

City of Hurricane Water, Sewer & Water Pollution Control

3255 Teays Valley Road, PO Box 1086, Hurricane, WV 25526

Phone: 304-562-9906 Fax: 304-562-5858 Email: utility@hurricanewv.com

Billing Procedures

Meter readings are completed between the 1ST and 24th of each month.

Bills are printed on or around the 15th and on the last working day of each month. Bills are due upon receipt. Depending on your billing cycle, your due date is the 7th or the 20th of each month (unless it falls on a Saturday, Sunday, or holiday-then the due date will be the next business day). Payments must be **received** in the office by the end of the due date to avoid a 10% penalty. Failure to receive a bill does not waive penalties. It is the customer's responsibility to keep their mailing address and primary phone number up-to-date.

You can mail your payment to the City of Hurricane at PO Box 1086, Hurricane, WV 25526 or bring your payment to 3255 Teays Valley Road, Hurricane. We have a drop box in the drive-through lane. This box goes directly into our building.

This Utility charges \$25 for non-sufficient checks as well as payments returned from the bank for other reasons such as closed account.

We generate disconnect notices and mail them within two days after the due date for all unpaid bills. The customer then has ten (10) days to make a payment or make suitable arrangements (Deferred Payment Arrangement if eligible or Pledges by other entities). If the customer misses one (1) Deferred Payment Arrangement, then no arrangements will be made on the account for twelve (12) months. Notification is given at least two (2) days prior to disconnection by a recorded message to the primary phone number listed on the customer's account. It is the customer's responsibility to make arrangements (if eligible) **before disconnection day**. If the service is disconnected for non-payment, a disconnection fee and a reconnection fee will be added to the account. If a payment is made at the time that the crew has arrived to disconnect, an administrative/collection fee will be added. Payment of the past due amount and all fees must be paid in order to restore service, along with a deposit if there is not one on the account. Accounts not paid within ten (10) days of disconnecting service for non-payment will be closed. To restore service once closed, the account must be paid in full and a new application with deposit may be required. Service will be reconnected within 24 business hours of payment.

Leaks- Running toilets and faucets are the biggest cause of wasted water resulting in large water bills. If you have problems locating your leak please call the water office for assistance. It is the customer's responsibility to request a Leak Adjustment Form from the Utility Office. A copy of our leak adjustment policy is available in our office.

When you move, it is the customer's responsibility to request a final reading. You can go online at www.hurricanewv.com under the document center and print out a disconnect request and return it to us for a final reading.

Water meters are the property of the City of Hurricane and are not to be tampered with in any way. It is the customer's responsibility to make sure that the tank is accessible. The lid on the tank must be clear of debris. Do not park on or over meters.

Contact numbers:

Office phone (304) 562-9906 Monday- Friday 8:00 AM – 6:00 PM

Emergencies: Ronnie Woodall (304) 741-4869 24 hours a day