



CITY OF
FOLLANSBEE
WEST VIRGINIA

872 Main Street, P.O. Box 606
Follansbee, WV 26037
(304) 527-1330

NOTICE

This announcement shall serve as formal "Notice" that, by Order # 262.5 , the West Virginia Public Service Commission has rescinded its previous Order # 262.4 which gave West Virginia utilities the option to cease termination of service for non-payment of bills during the COVID-19 pandemic. To help assist its citizens through the pandemic, the City of Follansbee has not terminated any water service for non-payment of bills since March, 2020.

By virtue of the above PSC Order, beginning on July 1, 2020 the City of Follansbee is now permitted to terminate water service for non-payment of bills upon giving public notice. Accordingly, this announcement shall serve as further notice that, beginning on and/or after September 1, 2020, the City of Follansbee will resume its policy to terminate water service for non-payment of bills.

If you receive a notice of termination **for service provided on and/or after September 20, 2020**, you must either pay the amount due by the due date or contact the Follansbee City Office at 304-527-1330 to make arrangements for payment. Otherwise, your water service will be terminated. The City will make payment arrangements for all those in need of additional time to make payment, but those arrangements must be made **on the day that you receive notice** that your water service is being terminated **and not on the day of actual termination.**

Due to the pandemic, the Follansbee City Building Office will remain closed at this time. However, you can make an in-person appointment with our staff if you need to make extended payment arrangements. You may also use www.officialpayments.com to make online credit card payments. The City is notified daily of all payment transactions. For your convenience, there is also a payment drop-box in the lobby inside the front door of the City Building.