

## **DODDRIDGE COUNTY PSD**

**99 Court Street, Suite 130, West Union, WV 26456**

**304-873-8899**

### General Information

Doddridge County PSD Board meets at 1:00pm on the 3<sup>rd</sup> Thursday of each month at the utility office location. Members of the public are welcome to attend. Current board members are listed at [www.doddridgecountypsd.com](http://www.doddridgecountypsd.com)

### Customer Billing and Service Termination

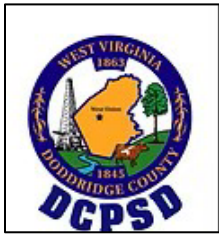
Doddridge County PSD board requires water meters are read between the 20<sup>th</sup> and 25<sup>th</sup> of each month. If the temperature remains below 20°F during scheduled meter reading, water usage will be estimated for the month. Water bills will be mailed out before the last business day of each month. Customer bills are due on the 20<sup>th</sup> of each month.

If bill payments are not received by the due date the customer account will be considered delinquent resulting in a 10% late fee. Customers will be sent a past-due notice the following business day, allowing 5 business days to pay any past due balance. If the balance is not paid by the 6<sup>th</sup> business day, customers will be given a final 24-hour shut-off notice, resulting in the water service being terminated on the 7<sup>th</sup> business day. Once service is terminated the delinquent bill plus a \$20 reconnection fee must be paid before service is resumed. Water service will be resumed within 24 hours of receiving customer payment.

Customers are permitted to pre-pay their water service billing account in an amount not exceeding \$350, unless permission is granted by the Doddridge County PSD board, as reflected in meeting minutes, and customer account is noted.

### Leak Adjustments

A leak adjustment may be requested if the customers water bill reflects unusual usage which can be attributed to qualified leakage on the customer's side of the point of service reflecting an increase of 200% the average monthly usage. For a customer to qualify for a leak adjustment, a non-preventable leak must have occurred leaking commodes, dripping faucets, malfunctioning appliances, leaking garden hoses and similar situations do not generally constitute as a leak and will not allow the customer to receive a leak adjustment. Doddridge County PSD reserves the right to refuse a requested adjustment if the utility records reveal frequent prior requests for leak adjustment at the same service address. Doddridge County PSD must be notified by the Customer as soon as possible that a leak has occurred and that an adjustment is desired. A written request for adjustment (form is provided), including documentation, must be received by the Utility within 60 calendar days following the discovery and correction of the leak. Failure to do so will forfeit the Customer's right to a leak adjustment.



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All requests for leak adjustments will be considered at the next regularly scheduled board meeting. Should a leak be deemed eligible for adjustment, the Customer's bill will be adjusted based on the current tariff pricing. The customer is required to make the payments on time. Submitting a leak adjustment request does not waive late fees or protect you from termination if you fail to pay your water bill. The Customer is required to make the payments on time. Submitting a leak adjustment request does not waive late fees or protect you from termination if you fail to pay your water bill.

Customers have the right to dispute a leak adjustment. The dispute may be taken to the Public Service Commission in the form of an informal or formal complaint. In the event that the Customer disagrees with the decision of Doddridge County PSD concerning a leak adjustment. The Public Service Commission of West Virginia may be contacted at 1-800-344-5113 to file an informal or formal complaint with the Commission, in accordance with Water Rule 4.5.a.

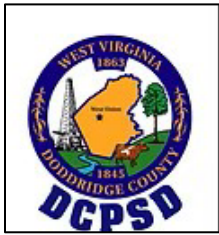
### Deferred Payment Plans

Customers unable to pay entire monthly amount due, who may need a deferred payment plan may contact Doddridge PSD at (304) 873-8899. All requests for reasonable accommodation will be considered at the next regularly scheduled board meeting. An approved payment plan will allow customers to spread out their debt over a period with a minimum payment due monthly. If the minimum agreed upon payment is not met, service will be terminated. While on a deferred payment plan, customers are still responsible for paying their current monthly bill.

### Hydrant Flushing and Inspections

Fire hydrant flushing and inspection is essential to ensure the reliability and quality of the Doddridge County PSD water system. Inspections are completed annually, and all hydrant maintenance records are maintained at the PSD office. Hydrant fire flow testing and marking is completed at least every five years.

Hydrant flushing is completed periodically to ensure that the entire water system has total chlorine levels at or above the minimum disinfection level of 0.2 mg/L. During the flushing process, fire hydrants are opened to allow water to flow at a high velocity through the pipes, to help clean out any buildup of mineral deposits and sediment inside the main lines. Flushing also ensures that the hydrants are operational and can provide the necessary water flow in the event of an emergency.



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During hydrant flushing, utility customers may notice a temporary drop in water pressure, or discoloration of water inside the home. Both are normal and will resolve once hydrant flushing is complete. To help with discoloration after hydrant flushing, utility customers are advised to run cold water faucets until normal water has resumed, usually no more than a few minutes.

Unauthorized use of fire hydrants can be dangerous, cause damage to utility infrastructure, and risk water quality. **Only fire department personnel and Doddridge County PSD personnel are authorized to operate fire hydrants.**

### Valve Exercising

Doddridge County PSD has a Valve Exercising Program, and all records are maintained at the utility office. These records detail valve locations on maps and any valve maintenance information. Valves are exercised routinely, no less than annually, to prevent a buildup of rust in the pipes because of corrosion or other mineral deposits to ensure the proper operation of system valves. The functionality of system infrastructure allows utility personnel to quickly isolate main water lines in the event of an emergency, translating to less water loss and the least possible water service disruption time to utility customers.