

CITY OF HURRICANE WATER, SEWER, AND STORMWATER

BILLING PROCEDURES

Meter readings are done between the 5th and 20th of each month.

Bills are printed on the last working day of the month.

Due date is the 20th of each month (unless Saturday, Sunday or Holiday - then due date is the following business day). Payments must be received, not postmarked, in the office by 6PM on the due date to avoid getting a 10% penalty. Penalties are added to unpaid accounts at 8AM the day after the bills are due. Failure to receive a bill does not waive penalty.

You can mail your payment to City of Hurricane Water Sewer & Stormwater, PO Box 1086, Hurricane, WV 25526 or bring payment to 3255 Teays Valley Road, Hurricane. We also have a drop box located beside the drive-thru window and one on Main Street, beside the fire department. Payments made by check or money order need to have either your account number, service address, or the account holder's name noted somewhere on the check or money order. Payments can also be made online at www.hurricanewv.com.

This utility department does not charge a fee for NSF checks. However, NSF checks must be paid for within five days of notice being mailed to prevent service from being disconnected with additional fees.

We print disconnect notices and mail them on the 22nd day of the month for all unpaid bills. The customer has 10 days to pay or to make suitable arrangements by calling (304) 562-9906 to keep service from being disconnected. It is the customer's responsibility to make the arrangements before prior to disconnection. No arrangements can be made after disconnection. Payment must be received in the office by 12:00 (noon) to avoid service interruption. **If service is disconnected for non-payment a \$25.00 disconnect fee and \$25.00 reconnect fee will be added to the account.** Accounts not paid within 10 days of disconnecting service for non-payment will be finalized. To restore service account must be paid and a new application with deposit is required. Service will be restored within 24 hours.

Check for leaks - check all toilets and faucets. Running toilets and faucets are the biggest cause of wasted water resulting in large water bill. If you have problems locating your leak please call the water office for assistance. It is your responsibility to request a Leak Adjustment Form from the Utility office. A copy of our leak adjustment policy is available at the office.

City of Hurricane Water, Sewer & Stormwater does not give adjustments for filling a swimming pool. It is the City's intent for all swimming pools (including hot tubs and spas) to be drained into the sewer collection system for proper treatment. The chemicals used to maintain proper pH, alkalinity, and disinfection in swimming pools are not to be discharged to the surface waters or to storm drains. To protect the waters of the State, the City requires that these discharges be routed to the sanitary sewer system whether by direct plumbing connection or by pumping to an active clean-out on the sewer system.

Before you move, please come by our office and request a final reading or go online to www.hurricanewv.com and print out the disconnect request and return to us for final reading.

Water meters are the property of the City of Hurricane and are not to be tampered with in any way. (Tampering-turning meters on or off without authorization). Utility workers need access to meters. It is the customer's responsibility to make sure meter tank is accessible. (Lid on tank - clear of debris - do not park on or over meters).

Contact Numbers: Office (304) 562-9906 Monday - Friday 8 AM - 6 PM; Fax (304) 562-5858. After hours: (304) 361-1426, (304) 741-4869 or (304) 824-7597