



NEWS & VIEWS FROM THE WV Division of Environmental Protection, Dept. of Health and Human Resources and WV Public Service Commission

CHRONOLOGICAL DEADLINES

By: Charles Robinette
WVBureau for Public Health/EED

Since 1998, several new rules have been finalized by EPA, and the State of WV is planning on implementing the rules on the State level. These rules will directly impact public water systems in West Virginia. These rules are known as the Stage 1 Disinfection By Products Rule, the Filter Backwash Recycle Rule, the Radionuclide Rule, and the Long Term 1 Enhanced Surface Water Treatment Rule.

August 2002 - Affected Systems: Community and non-transient non-community surface and Ground Water Under the Direct Influence of Surface Water source systems with a population of 500 to 9,999.

In order to qualify for the profiling waiver under the LT1ESWTR, a system must have collected one sample for Total TriHaloMethanes (TTHMs) and for 5 HaloAcetic Acids (HAA5s) in their distribution system at the maximum residence time. The sample must have been collected in the month of August (or the warmest water temperature, if the system does not supply water to the public in August) after January 1, 1998, and before June 30, 2003. Many systems have probably never sampled for these contaminants in the distribution system before, and have only until this coming August to collect and analyze these samples. The waiver is not automatic. The results must be below 0.064 mg/L for TTHM and 0.048 mg/L for HAA5. The results must be below both values. The samples must be analyzed by a certified laboratory.

April 2003 - Affected Systems: Community and non-transient non-community surface and GWUDI source systems with a population of less than 10,000, which have conventional filtration.

Systems should begin Total Organic Carbon (TOC) monitoring during this month in order to have a year's worth of data by the time the first quarterly report is due in April 2004. A minimum removal amount is required between the source water and the finished water, depending on the alkalinity and

the source water TOC.

April 2003 - Affected Systems: Community and non-transient non-community surface and GWUDI source systems (and purchase systems that add a disinfectant) with a population of between 500 and 9,999, and ground water systems (and purchase systems that add a disinfectant) with a population of 10,000 or more.

Systems should begin quarterly monitoring for TTHMs and HAA5s during the April-May-June time frame, in order to have a year's worth of data, when the first quarterly report is due in April 2004. Sampling is required in the distribution system at the maximum residence time, at a sampling point that has been approved by WV Bureau for Public Health's District Office.

June 30, 2003 - Affected Systems: Community and non-transient non-community surface and GWUDI source systems with a population of 500 to 9,999.

A system that has collected the TTHM and HAA5 sample must submit the results and request a waiver in writing from the State by this date. On July 1, 2003, the system must begin collecting data in order to compute and graph their disinfection profile. A disinfection profile is a graphical representation of Giardia Lamblia inactivation through the treatment plant through the course of a year. The system must collect enough data through each treatment process to compute the log inactivation

(Continued on Pg. 5)

Inside . . .

Changes at Div. of Water Resources....	Pg. 2
Travel Exp. for Bd. Members & District Employees	Pg. 3
Time Lines for Sewer or Combined Water/ Sewer Municipalities.....	Pg. 4
CON Operation/Maintenance Expense Estimates.....	Pg. 6



CHANGES AT THE DIVISION OF WATER RESOURCES

By Rosalie Brodersen

Sunday, March 3, 2002 the Charleston newspaper announced that the Division of Water Resources was reorganizing its personnel to more effectively utilize its people. With this reorganization, the SRF staff loses Mike Johnson to the new combined SRF engineering and permit section. His main emphasis will be the coordination of engineering functions within the division. Effective March 16, 2002, the management side of the State Revolving Fund Program will have a new assistant director (title change from assistant chief) and will be under the direct line supervision of Jerry Ray, in the new administrative and program support section. Mr. Ray was previously assistant chief of the Permits Section of Water Resources, having 30 years of experience.

However, don't panic yet! The SRF managers and engineers that you have worked with recently will still be there. There will be a shifting of some of the administrative program responsibilities from Mike Johnson to Rosalie Brodersen but no other major changes are expected to occur. The address and phone numbers will not change for any of the SRF personnel. It will take several weeks for these changes to be completed but we are expecting positive results.

