

User Agreement

Updated 7/26/2023

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 \$350.00 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.