



Public Service Commission Of West Virginia

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Public Service Commission Issues Customer Assistance Alert

The Public Service Commission of West Virginia is reaching out to customers who believe they have received questionable water bills from West Virginia American Water Company (WVAW). Customers who are concerned about their bill should first contact the utility at 1-800-685-8660. If the matter cannot be resolved to the customer's satisfaction they should then contact the Public Service Commission.

The Commission has two processes through which customers may file complaints against WVAW or any other regulated utility. The first is an informal complaint process handled by our Consumer Affairs Technicians who will contact WVAW representatives on the customer's behalf. This informal process may be accessed by calling 1-800-642-8544, by letter or through the Commission's website: www.psc.state.wv.us and select "Request for Assistance" under the "E-File" heading.

The second process available to customers is a formal complaint process. The necessary "Formal Complaint Form" and instructions may be obtained through the Commission's Executive Secretary's Office at 1-800-344-5113 or on our website under "Forms."

The Commission researches each informal and formal complaint. Informal complaints are normally resolved through a negotiation process and settlement, while formal complaints go through a hearing process that is resolved by Commission Order if no settlement is reached.

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