

FRANKFORT PUBLIC SERVICE DISTRICT
PO BOX 80
WILEY FORD, WV 26767

FPSD Utility Policies and Procedures

NEW ACCOUNT SET-UP

1. All new accounts must be set up in person at the Frankfort Public Service District (FPSD) Office prior to the date of move in order to establish a clear start of service date.
2. The applicant must provide the FPSD Utility Office with the Utility Account form, properly completed, as well as a copy of their driver licenses, as well as any other required documentation. There is a \$50 security deposit for water and a \$50 security deposit for sewer. If the property is a rental property the tenant must provide a renters agreement to the FPSD Utility Office.
3. Utility services at any property shall be placed in the name of the occupant unless the property is a rental unit and the property owner elects to have the utility services placed in their name.
4. Owners of rental properties shall have the option of the account being placed in their name or the name of the tenant. If the account is put into the owner's name, the bill will be sent to the owner. If the bill is placed in the tenant's name, the bill will be sent to the tenant.
5. No utility service shall be initiated at any property until such time as proper paperwork and documentation has been provided to the FPSD Office.
6. If services are disconnected at a previous location, any outstanding balance associated with that property must be brought current before new services are rendered.
7. It is the responsibility of the applicant to bring any past due balances current before utilities will be placed in their name. If past due balances exist in the name of a person who is a homeowner or renter, a deferred payment agreement will be offered.

PAYMENT OPTIONS AND FEES

The Frankfort PSD Office accepts a number of different forms of payment. We accept cash, checks, money orders and on line payment through our website (frankfortpsd.myruralwater.com). FPSD also accepts coins, however, when paying by coins in excess of \$5.00 (Five Dollars US Currency) all coins **MUST** be wrapped and account number must be on wrapper. No loose coins will be accepted that is not wrapped!

DELINQUENCY PROCEDURES

1. For the purposes of determining delinquency, if the utility bill is not paid in full upon the due date (28th of each month), the customer's account shall be classified as delinquent. Once they are classified as delinquent, they assessed a 10% penalty. There will be no extensions granted.
2. Once the bill becomes delinquent, on the 29th of each month, the customers are notified by letter of the past due balance.

3. If the past due balance on the account is not paid by the date indicated on the letter and after the passing of 10 days (from 29th each month) the FPSD may enter the premises where such utility service is being provided, between 8:00am and 3:30pm and disconnect any and all meters. If utility services are disconnected any address, service shall not be reinstated for any utility until the full balance of the account attach to said address has been paid in full. When a meter is turned off the meter must be locked until bill is paid in full along with a \$25 reconnection fee.

UTILITY DISPUTES

1. Inquiries or complaints regarding a specific utility bill must be made prior to the due date. Complaints may be filed via mail, phone or in person. Any pertinent documentation should be presented at that time. Bills in dispute are still subject to penalty and/or disconnection for non-payment.
2. Minor complaints will be handled with the FPSD Office. More complex issues will be referred to Public Service Commission (PSC) at 1-800-344-5113.

ACCESS TO METERS

A number of meters within the FPSD are located inside buildings and not accessible by the FPSD. Customers shall allow FPSD staff access to all FPSD equipment, including meters. This policy is in place in order to ensure that the equipment is functioning properly and collecting accurate readings. If the meter reader is unable to gain access at the time your reading is due, a courtesy call will be given to the customer by the office staff. The customer will have 24 hours to give the FPSD access to the meter and if not, the FPSD has the right to have vehicle, etc. towed at owner's expense. However, the FPSD can and will notify law enforcement of any meters that are tampered with.

DISCONNECTION OF UTILITIES

The FPSD disconnects utilities on accounts 30 days past due. The Utility Clerks shall check all payment drop boxes and online payments the morning that disconnections are to occur. Anyone who has not paid shall be placed on the disconnection list to be disconnected that morning and a \$25 fee assessed to their account.

RECONNECTION OF SERVICE

Should utilities be disconnected at a property for any reason, a \$25 reconnection fee will be required prior to restoring service. Once the reconnection fee is paid, service will be restored within 24 hours. If payment is received outside of regular business hours, service will be restored the following business day.

BAD CHECKS/NSF CHECKS

Once FPSD is notified from the bank of a returned check for a utility payment, a utility Clerk will reverse the payment in the billing system. The customer will then be notified by letter of the returned check. There is a \$15 fee for any returned check. Once the customer is notified customer has 5 days to come into the Utility office and pay with cash. Going forward cash only payments may applied.

CHANGE OF MAILING ADDRESS

If a customer changes their mailing address, it is the responsibility of the customer to notify FPSD via phone or in writing as soon as possible. Failure to receive a FPSD utility bill DOES NOT excuse payment and/or penalty.

DISCONTINUATION OF UTILITY SERVICE

If a customer will be moving from their current address, they will be required to notify FPSD with 24 hours of the move to have work order placed for a final meter reading by the FPSD. Once the work order is place, FPSD will read any meters associated with the address during the normal FPSD business hours (7:00am-3:30pm Monday through Friday) within 24 hours of the request. This final read will be used to calculate the customer's final bill. A forwarding address will be required in order for the final bill to be sent to the correct address.