

## City of Philippi

### NOTICE OF SCHEDULED TERMINATION OF SERVICE AND CUSTOMER RIGHTS

We have scheduled your **water, sewer, garbage and electric** service provided across the Alderson Broaddus University campus for termination on or after **10AM** on **July 31, 2023**.

This action has been taken for the following reason(s):

The University has an outstanding balance of **\$775,598.70**.

If your service is terminated you may be subject to additional charges involving reconnect fees and deposit requirements in order to restore service.

YOU HAVE THE RIGHT TO CHALLENGE THE TERMINATION IF YOU BELIEVE ANY OF 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 above is incorrect.
4. You wish to negotiate a deferred payment agreement to pay a delinquency in installments (provided you are a residential customer).
5. Termination of service would be dangerous to the health or safety of a member of your household.

If the reason for your challenge is 1, 2, or 3 above, you will have to pay any amount not in dispute. If the reason for your challenge is 4 or 5, we will enter into a deferred payment agreement with you. You must pay your current utility bill while we work out a payment agreement for your delinquency. The standard deferred payment agreement requires you to pay a total of the amount of your delinquency and a service fee equal to 2% of your delinquency. You must pay the total (delinquency + service fee) over twelve months in equal monthly payments. You may request a shorter payment period. If your financial circumstances justify a longer payment period, we may not agree to a longer period depending on the amount of your delinquency, your financial circumstances, your payment history, and the amount of time you have been delinquent. If your service is terminated for non-payment, you will not have the option of entering into a twelve-month standard deferred payment agreement; you will be required to pay, up front, at least one-half of your outstanding balance and a customer deposit with the remaining balance to be paid over a maximum of six months. In addition, there will be a reconnection fee that may be paid up front or included in the amount to be paid over six months.

YOU MUST NOTIFY US BEFORE THE DATE OF TERMINATION IN ORDER TO PROTECT YOUR RIGHTS UNDER THIS RULE:

Once you have notified us of your challenge, we will schedule an in-person meeting between you and designated utility employee. You may choose that the meeting take place at the utility business office nearest to your residence or place of work, or by telephone conference. After the meeting, we will provide you with written notice of our decision, and we will not proceed with termination during the seven days after we issue the decision. If you disagree with our decision, you may, within the seven day period, elect a standard deferred payment plan, request assistance from the Public Service Commission, or file a formal complaint with the Commission.

To request assistance from or file a formal complaint with the PSC, visit the website [www.psc.wv.us](http://www.psc.wv.us) or call toll free 1-800-642-8544 or write to this address:

Public Service Commission of West Virginia  
c/o Customer Assistance  
201 Brooks St.  
PO Box 812  
Charleston, WV 25323

Inform us if a near relative or responsible third party should receive notices regarding termination of your utility service or about any other material action on your account. After you provide us with contact information for a near relative or third-party, we will provide all relevant notices to you and to that person or persons.