

FAQ'S

WHAT IF I DID NOT RECEIVE MY BILL IN THE MAIL?

Your account is billed on a regular basis around the end of every month and is due on the 18th of the following month. If you do not receive your bill by the end of the 1st week of the month, you should call our office (304-623-2217). You are responsible for paying the balance due on your account whether you receive your bill or not.

IS MY BILL ESTIMATED?

Enlarged Hepzibah PSD strives to read all of our water meters every month. This is generally done between the 18th and the 24th of the month. However, sometimes due to inclement weather or unforeseen circumstances, we do have estimate our bills. If your bill has been estimated, it will state this on the billing card.

WHY DO I HAVE A PREVIOUS BALANCE ON MY BILL?

We did not receive payment or payment in full before the current bill was printed. Payments received after the 18th of the month may not be reflected on your bill. If you have sent a payment that is not reflected on your bill, please call our office.

CAN I PAY ON MY ACCOUNT WITHOUT MY BILL?

Yes. You can make a payment without your bill in all of the ways stated on the Bill Payment Tab. If you wish to pay on your account without your bill, please be insure to include your account number on the check or money order.

CAN I PAY MORE ON MY ACCOUNT THAN IS DUE?

Yes. You can pay as much in advance as you wish. However, the employees of Enlarged Hepzibah PSD cannot tell you what any advanced amount will be as your bill is calculated on your actual water usage which can fluctuate for many reasons. If you pay ahead, Enlarged Hepzibah PSD will still mail you a bill each month and it will show any remaining credit or balance due.

WHAT ARE THE DATES OF SERVICE FOR MY BILL?

Enlarged Hepzibah PSD tries to read all water meters between the 18th and the 24th of each month. The actual dates of service are stated on your monthly bill under read date.

HOW IS THE COST OF MY WATER CALCULATED?

The Public Service Commission sets the rates for water usage. The current rates in effect for Enlarged Hepzibah PSD's water service are available on the forms and documents tab. If you have a gallons meter, each unit is equal to 100 gallons of water. If you have a cubic feet meter, each unit is equal to 748.0518 gallons of water.

HOW IS THE COST OF MY SEWER CALCULATED?

The Public Service Commission sets the rates for sewer usage based on approximately 75% of all water usage going into the sewer system. The current rates in effect for Enlarged Hepzibah PSD's sewer service are available on the forms and documents tab.

WHY IS MY SEWER SERVICE THROUGH Enlarged Hepzibah PSD BUT MY WATER IS THROUGH THE CITY OF SHINNSTON?

The area that you live in is part of the Enlarged Hepzibah PSD's service area, but City of Shinnston was capable of providing water service to this area before Enlarged Hepzibah PSD could. Enlarged Hepzibah PSD installed a sewer system that could provide wastewater service to this area after that time. The City of Shinnston provides Enlarged Hepzibah PSD with the water meter readings for customers in this area and the sewer bill is calculated based on the current Enlarged Hepzibah PSD Wastewater Tariff. Enlarged Hepzibah PSD can only do adjustments for customers in this area if the City of Shinnston does an adjustment on the water usage.

WHEN WILL MY SECURITY DEPOSIT(S) BE REFUNDED?

If you own the premises where water and/or sewer service is provided, the security deposit(s) will be credited to your account after twelve (12) consecutive on-time payments.

If you are a tenant at the premises where water and/or sewer service is provided, the security deposit(s) will be held on file until you request in writing with a completed Discontinue Service Form for the service in your name to be discontinued. The security deposit(s) will be applied to your final bill. If the amount of the final bill is less than the amount of the security deposit(s) on file, the remainder will be refunded to you in the form of a check mailed to the forwarding address you provide on the Discontinue Service Form. If the amount of the final bill is more than the amount of the security deposit(s), a bill with the final balance due will be mailed to the forwarding address you provide on the Discontinue Service Form. Final bills are calculated from the previous reading/service date through the date and reading that service was discontinued. However, Enlarged Hepzibah PSD creates all charges and mails all bills and or security deposit refunds at the end of each month.

WHY IS MY BILL HIGHER THAN NORMAL?