In prior articles, I have written about the clean water needs survey that EPA requires the states to participate in by providing information regarding the sewer infrastructure needs of the state. We are now finalizing all that information and will be providing a report to Congress by August 2002. This report will be available after Congress has received it. There was a lot of new information that was needed and hopefully we got it right; however, the survey doesn't stop here. In the future, near and distant, you will be receiving a request from our office for additional information because the database only took into account needs through January 1, 2000. What does this information mean? It can provide EPA with a basis for providing the states with funding. In order to obtain a fair share of these funds, we must be able to demonstrate that the need exists.

Beginning this spring, the administrative staff will be holding one to two day management inspection visits of your facility to address the financial requirements of the loan program once you have closed on a loan. This exercise is to assure us that you are aware of the requirements, how to comply with them, and to what extent your compliance is needed. It is also one more step towards assuring us that the financial implications of the loan impact on your community have been fully considered.

The program had a booth at Expo again this year. There were priority list applications available for those projects that will proceed and are interested in funding from October 1, 2002 to September 30, 2003. These applications are due in our office no later than April 22, 2002. Other programmatic documents will also be available and it will mark the 10-year milestone for the program. We enjoyed seeing all of you there.

TAPPER SAYS:

The incidence and prevalence of occupationally acquired Lyme disease has not been precisely defined; several studies have addressed this issue and have indicated that outdoor workers in areas where the disease is endemic are at increased risk.

Preventing tick bites is of utmost importance in preventing Lyme disease and other tickborne illnesses. Tick bite prevention strategies include avoidance or clearing of tick-infested habitats and use of personal protective measures (e.g., repellents and protective clothing). Tick checks should be done regularly, and ticks should be removed promptly. Lyme disease vaccine should be considered for some outdoor workers. The Center for Disease Control and Prevention has several recommendations to consider before taking the vaccine (www.cdc/mmwr/pdf/rr/rr4807.pdf)

Travel Expenses for Board Members and District Employees

By: James Aucremanne, Utility Analyst I
PSC Water and Wastewater Division

Periodically, the Staff of the Water and Wastewater Division receives calls requesting information or seeking advice about and what compensation Board Members are allowed to receive, especially for attending the **Mandatory Board Member** seminar.

First, the individual Board Member must attend all the sessions of the seminar and be awarded the certificate for attendance to receive the expenses that will be discussed in this article.

The Board Members must realize that they are **NOT** to be reimbursed for the time off from their employment. They are to be advised that this time is voluntary and not to be repaid with hourly pay or with a \$100.00 Board Fee for each day attended. The Board Member should either request vacation time from their employer or just take the time off without pay if the employer will allow it.

If you will refer to §16-13A-4 of the WV Code, this section is very plain in the description of the allowable expenses for Board Members and/or employees. A Public Service District Board must develop a written policy and the Board has to approve it. This section further states: "Board members may be reimbursed for all reasonable and necessary expense(s) actually incurred in the performance of their duties as provided for by the rules of the board." Some PSD Boards take this language very literally and hold those who request reimbursements to exactly those expenses incurred. Other Boards set their policy to reflect the same policies that apply to state employees. The maximum meal allowance for all state employees is set at \$30.00 per day for all travel within the state. It is even broken down further to 20% for breakfast (\$6.00); 20% for lunch (\$6.00); and 60% for dinner (\$18.00). When all travel is done during the same day and no overnight stay is necessary, one is permitted to claim the mileage but NOT any meal allowance. Receipts for meals over \$25.00 are required before any reimbursement can be considered. All other incidental receipts are not needed or required for reimbursement. On the first day of January each year, the Travel Management Office advises each State agency what the mileage rate will be for the year for those employees who use their personal

vehicle (i.e., for the year 2002 = 36.5 cents per mile). Under this policy the board member will be reimbursed for all miles traveled from the District's office to the destination and vicinity as well as the return trip. When board members or employees are receiving a mileage allowance, they are NOT entitled to claim any gasoline expenses.

The payment for a hotel or motel room is usually taken care of by the person and the PSD Board will reimburse the person after the trip with the proper receipt for the charge(s). Please make every effort to be reasonable when making a reservation for a room for your trip. Just because the hotel or motel has a very expensive room doesn't mean that you are entitled to have it. Let's remember the condition of the finances of the utility and act prudently in this case.

All state government employees are permitted to make one (1) phone call a day to call home and check on their family. The maximum amount reimbursed is \$3.00. This doesn't give you "carte blanche" to call all your friends or your business to check on everything. That should a personal expense handled by the individual out of their own pocket.

