

Tyler County PSD Termination Notice

Notice of Scheduled Termination of Service

Date:

Customer:

Account#

We have scheduled your water service at **(enter address)** for **termination** on or after **(enter date)** if the past due amount of **(enter amount)** is not received by **2:00 pm** on **(enter date)**.

There is an outside box located at our side gate to drop off payments after hours. Also, if your contact information has changed please provide those changes to our billing office.

If your service is terminated you may be subject to additional charges such as reconnect fees (**\$25.00**), and deposit requirements in order to restore service. Once payment is received reconnection will be made within 24 hours.

You have the right to challenge the termination if you believe any the following conditions apply to you;

1. Any portion of the bill is in dispute.
2. You are being charged for service not received.
3. The information stated above is incorrect.
4. You are unable to pay the bill and termination of service would be dangerous to the safety and health of a member of your family.
5. You are able to pay only in installments.

If the reason for your challenge is 1, 2 or 3 you will have to pay any amount not in dispute. If the reason is 4 or 5 we will negotiate a payment plan. In addition notify us if your are 65 years of age or older. Also please notify us if you are physically, mentally, or emotionally incapacitated.

You must notify us before the termination date in order to protect your rights.

Contact Information
Tyler County PSD
P O Box 138
Friendly, WV 26146
304-652-1401 or 304-652-2191
Sandy Marsh or Tina Lancaster
8:30 am to 3:30 pm-Mon thru Fri.

After we are notified of your challenge, we will schedule a meeting at the business office to resolve your problem. If you prefer we can negotiate over the telephone. If you are not satisfied with our decision you have seven days to file an appeal with the Public Service Commission of West Virginia. However, you will be required to pay your current bill while the appeal is pending. There are no charges associated with the appeal.

Utility Appeal
Public Service Commission of West Virginia
P O Box 812
Charleston, WV 25323