



# Charles Town Utility Board

832 S. George Street, P.O. Box 359, Charles Town, WV 25414  
Phone: (304) 725-2316 • Fax: (304) 725-4313 • Web: [www.ctubwv.com](http://www.ctubwv.com)

## RESOLUTION NO. 2017-05 CHARLES TOWN UTILITY BOARD

### CHAIRMAN

*Todd Wilt  
Interim City  
Manager*

WHEREAS there is need for the Charles Town Utility Board (CTUB) to adopt uniform billing information in accordance with the West Virginia Public Service Commission (WV PSC) Rules and Regulations.

NOW, THEREFORE, BE IT RESOLVED, that the CTUB hereby adopts and provides the following billing information.

### UTILITY BOARD

*Pete  
Kubic*

*Thomas  
Stocks*

*Charles W.  
Kline*

*Kristen  
Stolipher*

Bills are dated and mailed on the 1<sup>st</sup> day of each month for water used through the 15<sup>th</sup> day of the previous month. For example, your July 1 bill would be for water consumption from May 16 to June 15. The bill is due and payable at that time. However, in accordance with the WV PSC Rules, a 20 day grace period is allowed so payment is due on or before the 21<sup>st</sup> of each month.

All payments received on the 21<sup>st</sup> of each month are processed before a 10% late fee is assessed. After the fee is assessed a later notice is sent by U.S. Mail.

CTUB is not responsible for late delivery by the U.S. Postal Service. Customers are solely responsible for payment by the 21<sup>st</sup>. Visit [www.ctubwv.com](http://www.ctubwv.com) for all payment options offered.

### UTILITY MANAGER

*Jane E.  
Arnett*

After the due date of the 21<sup>st</sup>, a customer has 10 days to pay the bill and late fee in full. Following the 10 day grace period, if payment is not received, the customer will receive a 24 hour termination notice. The WV PSC recognizes automated phone calls as proper notice or delivery of a door hanger. Water service will be terminated anytime on or after the date provided in the automated phone call or indicated on the door hanger.

If water service is disconnected for non-payment, payment is due for the past due and late fee amounts, plus a disconnect and reconnect fee BEFORE water service will be restored. CTUB will NOT accept checks for reconnects – cash or credit card only.

Once payment is received and the office is notified, water service will be reconnected as soon as possible, but no later than 24 hours from the time of payment (PSC Rule 4.8.b).

There are local agencies listed below that offer assistance with customer's delinquent utility bills.

Community Ministries	304-725-3186
Dept. of Health & Human Resources	304-724-2600
Salvation Army	304-267-4612
Catholic Community Services	304-267-8837

Charles Town Utility Board also offers contracts for deferred payment plans in most cases.