

PROCEDURE TO REQUEST DISCONNECTION OF WATER AND/OR SEWER SERVICE

Updated: 7/2/2019

This institution is an equal opportunity provider.

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.
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 from our website, stopping by the office, or faxing the written request to our office. We recommend calling the office to verify that request has been received and processed. Thank you!

Web Address: 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