

## **DISCONTINUANCE OF SERVICE POLICY- RENTER/CUSTOMER MOVING**

---

### **Authorization:**

Rule 6.7. of the Rules and Regulations for the Government of Water Utilities of the Public Service Commission of West Virginia effective September 13, 2022.

Any customer requesting service to be discontinued shall give written notice to Clay Roane PSD, during regular business hours (8:00am to 4:00pm) using Request for Disconnection For. ([Appendix F](#))

Unless a different period shall be mutually agreed upon by written contract, the utility will discontinue service by the end of the next business day. Contingent on emergencies and/or severe weather, our maintenance department may adjust the date of disconnection.

Until Clay Roane PSD has received such written notice, the customer will continue to be billed and held responsible for all service rendered.

---

### **REQUEST FOR DISCONTINUANCE OF WATER SERVICE FORM**

**Name:** \_\_\_\_\_ **Account No:** \_\_\_\_\_

**Service Address:** \_\_\_\_\_

Date for Requested Disconnection \_\_\_\_\_

Reason for Discontinuance: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

New Mailing Address: \_\_\_\_\_

I hereby request the discontinuance of water service at the above location and authorize (**where applicable**) the deposit to be applied to any balance left unpaid upon this account, I also understand that any balance unpaid on any account if not paid within 20 days of the final reading date will be turned over for legal collection processing.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_