

**Canaan Valley Public Service District
(Receiver for Timberline Four Seasons Utilities, Inc.)
P.O. Box 487
Davis, WV 26260
(P) 304-866-2366 (F) 304-866-3453
cvpsd.receiverfort4su@gmail.com**



Updated 7/1/23.

Statement of Operating Policies

I Meter Reading | Billing | Payments

Utility Company Meters shall be ready in the first week of the month. Bill will be in mail on the 10th day of the month Payments are due within 20 Days of the 10th.

II High meter reading due to verifiable customer leaks.

The number of gallons used because of a leak may be averaged in with reading for the previous twelve months or available months.

Credit may be given for a verified leak.

III Customer Disconnects and Reconnects.

Customer disconnects and reconnections are done during normal business hours. A 24-hour advance notice must be given for disconnects and reconnects. There is a **\$20.00** reconnection fee.

IV New Service

Requests for new service shall be submitted in writing to the above address. A new Service shall be installed within one month of the receipt of the request. There is a **\$100.00** pre-construction fee, and a **\$300.00** tap fee will be charged to customers applying for service of certificate proceeding before the Commission for each new tap to the system.

V Customer Complaints

A record of all customer complaints shall be kept in the business office. Customers shall receive a response to their complaint within 48 hours during normal business hours.

VI Hours of Operation

Business Office Hours: 7:00am to 3:00pm Monday through Friday.

Utilities Staff Operators: 6:30am to 2:30am Monday through Friday.

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COMMISSION APPROVED TARIFF AND RATES

APPLICABILITY

*Applicable for entire territory served.

AVAILAILITY

*Available for general residential, commercial, condo, townhouse, industrial and resale service.

SEWER SERVICE

No Minimum sewer bill will be rendered for less than \$14.16 a month which is equivalent of 4,000 gallons of sewer a month. There is a 85.79 EDU charge applied to all sewer customers, **see EDU for details, Commission approved an emergency interim EDU rate increase of 15.82% over the rate effective 7/1/23.

*First 4,000 gallons: \$3.54 per 1,000 gallons

*Next 6,000 gallons: \$2.99 per 1,000 gallons

*Over 10,000 gallons: \$2.31 per 1,000 gallons

WATER SERVICE

No Minimum water usage bill will be rendered for less than for less than **\$79.28** per month which is the equivalent of 4,000 gallons of water. This minimum may vary based on the size of the meter installed. ** See below. 7/1/23

*First 4,000 gallons: \$19.82 Per 1,000 gallons

*Next 6,000 gallons: \$15.26 per 1,000 gallons

*Over 10,000 gallons: \$11.41 per 1,000 gal

WATER RATES

***5/8 in. Meter-----\$79.28/Month**

***3/4 in. Meter-----\$118.92/Month**

***1 in. Meter-----\$198.20/Month**

***1 ½ in Meter-----\$396.40/Month**

***2 in. Meter-----\$634.24/Month**

***3 in. Meter-----\$1,268.48/Month**

***4 in. Meter-----\$1,982.00/Month**

***6 in Meter-----\$3,964.00/Month**

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COMMISSION APPROVED TARIFF AND RATES

EDU CHARGE

Effective as of 08/01/2023 the Canaan Valley Public Service District (CVPSD) charges a minimum rate of \$85.79 per Equivalent Dwelling Unit (EDU) for the sewer treatment plant. Rates may vary based on size of meter per EDU.

DELAYED/LATE PAYMENT PENALTY

The above schedule is net. On all accounts not paid when due, ten Percent (10%) will be added to the net current water usage amount unpaid. This delayed/late payment penalty is not interest and will be collected only once for each billing cycle where it is appropriate.

TAP FEE

The following charges are to be made whenever the utility installs a new tap to serve an applicant.

A tap fee of **\$100.00** will be charged to customers applying for service before construction is completed adjacent to the customer's premises in connection with a certificate proceeding before the Commission. These pre-constructions tap fee will be invalid after the completion of construction adjacent to the applicant's premises that is associated with a certificate proceeding.

A tap fee of **\$300.00** will be charged to customers applying for service outside of a certificate proceeding before the Commission for each new tap to the system.

RECONNECTION FEE

There will be a **\$20.00** reconnection fee charged whenever the supply of water is turned off due to violations of rules, non-payment of bills, or fraudulent use of water.

LEAK ADJUSTMENTS

When a bill reflects unusual consumption which can be attributed to eligible leakage on the customers side of the meter, this rate is to be applied to all such consumption above the customer's historical (12 months or what is available) usage.

Water Usage: \$2.26 per 1,000 gallons

Sewer Usage: \$.17 per 1,000 gallons

RETURN CHECK CHARGE

A service charge equal to the actual bank fee assessed to the sewer utility up to a maximum of **\$35.00** will be imposed upon any customer whose check for payment of charges is returned by the bank due to insufficient funds.

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All utility bills are mailed on the **10th** of the month, unless otherwise stated in the "statement date" field on the billing invoice. All payments are due within **20 Days** of the "Statement Date". On **Day 21** a **10%** late fee will be charged to the water usage on the bill. The Customer bill is then considered delinquent as of **Day 31**. On **Day 32** a Termination/Shut of Notice will be sent to the customer. On **Day 42** if payment of Past Due Balance has not been received, CVPSD Receiver for T4SU has the right to terminate service. A Termination/Shut off notice is only valid for **30 days**, meaning If T4SU does not terminate service on or before **Day 72**, a new **10-day** Termination/Shut off Notice must be sent.

Statement Date	Day 1
Penalty Date	Day 21
Delinquent Status	Day 31
Termination/ Shut off Notice Sent	Day 32
Terminate Service	Day 42
Termination Void	Day 72

The 10% late fee can only be applied one time to each different Invoice, also the 10 charge is based on the water usage only. If service is terminated due to non-payment there will be a **\$20.00** reconnection fee applied.