

BERKELEY SPRINGS WATER WORKS

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Deferred Payment Agreement Policy

Deferred Payment Agreements (DPAs) are eligible to residential customers who have received a disconnect notice due for non-payment. A DPA allows customers to pay off their delinquent balance in installments while maintaining access to essential utility services. To qualify, the customer must demonstrate an ability to pay the arrearage over time and agree to pay all current bills in full and on time throughout the duration of the agreement.

Standard agreements divide the delinquent amount into twelve monthly payments, though customers may request a shorter term, which the utility will honor. The agreement must include the total amount owed, the monthly installment amount, the duration of the agreement, and a statement informing the customer of their right to challenge the reasonableness of the agreement before the Public Service Commission (PSC). The terms of the agreement may be negotiated based on factors such as the amount of delinquency, the customer's ability to pay, payment history, the length of time the debt has been outstanding, the reasons for the delinquency, and any other relevant circumstances.

Agreements will not be accepted over the phone; customers must complete the process in person or via email. The individual completing the Agreement must be the customer of record. If a customer experiences a significant change in financial condition that causes hardship under the existing agreement, they may request renegotiation by providing documentation of the change. During the renegotiation period, the customer must continue to pay current bills and make partial payments on the arrearage. Customers may challenge the agreement with PSC, at which time the utility may not terminate service during the review period, provided current bills are paid in full and on time.

If a payment is missed or made with a dishonored check, the utility may terminate service after giving five days' notice by first-class mail, excluding weekends and holidays. At the utility's discretion, personal or telephone contact may substitute for mailed notice. If the customer has submitted a dishonored check within the past twelve months, the utility may refuse future checks and terminate service immediately without further notice.

In the event of service termination, the customer must pay the full past-due balance, any applicable disconnect and reconnect fees, and any required security deposit before service is restored. The utility will reconnect service within twenty-four hours of receiving full payment.