If the parameters are defined and set, then all those who travel for the utility will know what is permitted as an expense and what is not allowed. With that in mind, there should not be any hard feelings when you are denied for an expense that you thought you were entitled to receive. Remember "when in doubt, ask before you depart" on the trip and get a clarification from the Board.

The Pipeline

Published Bi-Monthly by
Public Service
Commission
201 Brooks St.
P.O. Box 812
Charleston, WV 25323
Telephone:
(304)340-0300
Toll Free:
1-800-344-5113
Fax:
(304)340-3759

Contributors:
James Aucremanne
Audra Blackwell
Randy Lengyel
Rosalie Brodersen
Charles Robinette

The information contained in this publication is based on the current laws, rules, regulations, and policies of the PSC, DEP and DHHR and reflects the personal or professional opinions of the individual authors. Nothing contained in the publication should be construed as an adjudication on any specific factual situation or as a formal opinion of the PSC, DEP or DHHR unless it is clearly cited as such.

TIME LINE FOR SEWER OR COMBINED WATER AND SEWER MUNICIPALITIES

By: Randy Lengyel, Sr. Utilities Analyst
PSC Water and Wastewater Division

The following time lines are for municipalities who operate water and sewer utilities that want to increase their existing rates and charges to customers. The second time line is for sewer and combined water and sewer municipalities.

This time line assumes two weeks between the first and last reading of the ordinance.

Sewer (WV Code § 16-13-16) or Combined Water and Sewer (WV Code § 8-20-4)

Day 1 First Reading of Ordinance (WV Code § 8-11-4)

Day 5 Class II Legal Advertisement first publication. (WV Code § 8-13-13)

(WV Code § 16-13-16) The notice must contain the proposed percentage increase for each class of customers.

(WV Code § 8-11-4) The legal advertisement should contain: 1) subject matter; 2) date, time, and place of vote adoption; 3) place(s) where the ordinance may be inspected; and 4) advise that persons may appear and be heard on the subject.

Day 10 Posting of the Rate Change Notice [Commission's Procedural Rule 2.1.(c)(4)] The utility must post notice of the proposed rate change in a conspicuous place at the utility's business premises beginning at least five (5) days prior to the meeting where the rate change is proposed to be adopted and continue through the thirty (30) day appeal period provided by the WV Code §24-2-4b. The posted notice must conform with Municipal Rate Change Form No. 1. The notice must contain an effective date as required by Procedural Rule 2.1.(e), which in no event shall have an effective date sooner than forty-five (45) days. The notice must also contain the proposed percentage increase for each customer class.

Day 12 Class II Legal Advertisement second publication

Day 15 Last Reading/Final Adoption (Using two week time line.) (WV Code §8-11-4)

Day 16-45 Customer protest period begins on Day 16 and runs for thirty (30) days through Day 45. The thirty day period is specified in WV Code §24-2-4b (c) and in Procedural Rule 2.1.(c)(4). No later than five (5) calendar days following final adoption, the utility must provide notice to its customers of the proposed rate change by one of the following three ways:

Day 16-20 Procedural Rule 2.1.(c) requires one of the following for notice:

(1) Notice of proposed rate change may be specified on monthly billing statement of all customers within five days after the adoption of the ordinance. It must conform with Municipal Rate Form No. 1; or

(2) Notice of the proposed rate change may be provided to all customers by First Class Mail, within five (5) days after the adoption of the ordinance. It must conform with Municipal Rate Form No. 1; or

(3) (i) a press release that announces the adoption of the proposed rate change and contains the substance of Municipal Rate Change Form No. 1, and

(ii) a Class II Legal Advertisement that conforms with Municipal Rate Change Form No. 1. The first publication of which must occur within five days after the adoption of the ordinance.

