

TOWN OF CEREDO  
PO BOX 691  
CEREDO, WV 25507  
(304) 453-4675

2/22/2024

### Account Information

SAMPLE CUSTOMER  
PO BOX 9999  
CEREDO, WV 25507-9999

Account No:	123456
Delinquent Amount:	\$92.02
Total Amount Due:	\$192.54
Disconnect Date:	3/4/2024
Reconnect Charge:	\$25.00

SAMPLE

CEREDO WATER WORKS  
NOTICE OF SCHEDULED TERMINATION OF SERVICE AND CUSTOMER RIGHTS

We have scheduled your water service provided at the address listed above for termination on or after the date listed above. This action has been taken for the following reason: Overdue Balance/Non-Payment.

If your service is terminated, you may be subject to additional charges involving reconnect fees and deposit requirements in order to restore service. If your service is terminated for any payment or non-payment issues, the full account balance, including additional fees will be required to be paid before service is restored.

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 are unable to pay the bill in accordance with the billing, and termination of service would be especially dangerous to the health or safety of a member of your household.
5. You are able to pay only installments.

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 attempt to negotiate a deferred payment agreement with you.

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

CEREDO WATER WORKS  
700 B St. | PO Box 691 | Ceredo, WV 25507  
Phone: (304) 453-4675 | Email: utilities@ceredovv.gov  
Hours: Monday – Friday 8:00 AM – 4:00 PM Excluding Holidays

You should also inform us if you are 65 years of age or older, or regardless of age, if you are physically, mentally, or emotionally incapacitated.

Once you have notified us of your challenge, we will schedule a meeting at our business office located at 700 B Street, Ceredo, WV 25507 and try to resolve your problem. At your option, the discussion of your challenge may be made over the telephone. IF YOU ARE NOT SATISFIED WITH OUR DECISION AT THIS MEETING, YOU WILL HAVE SEVEN DAYS IN WHICH TO FILE A CHALLENGE WITH THE PUBLIC SERVICE COMMISSION OF WEST VIRGINIA. You will be required to pay your current bill while the challenge is pending. There is no charge associated with filing a challenge and you may do so without the assistance of an attorney.

To file a challenge with the PSC, you may call this toll-free telephone number 1-800-642-8544 or write to this address:

Utility Challenge  
Public Service Commission of West Virginia  
PO Box 812  
Charleston, WV 25323

If you are in need of assistance to pay your bill, you should contact the following agencies:

WV DHHR – Wayne County	(304) 272-6311	dhr.wv.gov
WV Housing Development Fund	(304) 391-8600	www.wvhdf.com

Account Information

Meter Information

Account No:	123456	Service Type	Electronic ID	Serial Number
Delinquent Amount:	\$92.02	SEWER	0	0000000N
Total Amount Due:	\$192.54	WATER		



Disconnect Date:	3/4/2024	TOWN OF CEREDO
Reconnect Charge:	\$25.00	PO BOX 691 CEREDO, WV 25507

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