



**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**

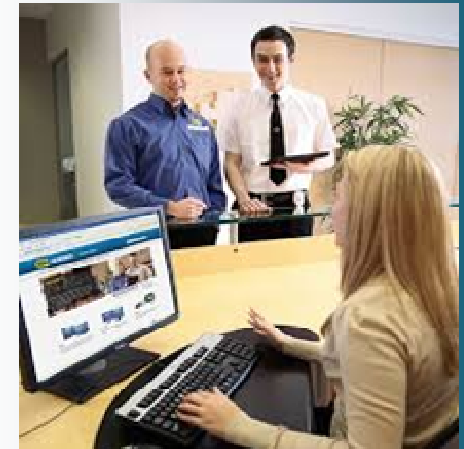
Public Service Commission of West Virginia
PO Box 812
Charleston, WV 25323



**Public Service Commission
of West Virginia**

Water and Wastewater Division Seminar

Utility Office Works



October 16, 2018

**Braxton County
Technology Center (RETI)
Sutton, WV**

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
- ◇ Please bring pens/pencils, notepads and a calculator

You are responsible for all meals and lodging.

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

DATE: **October 16, 2018**

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

LOCATION:



Braxton Technology Center

*(Rural Emergency Trauma
Institute Training Center)*

**89 Richard D. Minnich Drive
Sutton, WV
866-893-7266**

General Directions

Take I-79 to Exit 67 Follow the signs toward the Days Inn Hotel then turn left onto Days Dr. and then turn left onto Richard D. Minnich Dr.

Parking available in the parking lot.

LOCAL HOTELS: **Days Inn**

If the Commission has not received registration forms from 10 participants by **October 2nd** 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 \(i.e. CPA, Engineer, Governmental Agency\)](#). 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.***

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 individual who does not cancel on-line three days in advance of the seminar.

*If you have questions or need accommodations for accessibility call Nancy at
304-340-3440 or
1-800-344-5113 Ext. 440.*