the sanitary sewer system. They cause clogs and backups.



www.westvirginiarelay.com

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remember for making
a call to my deaf friends. ☹ ☹

☞ ☞ Being able to communicate
with hearing clients on the phone
has made a huge difference. ☹ ☹

*West Virginia Relay and Sprint Relay
partner to provide this free accessible
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for relay numbers.*





www.westvirginiarelay.com

Dial 7-1-1* or use these toll free numbers

TTY 800-982-8771

Voice 800-982-8772

ASCII 800-982-8771

Voice Carry-Over 877-298-3330

Hearing Carry-Over 800-982-8771

Speech-to-Speech 866-519-0570

TeleBraille 877-298-3349

Spanish-to-Spanish 866-519-0569

Spanish-to-English 877-298-3348

900 (not toll-free) 900-230-7272

* Some office phone systems do not work with 7-1-1.
The above numbers are alternatives customized to callers' needs.

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■ 877-243-2823

For more information

■ www.westvirginiarelay.com/captel

Internet Relay Service

■ www.sprintip.com

West Virginia Relay Customer Service

■ 800-676-3777 or 866-430-1274 (TTY/ASCII/Voice)

■ 800-676-4290 (Español)

■ 877-787-1989 (Speech-disabled only)

For more information, please visit www.westvirginiarelay.com

Food Service Businesses

Updated: 8/19/2019

Putnam Public Service District (PPSD) has a Sewer Ordinance and Section III of the Sewer Ordinance addresses the issue of Grease Traps in restaurants. ***As a Food Service business within PPSD's sewer service area, the Grease Traps at your business will be inspected every three (3) months.*** If you have any questions regarding this inspection or the Sewer Ordinance, please contact our Maintenance and Construction Department at 304-757-6515 between the hours of 7:00 a.m. to 3:00 p.m., Monday thru Friday. Below is a copy of Section III of the PPSD Sewer Ordinance. *This institution is and equal opportunity provider.*

SECTION III

Grease Traps

In accordance with the West Virginia Department of Health interpretive Rule 16-1 Series VII, Part X, the Putnam Public Service District requires grease traps on all restaurants where the quality of grease or fats is likely to be large. Such traps shall be designed and constructed in accordance with the Department of Health regulations (see insert below), and approved by the local Health Department.

In all restaurants or other non-residential facilities where food is prepared for public consumption and where the quality of grease or fats is not likely to be large but grease or fats are or may be used in the preparation of such food, the Putnam Public Service District requires the installation and maintenance of under sink grease and trash traps with a capacity of at least forty (40) pounds.

If a food establishment changes its type of business and the quality of grease and fats becomes large, it will be the responsibility of the operator and /or owner of the property to install an outside grease trap in accordance with the Department of Health rules and regulations.

Also, it shall be the responsibility of the operator of the facility to assure that all grease traps are properly cleaned and maintained and if the operator fails to do so, he/she will be held financially responsible for any cost the District experiences in cleaning said grease from its sewer lines. The District and Health Department will periodically inspect said grease traps and recommend schedules for their cleaning. If any facility operator/owner fails to properly maintain the grease traps, the District will petition the Public Service Commission of West Virginia for the right to discontinue water and sewer service to the subject property.

Board of Health

Interpretive Rule 16-1

Series VII, Part X

Section 1.0 Grease traps

- 1.1 Grease traps shall be provided for all restaurants and similar establishments where the quantity of grease and fats in liquid wastes is likely to be large.
- 1.2 The grease traps shall be located with 30 feet from the fixtures served.
- 1.3 Only those plumbing fixtures into which the grease and fats are to be discharged are to be connected to the grease traps.
- 1.4 The grease trap shall be minimum 150 gallons capacity. Larger grease traps may be required depending upon the loading.
- 1.5 The grease trap shall be in an easily accessible place outside the building served.

Section 5.0 Administrative Due Process

Those persons adversely affected by the enforcement of these interpretive rules desiring a contested case hearing to determine any rights, duties, interests, or privileges shall do so in a manner proscribed in the West Virginia Procedural Rules, Board of Health, Chapter 16-1, Series 1, 1981, Rules of Procedure of Contested Case Hearing and Declaratory Rulings. The aforementioned procedural rules are incorporated herein by reference.

Section 6. Severability

If any provisions of these rules or the applications thereof to any person or circumstances shall be held invalid, such invalidity shall not affect the provisions or the applications of these rules which can be given effect without the invalid provisions or application, and to this end the provisions of these rules are declared to be severable.

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*Rights &
Responsibilities
of a Residential
Water and/or Sewer
Utility Customer*



PUTNAM PUBLIC SERVICE DISTRICT

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WHAT IS ON YOUR BILLING STATEMENT?

