

RECONNECTION OF WATER SERVICE POLICY

Authorization:

Rule 6.8.2 and 6.8.3 of the Rules and Regulations for the Government of Water Utilities of the Public Service Commission of West Virginia effective September 13, 2022.

Once a disconnected customer has paid his delinquency in full or the utility has agreed to enter into a deferred payment agreement with the customer, and all disconnect and/or reconnect fees have been paid, the Clay Roane PSD shall reconnect the customer's water service as soon as possible but no later than twenty-four (24) hours from the time the customer pays all disconnect and reconnect fees.

Whenever the supply of water is turned off for violation of rules, non-payment of bills, or fraudulent use of water, Clay Roane PSD may make a charge of \$20.00 as set forth in its tariff for re-establishment of service.

If service is discontinued at the request of the customer, Clay Roane PSD may refuse service to such customer, at the same premises, if requested within eight (8) months of the date service was discontinued, unless the customer shall first pay the reconnection charge of \$20.00 set forth in the utility's tariff.

For customers who maintain a vacation home or camp on our system, you may request your account be placed on a hold status while you are not living here full time. Customer must contact Clay Roane PSD with a projected hold date and an estimated return date. Clay Roane PSD shall retrieve a final reading and lock out service at the meter. Prior to return, the customer must contact Clay Roane PSD with the actual date of return so that service can be reinstated. You will be charged a \$20.00 reconnection fee as set forth in the utility's tariff.

Clay Roane PSD shall not refuse, deny, or discontinue service to an applicant or present customer due to a delinquency in payment for service by a previous occupant of the premises to be served unless such applicant or present customer and such previous occupant are members of the same household and were members of the same household at the time the delinquent bill was incurred.