



Some of the topics for discussion

- ◇ **Water and Sewer Rules**
- ◇ **Application for Service**
- ◇ **Security Deposits**
- ◇ **Billing Information**
 - Prorated Bills
 - Estimated Bills
 - Leak Adjustments
- ◇ **Discontinuing Service**
 - Proper Customer Notification
 - Termination Timelines
 - Deferred Payment Plans
- ◇ **Records Retention**
 - What you need to know
- ◇ **Liens**

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



Public Service Commission
of West Virginia

Utility Office Works



August 21, 2018

**Tamarack
Conference Center
Beckley, WV**

Water and Wastewater Division Seminar

IMPORTANT INFORMATION

POLICIES

Cancellations: Participant cancellations for seminars must be received on-line no later than three days prior to the first day of the seminar. No verbal cancellations will be accepted. Utilities will be billed at the rate of \$100 for each participant who does not cancel according to these guidelines.

Certificates will only be given to those that attend each section of the seminar in its entirety.

Continuing Education Credits: 7 CEH

The Public Service Commission sponsors the seminar at no cost to you and provides free of charge:

- ◇ Seminar manuals
- ◇ Refreshments at breaks

1. You are responsible for all meals and lodging.
2. Please bring pens/pencils, notepads and a calculator.

Seating capacity is limited to 40 people. Reservations for this seminar should be made as soon as possible.

DATE: August 21, 2018

TIME: Registration - 8:30 a.m.
Class - 9 a.m. to 5 p.m.

LOCATION:

Tamarack Conference Room

One Tamarack Park
Beckley, WV

General Directions

Take I-77 S / I-64 E to Beckley, WV.
EXIT 45 to Tamarack
Parking available in Tamarack parking lots

LOCAL HOTELS:

- ◇ Country Inns & Suites
- ◇ Microtel Beckley
- ◇ Park Inns & Suites

If the Commission has not received registration forms from 10 participants by **August 7th, 2018** the Commission reserves the right to cancel the seminar. ***Participants will be notified 5 days prior to the seminar.***

REGISTRATION IS ON-LINE ONLY

TO REGISTER: Go to the PSC Web Page www.psc.state.wv.us Left column, under Seminars, click [Water/ Wastewater](#)

⊘ ***You must create an account first*** click either [Water or Sewer Regulated Utilities](#) or [Others \(ie. CPA, Engineer, Governmental Agency\)](#). After your account registration has been processed, a confirmation e-mail will be sent to you. ***You must click the phrase: 'to activate your user account and begin using the registration system'.***

⊘ ***Once an account has been created:*** click [log in](#). Then you can register, cancel, or be put on a wait list for a particular class. ***If the class is full, click on Waiting List, and you will be notified if space becomes available.***

If you have questions call Nancy at 304-340-0440 or 1-800-344-5113 Ext. 440

TO CANCEL: Return to the seminar listing page and log in: click [CANCEL](#) then follow the directions. **Remember, utilities will be billed at the rate of \$100 for each participant who does not**