All water utility bills must include:

1. Current meter reading and date.
2. Previous meter reading and date.
3. Number of gallons consumed.
4. Estimated bills shall be distinctly marked as such.
5. Bills are due upon receipt. The statement should list the latest pay date and the delinquent date.
6. Clear itemization of the amounts of the bill for the current billing period, any unpaid balance and the late penalty fees.
7. Clear itemization of other utility charges and credits.
8. A statement that: Rates are available upon request.
9. If the rate schedule is not included with the bill, the utility must provide a copy of the rate schedule to customer upon request and whenever a rate becomes effective.
10. A statement that: This utility is regulated by the Public Service Commission of West Virginia.

Definitions

Bill due date - The date when the utility mails the bill. (Bills are due upon receipt.)

Latest pay date – The last day, which shall be no sooner than the 20th day following the bill due date, that the bill may be paid without incurring a late payment penalty.

Delinquent bill – Any bill issued by PPSD that has not been paid within 20 days of the bill due date.

Statement Reminders:

The due date and the latest pay date pertains to the current charges **ONLY**. Any delinquent/past due balance should be paid immediately to prevent termination of service.

A utility is not responsible for delivery of mail by the U.S. Postal Service. The customer is responsible to know that they are using the service and if they have not received a bill, to call the utility to inquire about balance and due date.

CUSTOMER INFORMATION

Explanation of Meter Readings - The utility will inform customers by explanation at the utility office the method of reading meters.

Explanation of Rates – The utility shall explain to the customer the utility's rates applicable to the type of service furnished to the customer and all other classes of customers.

Posting of Rates & Policy, Law, Rules and Collection Agents – The utility shall maintain in its office for inspection by the public, the following:

1. Approved tariff rates
2. Rules & Policies of utility
3. A copy of the PSC Law of West Virginia
4. A copy of the PSC Water & Sewer Rules and Regulations

PPSD does not have any authorized payment locations/agents other than the business office.

Disconnect Service

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 is responsible for any billing charges that accrue.

Deposit Requirements

A deposit is required when applying for new service. A deposit may also be required if a deposit is not on file – to restore water service after such service has been terminated for non-payment.

Late Payment Penalty

A utility can add a late payment penalty if your payment has not been received at the utility by the latest pay date printed on your bill. On all current usage billings not paid by the latest pay date, 10% will be added to the net current amount unpaid. This delayed payment penalty is not interest and is to be collected only once for each bill where it is appropriate.

Deferred Payment Agreement

A customer shall be given the opportunity to enter into a Deferred Payment Agreement (DPA) – provided that the customer has demonstrated an ability to pay but only in installments. The details of the DPA are to be negotiated between the utility and the customer. Several factors are considered, including but not limited to: amount of delinquency; ability of the customer to pay; payment history; time the delinquency has been outstanding; reasons why the delinquency has been outstanding; and any other relevant factors. Once a DPA has been established, the customer **must** pay the current bill on time and in full and make timely payment in accordance with the DPA.

Service Terminations

A utility must mail a written notice of termination before your service can be disconnected. This notice must include:

1. Date when service can be terminated.
2. Reason for the termination.
3. Right to challenge the termination.
4. Instructions for contacting the utility personnel by telephone and mail, including business hours.
5. Instructions for contacting the PSC, if you are not satisfied with the challenge to the utility.

The notice must be mailed to your mailing address at least 10 days prior to termination date. If service is not terminated within 30 days, the utility must make a written termination notice again.

A utility may terminate utility service without notice where a dangerous condition exists for as long as it exists or where there has been tampering with the utility's equipment or facilities.

Your service **cannot** be terminated:

For non-payment of charges for services not related to water, sewer and/or storm water services, if applicable.

Your service **can** be terminated if:

1. You fail to pay your bill, including delinquent bills from previous address.
2. You fail to pay your DPA on time.
3. You fail to pay required deposits.
4. You tamper with the meter.
5. There is a safety hazard.
6. You refuse/fail to allow utility to obtain a meter reading.
7. Violation of Rules.

Putnam Public Service District

Business Office Hours: 8:00 a.m. to 4:00 p.m.,

Monday thru Friday.

304-757-6551

FAX: 304-757-6558

Email: customerservice@putnampsd.com

www.putnampsd.com

MAILING ADDRESS: PO BOX 860, Scott Depot, WV 25560

PHYSICAL ADDRESS: 74 Scott Depot Rd, Scott Depot, WV

After Hours Water/Sewer Emergency

304-757-6509

Have a Dispute?

First, contact your utility to try and resolve the problem. If the utility cannot resolve your problem, you may contact the

Utility Complaints at the West Virginia Public Service Commission (PSC). While a Consumer Affairs Technician reviews your dispute, your service should not be terminated. However, you must still promptly pay any charges not in dispute. The Consumer Affairs Technician will contact you & the utility to discuss the resolution in an informal manner. Most of the requests for assistance are resolved in an informal manner. However, if these efforts are not satisfactory, staff can provide you with information on how to obtain further review of your PSC complaint.

WEST VIRGINIA PUBLIC SERVICE COMMISSION

Utility Complaints - Water & Wastewater Division

Consumer Affairs Technicians

201 Brooks Street

PO Box 812

Charleston, WV 25323-0812

1-800-642-8544

Fax: 304-340-3759

www.psc.state.wv.us