



CORPORATION OF SHEPHERDSTOWN
 PO BOX 248
 SHEPHERDSTOWN WV 25443

ACCOUNT NUMBER	X-XXXX-XX
SERVICE ADDRESS	123 MAIN ST

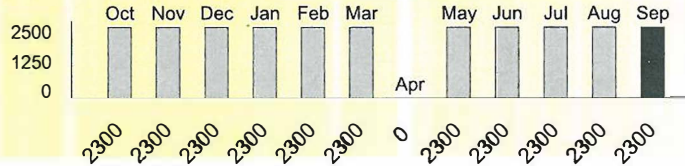
PREVIOUS BALANCE	\$0.00
CURRENT BILLING	\$91.92
AMOUNT DUE	\$81.58
DUE DATE	10/20/2021
AMOUNT DUE AFTER DUE DATE	\$89.60



1830 1 AV 0.426
 CUSTOMER 66
 PO BOX XX
 SHEPHERDSTOWN WV 25443-00XX



Consumption For Past 12 Months



Business Hours: Monday - Friday 8:00 AM to 4:00 PM

IMPORTANT MESSAGES

Dear Valued Customer:

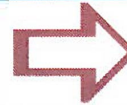
You will notice multiple changes with your new enclosed monthly bill. We heard from a number of you expressing a desire for us to move away from the post card billing format, and we are pleased to present this new bill to you. If you have any questions after reviewing your bill, please do not hesitate to call the Shepherdstown Water Business Office at 304-876-2574.

Arthur J. Auxer, Mayor

Sign up for paperless billing and/or autopay at www.shepherdstown.us.

WATER READING DATE FROM:		08/16/2021		
WATER READING DATE TO:		09/15/2021		
WATER READING:		ESTIMATED		
SERVICE TYPE	CURRENT	PREVIOUS	USAGE 100 GALS	AMOUNT
BALANCE FROM LAST BILL				89.66
PAYMENT				-100.00
Water Charge	2300	0	2,300	37.77
Sewer Charge				34.44
Utility Tax				1.44
Garbage/Recycling Charge				18.27

AMOUNT DUE



\$81.58

ACCOUNT NUMBER X-XXXX-XX
 CUSTOMER NAME: CUSTOMER
 SERVICE ADDRESS: 123 MAIN ST

AMOUNT DUE	\$81.58
DUE DATE	10/20/2021

To Pay your bill online, go to:
www.shepherdstown.us
To Pay By Phone, dial; 1-304-318-8590

AMOUNT ENCLOSED
\$.

MAKE CHECKS PAYABLE TO:

CORPORATION OF SHEPHERDSTOWN
 PO BOX 248
 SHEPHERDSTOWN WV 25443-0248

QUESTIONS ABOUT YOUR BILL

If you have questions or concerns about your bill, please call the Water Business Office at 304-876-2574, Monday through Friday from 8:00 a.m. to 4:00 p.m.

IMPORTANT INFORMATION

The Corporation of Shepherdstown is not responsible for mail delivery. Failure to receive your bill does not excuse responsibility for payment or penalties. Payments are posted according to the date it is received in our office, not according to the postmark.

DELINQUENCY NOTICE PROCEDURES





All bills are due upon receipt. The customer has 20 days to pay the bill before penalties post to the account. On the 21st day, penalties post for water charges and termination notices are generated and sent via US mail. The customer has 10 days from the date on the termination notice to pay the past due amount. Two phone call attempts will be made the phone number on file to ask that you contact this office immediately regarding your account and termination of your water service. Terminations are valid for 30 days from the notice date.

OTHER IMPORTANT INFORMATION

- A penalty of 10% will apply if not paid by the due date.
- The due date for current billing does not apply to past due balances.
- Return check charge: \$30.00
- Complete tariff is available upon request or by visiting www.shepherdstown.us
- Required security deposit for new customers and customers terminated for non-payment must be paid at the local office located at 104 North King Street, Shepherdstown, WV, 25443.
- Past due bills will result in water service disconnection. A \$50.00 disconnect/reconnect fee plus the past due amount MUST be paid to restore service. Cash & credit accepted to restore service.
- If you are moving, please contact our office at 304-876-2574, to avoid continuing charges.
- ELECTRONIC PAYMENTS – Payment through your bank's online bill pay or a bill pay service can take 3-7 BUSINESS days to post to your account. If payment is not received by the latest pay date, a penalty will be applied.
- A fee will be charged on all credit and debit card payments.

Check all toilets and faucets. Leaky toilets and faucets are the biggest cause of wasted water resulting in large bills. The most common source of leaks is the toilet. Check toilets for leaks by placing a few drops of food coloring in the tank. If after 15 minutes, the dye shows up on the bowl, the toilet has a leak.

Dripping Faucets and other Leaks WASTE WATER

LEAK THRU FOLLOWING DIAGRAM AT 60 PSI	WASTE PER MONTH
inches	gallons
1/4 	339,833
1/8 	98,667
1/16 	24,667
1/32 	6,167

The utility is regulated by the PUBLIC SERVICE COMMISSION OF WEST VIRGINIA.