Day 20 Filing must be made within five (5) days with the Public Service Commission Executive Secretary's Office in accordance with Procedural Rule 2.1. (f) containing the following:

(1) the new rates or charges;

(2) the applicable resolution or ordinance;

(3) the justification for such resolution including pro forma income statement showing the cost of providing service and revenues to be generated by new rates or charges;

(4) affidavit of publication (prior to adoption) in compliance with WV Code § § 8-11-4 (water rates require Class I-O publication) or 8-20-10 and 16-13-16 (sewer rates require Class II publication);

(5) documentation from the utility that verifies which of the three methods the utility has chosen to give notice to its customers within the five (5) day period following adoption. If the notice was provided by the newspaper publication, the utility must, within twenty (20) days after the adoption of the rate change, file a verification that a press release was published and an affidavit of publication of the legal notice. If a method was used other than newspaper publication, the utility must include with its filing an affidavit that indicates the method used and that notice was given; and

(6) supply the correct number of customers

(Continued on Pg. 7)

CHRONOLOGICAL DEADLINES

(Continued from Pg. 1)

through the plant one day each week for 52 weeks (i.e.: the log inactivation computation must be made on the same day of the week for the entire 52-week period).

August 2003 - Affected Systems: Community and non-transient non-community surface and GWUDI source systems with a population of less than 500.

In order to qualify for the profiling waiver under the LT1ESWTR, a system must have collected one sample for Total TriHaloMethanes (TTHMs) and for 5 HaloAcetic Acids (HAA5s) in their distribution system at the maximum residence time. The sample must be collected in the month of August (or the warmest water temperature, if the system does not supply water to the public in August) after January 1, 1998, and before January 1, 2004. Many systems have probably never sampled for these contaminants in the distribution system before, and have only August 2002 or 2003 to collect and analyze these samples. The waiver is not automatic. The results must be below 0.064 mg/L for TTHM and 0.048 mg/L for HAA5. The results must be below both values. The samples must be analyzed by a certified laboratory.

December 8, 2003 - Affected Systems: All public water systems that are surface or GWUDI sources that use direct or conventional filtration treatment, and that recycle spent filter backwash water, thickener supernatant, or liquids from dewatering processes.

Notification to the State that the system practices recycling, including a schematic and typical recycle flows.

December 8, 2003 - Affected Systems: All community systems with a treatment plant.

In order to qualify for the grandfather monitoring waiver for radionuclides, a system must have collected, between June of 2000 and December 8, 2003 a gross Alpha and Radium 228 sample at the entry point to the distribution system. Analysis for Radium 226 is also recommended, as this may reduce the monitoring frequency.

December 31, 2003 - Affected Systems: Community and non-transient non-community surface and GWUDI source systems with a population of less than 500.

A system that has collected the TTHM and HAA5 sample must submit the results and request a waiver in writing from the State by this date. On January 1, 2004, the system must begin collecting

data in order to compute and graph their disinfection profile. A disinfection profile is a graphical representation of Giardia Lamblia inactivation through the treatment plant through the course of a year. The system must collect enough data through each treatment process to compute the log inactivation through the plant one day each week for 52 weeks (i.e.: the log inactivation computation must be made on the same day of the week for the entire 52-week period).

June 8, 2004 - Affected Systems: All public water systems that are surface or GWUDI sources that use direct or conventional filtration treatment, and that recycle spent filter backwash water, thickener supernatant, or liquids from dewatering processes.

Permission to relocate the recycle point must be submitted before this date, if required. The system must begin recording recycle flow information on this date and retain on file for review by District Office personnel.

August 2004 - Affected Systems: Community and non-transient non community surface and GWUDI source systems (and purchase systems that add a disinfectant) with a population of less than 500, and ground water systems (and purchase systems that add a disinfectant) with a population of less than 10,000.

Annual sampling is required to begin this month for TTHMs and HAA5s taken in the distribution system at the maximum residence time. If your system does not treat water during the month of August, then the sample is to be obtained in the month of warmest water temperature for your treatment plant.

January 14, 2005 - Affected Systems: All public water systems that are surface or GWUDI sources that use direct or conventional filtration treatment.

New combined effluent turbidity standards go into effect, lowering the current standards of 0.5 NTU or less 95 % of the readings per month to 0.3 NTU or less 95 % of the readings per month, and lowering the maximum effluent turbidity from 5 NTU to 1 NTU.

If the system has more than two filters, continuous monitoring and recording equipment is required to be installed for each filter by this date. The equipment must be able to monitor and record the turbidity every 15 minutes. If the plant has one or two filters, the continuous monitor and recorder can be placed on the combined filter effluent.