There are a number of reasons your bill could be higher than normal. Some causes are listed below:

1. Leaking water lines, toilets and faucets.
2. An increase in the number of days in the billing cycle. Please see service dates on your bill
3. An increase in the number of people living in the household or company staying with you.
4. An estimated reading followed by an accurate reading if the estimated usage was lower
5. A dry summer resulting in higher consumption.

HOW CAN I DETECT A LEAK?

Even small drips can raise your bill quickly. Some common ways to pinpoint a leak are listed below:

1. Put food coloring in the back of your commode(s). Do not flush for at least half an hour. If the color comes in to the bowl of the commode, you have a leaking commode. You may need to try this more than once, because sometimes commodes can leak intermittently.
2. If your hot water tank is not plumbed into a house drain, you can check to determine if it is leaking by placing a bowl under the drain on the side of the hot water tank. If water starts to accumulate in the bowl, then the pop off valve could be bad/
3. Place cups or bowls under faucets when water is not being used. If water accumulates, your faucets are leaking, a little drip can add up quickly
4. Check exposed water lines for leaks
5. Check along your service line for any areas where the ground is wetter or softer than normal.
6. If you have a main shut off valve on your service line coming into the house, you can contact Enlarged Hepzibah PSD and set up an appointment for a technician to help you determine if the leak is in the house or underground.

WARNING: DO NOT REMOVE WATER METER WELL LIDS!!!

Enlarged Hepzibah PSD assumes **NO RESPONSIBILITY** for personal injury incurred from the illegal entry into the water meter well or from the wrong installation of the lid back to its original location. Also if the meter well, meter lid, meter and/or radio are damaged, you could be held responsible and/or charged for the damages.

WHAT DO I DO IF I AM EXPERIENCING LOW PRESSURE?

Check for any leaks (see above – How Can I Detect a Leak?). Check aerators on all faucets for debris. If you are still experiencing low pressure after this, call the Enlarged Hepzibah PSD office and report low pressure.

WHY IS MY DRINKING WATER CLOUDY?

Once in a while you can get a glass of water and it looks cloudy or discolored, but after a few minutes it miraculously clears up. This is most likely caused by air bubbles in the water. Like any bubble, the air rises to the top of the water and disperses into the air above which clears up the water. Cloudy water, also known as white water, is caused by air bubbles in the water and is harmless.

This usually happens when it is very cold outside because the solubility of air in water increases as water pressure increases and/or water temperature decreases. Cold water holds more air than warm water. A recently completed repair to a water main can also allow air to enter the water system and cause the cloudy or discolored water.

WHAT CHEMICALS DO YOU ADD TO THE WATER?

Enlarged Hepzibah PSD purchases water from Clarksburg Water Board. Enlarged Hepzibah PSD does not add any additional chemicals to the water. Clarksburg Water Board only adds chemicals that are approved by the National Safety Foundation for treatment of drinking water. For further information regarding chemicals added to the water, please contact Clarksburg Water Board @ 304-623-3711.

WHY DOES DEBRIS COME OUT OF THE FAUCET WHEN RUNNING HOT WATER?

Most likely your hot water heater needs to be flushed. CAUTION: Most manufacturers recommend hiring a professional to flush your water heater. If you plan on doing it yourself, read the owner's manual to keep from being hurt and or damaging the water heater.

WHY DO I SMELL SEWAGE?

Several things could cause sewage odor in your house:

1. No drain trap. If there is no drain trap, sewer odor can come back up through the drain. To prevent this, be sure that all drains have a trap installed. If there is no way to install traps on all of your drains, you may need to contact a plumber to have a trap installed on your main sewer line before it comes into the house.
2. Drain trap is dry. This can happen if no water goes down the drain for a while. To prevent this, pour a gallon of water down unused drains every month or so, especially in the summer.
3. Sewage vent pipe stopped up. This is a 1-1/2" plastic pipe, usually exiting out of the roof of the house and connected to the sewage drain system for fresh air during the time when sewage or grey water is going down the drain. This is used to keep the system from emptying traps throughout the house when liquid is going down the drain. If you hear a gurgling sound when liquid is draining the vent pipe is probably stopped up.
4. Toilet wax ring or seal is bad. The trap in a commode is above the floor so if the seal goes bad odor can get in near the floor. Check the floor near bottom of commode for moisture.