

## CUSTOMER RIGHTS

### **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 in 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 TERMINATION IN ORDER TO PROTECT YOUR RIGHTS UNDER THIS RULE:**

Charles Town Utility Board  
Payment office: 108 W. Congress St  
Charles Town, WV 25414

Business hours: Monday-Friday  
9:00 am – 5:00 pm

You should also inform us if you are 65 years 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 and try to resolve your problem. At your option, the discussion of your challenge may be made over the telephone. **IF YOUR 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 number: 1-800-344-5113 or write to this address:

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

If you are in need of assistance to pay your bill, or if you desire the assistance of a lawyer with regard to the scheduled termination and are unable to pay for legal counsel, a list is available at:

108 W. Congress Street, Charles Town, WV 25414