Certificate of Convenience and Necessity: Operation and Maintenance Expense Estimates

*Audra L. Blackwell, Technical Analyst I
Engineering Division*

This is the busiest time of year at the Public Service Commission. Every utility that has filed a certificate of convenience and necessity is waiting for the Commission Order, so they can go to bid and start constructing a new project. When there are items missing in the case file that Staff needs in order to make a final recommendation, a delay is inevitable. The majority of certificate cases I have reviewed have a recurring problem: the estimation of annual operation and maintenance (O&M) expenses. In many instances, these estimates lack supporting information that can be used to determine their accuracy.

A Notice of Intent is the process where an utility gives the Commission thirty days notice before filing a certificate of convenience and necessity. A Notice of Intent replaced the pre-filing process. The one major difference between the two is that Notice of Intent cases have no case number. Staff has a meeting for every Notice of Intent with the utility. At that meeting, Staff goes over a checklist of required information needed for a certificate of convenience and necessity. One item on the list that the Commission requires is a copy of the engineer's hand calculations explaining and supporting the Pro Forma Adjustments in Statement A Schedule 2 of the Rule 42 Exhibit. When this information is not filed with the Commission it will inevitably cause a delay in case processing. This article should help provide water and wastewater utilities with guidance that will facilitate the certificate case review process concerning this issue.

First, the utility's engineer and accountant should work together. The utility's engineer/consultant is responsible for supplying the project-related O&M expenses to the utility's accountant. The accountant is responsible for showing these expenses as Pro Forma Adjustments to the utility's overall O&M expenses in the Rule 42 Exhibit. The accuracy of the estimated O&M expenses is very important, because they are used, in part, to develop rates and charges for service.

All estimated O&M expenses must be supported by information that shows how they were determined. Projected power and chemical costs should be supported by the engineer's hand calculations. If the O&M expenses are prorated from the utility's most recent Annual Report, the methodology should be shown. Estimating by prorating on a

number of gallons basis is a common and acceptable method, where the cost per gallon to serve the existing customers is multiplied by the number of gallons required to serve the proposed new customers. The numbers given for the annual increase in O&M expenses should be estimated in a logical and reasonable manner. They should not just be meaningless numbers without support.

A continuing area of concern is the labor costs. Prorating labor costs from annual reports is not necessarily correct. If an employee is salaried and works a normal 8-hour day, for example, the construction of an extension project does not mean that his or her working hours and/or salary will increase. During a normal work week, an employee will most likely spend more time with maintenance of mains or pumping stations during a normal work week, than with other work activities. A meter reader or office worker may take more time to perform their duties with the addition of new customers, but there will not be an increase in salary. If a Pro Forma increase in labor is shown, it must be thoroughly explained.

The estimation for maintenance of main expenses are somewhat difficult. Some estimates are made on a cost per foot basis from the utility's Annual Report. These estimates can only represent a high, upper limit as to what maintenance will cost. This is because the cost per foot used is associated with older mains that will require more maintenance. Newly constructed mains are under warranty for the first year and should require minimal maintenance in the first several years, thus yielding a lower cost than the older portions of the system. This should be considered when estimating expenses associated with maintenance of mains.

The engineer should consult with the water or wastewater utility when estimating billing and collecting expense. These estimates can be made on a per customer basis. The cost of billing cards or printed billing sheets may increase proportionally with the number of new customers, unless the utility gets a discount for bulk quantities. Postage costs may or may not increase in a similar manner, depending upon the utility's particular circumstances. The cost of some office supplies such as computer paper, may increase with additional customers.

Regulatory Commission expense increases are often not included in the utility's O&M expense

(Continued on Pg. 7)

Certificate of Convenience and Necessity: Operation and Maintenance Expense Estimates

(Continued from Pg. 6)

estimated for a project. Increased revenues from new customers mean an increase in the annual assessment made by this Commission. The Commission's Staff should be contacted for information on what the current assessment rate is per hundred dollars of revenue.

Operation and maintenance expense estimates associated with construction projects, if presented to the Commission with the proper supporting information and calculations up front in the review process, will eliminate one area of delay that commonly occurs. Discuss the O&M estimates with your engineering consultant and accountant prior to submission of your project for Commission review and approval. If you do not understand something; do not hesitate to ask questions. Make it a practice to have a good understanding of the estimated O&M expenses. Remember to make sure the consultant's estimates of project related expenses are justified and correspond with the accountant's Pro Forma increases. In doing so you will find that the certificate case process will be easier and quicker.

