

APPLICATION FOR SERVICE FOR EXISTING WATER TAP POLICY

Authorization:

Rule 6.1.5. of the Rules and Regulations for Water Utilities of the Public Service Commission of West Virginia effective September 13, 2022.

Customers applying for service with Clay Roane PSD at a location with an existing water tap must complete the Application for Water Service form. (Appendix A) All information must be supplied in full, or service will not be connected. All Customers listed on the application must provide a valid driver's license and provide a social security number for future identification purposes. Only customers listed on this application may have access to account information. It is the Customers' responsibility to make this District aware of any phone number or billing address changes within 10 days of the change.

Rental Customers applying for service at a rental location will also be required to furnish a copy of the rental agreement signed by the landlord. Services will not be connected without the landlord's permission.

Customers shall pay a \$75.00 deposit before water service is scheduled for connection. Clay Roane PSD will not charge an installation fee for new services.

Clay Roane PSD will verify there are no outstanding accounts involving new applicants. If found to be owing an outstanding debt to this District, all amounts including any associated court cost must be paid before a new account may be opened. Clay Roane PSD reserves the right to contact other Water Districts/companies to inquire of delinquent accounts with them. Clay Roane PSD will share delinquent information with other Water Districts if requested.

Only after approval of application for service, all required information has been submitted, and all fees have been paid, Clay Roane PSD will schedule a date to install a water meter and turn service on. The customer's new account will become active, and the Customer will begin receiving their first billing within 30 days.

Clay Roane PSD requires that a shut off valve is installed at the water line inlet point of the residence. We will not install a meter and turn on water if a shut off valve has not been installed. Nor shall a meter be installed if there are noticeable defects in customer service line, (such as unburied lines), leaks in service line, house water lines or water appliances. Once customer repairs have been completed, the customer may schedule another date for inspection and meter installation. Customers are not authorized to be in the meter pit.