2002 Seminar Schedule

5/16-17	Bookkeeping/Annual Reports Seminar	Days Inn, Flatwoods, WV
8/6	Advanced Board Members Seminar	Days Inn, Flatwoods, WV
8/22	Main Extension Seminar	Days Inn, Flatwoods, WV
8/23	Termination Seminar	Days Inn, Flatwoods, WV
9/26-28	Board Members Seminar	Radisson , Huntington, WV
10/22-23	Municipal Seminar	Blennerhassett, Parkersburg, WV

TIME LINE FOR SEWER OR COMBINED WATER AND SEWER MUNICIPALITIES

(Continued from Pg. 4)

served by the utility, as determined by the number of bills rendered in the billing cycle last completed before the adoption of the notice.*

Day 27 If a Class II Legal Advertisement was run during Day 16-20, the Class II Legal Advertisement is published a second time, seven (7) days after the first publication was made.

(Procedural Rule 2.1.(c)(3)(i) and (ii) using publication to fulfill notice requirements.)

Day 40 If press release and Class II Legal Advertisement were used to satisfy notice to customers, this is the day the submission must be made to the Public Service Commission Executive Secretary's Office verifying these publications.

Day 46 End of notice posting period (See Day 10).

Day 60 Effective day of Ordinance Rates if no protest received unless the utility specified another date, later than forty-five (45) days from the final adoption of the ordinance.

***This number is important because a petition 25% of the customers would involve PSC jurisdiction.**



Public Service Commission of West Virginia
Our Staff is Ready to Help You. Don't Hesitate to Call or Write.

James D. Williams
Chairman
Charlotte R. Lane
Commissioner
Martha Y. Walker
Commissioner

WATER & WASTEWATER DIVISION

Amy L. Swann - Director 340-0481
Patricia Abbott - Executive Secretary 340-0482
Misty Corns - Secretary 340-0341

CASE CONTROL SECTION

Bill Nelson - Utilities Analyst Supervisor 340-0445
James W. Boggess, Jr. - Utility Analyst II 340-0352
Karen Buckley - Utility Analyst II 340-0470
Sean P. Ireland - Utility Analyst II 340-0772
Charles Knurek - Sr. Utility Analyst 340-0460
Randy Lengyel - Sr. Utility Analyst 340-0447
Scott McNeely - Utility Analyst I 340-0397
Jack L. Miller - Sr. Utility Analyst 340-0488

ASSISTANCE SECTION

Geert F. Bakker - Chief Utilities Manager 340-0467
David Acord II - Sr. Utilities Analyst Supervisor 340-0475
James F. Aucremanne - Utility Analyst I 340-0379
Conrad Bramlee - Utility Analyst II 340-0471
Susan L. Brown - Utility Analyst I 340-0422
Drema Witt - Administrative Services Assistant 340-0440

Informal Complaints

Nick Ciccarello-Consumer Affairs Tech. 340-0314
Kristen Harrison-Consumer Affairs Tech. 340-0321
Sophia Lusk -Consumer Affairs Tech. 340-0457

ENGINEERING DIVISION

Earl Melton - Director 340-0392
Vicky Gibson - Secretary 340-0370
Sandra Green 340-0363

CASE CONTROL SECTION

David W. Dove - Chief Utilities Manager 340-0436
Audra Blackwell - Engineer-In-Training II 340-0448
Jeff Brady -Engineer I 340-0499
David Holley - Technical Analyst-In-Training II 340-0328
Joe Marakovits - Technical Analyst III 340-0443
John Mottesheard - Engineering Technician 340-0466
Jim Spurlock - Technical Analyst II 340-0357
James C. Weimer - Engineer I 340-0476

ASSISTANCE SECTION

Jim Ellars - Chief Utilities Manager 340-0331
Jeff Bennett - Utility Inspector II 340-0313
Ralph Clark -Engineer II 340-0455
Ingrid Ferrell - Technical Analyst III 340-0335
Dave Foster - Utility Inspector III 340-0398
Gary Jarrell - Technical Analyst III 340-0428
Craig Miller - Utility Inspector 340-0354

DIVISION FAX: (304) 340-3759 PSC WEB PAGE: <http://www.psc.state.wv.us>. TOLL FREE: 1-800-344-5113

Water & Wastewater Division
Public Service Commission
201 Brooks Street, P.O. Box 812
Charleston, WV 25323

