

COMPLAINTS ABOUT THE WATER COMPANY

Are you experiencing problems with your water bill, water service or water quality?

Complaints TO West Virginia American Water

The Public Service Commission, the state agency that regulates the water company, encourages customers to bring their complaints to the attention of the water company, to see if they will address the complaint to the satisfaction of the customer.

Complaints to West Virginia American Water can be made by phone to their Customer Service Center at 1-800-685-8660. Written complaints can be sent to P.O. Box 371880, Pittsburgh, PA 15250-7880.

Complaints ABOUT The Water Company made TO the Public Service Commission (PSC)

The PSC is empowered to compel utilities to follow the regulations and/or grant relief to customers when the utilities do not follow the regulations. Complaints can be made to the PSC in two ways: Informal Complaints and Formal Complaints.

Instructions for filing informal and formal complaints with the PSC, along with a form to use for filing a formal complaint, can be found at <http://www.psc.state.wv.us/Complaints/default.htm>

How to File an Informal Complaint with the West Virginia Public Service Commission

You may file complaints with the PSC about poor tap water quality, poor customer service by West Virginia American Water, and/or charges on your utility bill that you believe are incorrect or unauthorized. If you need immediate relief (such as assistance with a leak), you should contact the utility company before contacting the PSC.

To file an informal complaint with the PSC, follow these three simple steps:

- 1) Call the PSC's toll-free complaint line ([1-800-642-8544](tel:1-800-642-8544)) or file an informal complaint online here: http://www.psc.state.wv.us/Scripts/Util_Informal_Request/Efile_Informal_Request.cfm
- 2) Specify that you are filing an informal complaint under West Virginia State Rule 150-1-6, and that the utility must respond to the PSC within ten days of the PSC's contacting them about your complaint.
- 3) Provide the receptionist with the following information:
 - a. Your name, mailing & physical addresses, city, county, zip code, telephone number, & email address (if you want them to use it)
 - b. Your utility account number (available on your latest water bill or your online account)

- c. The facts of your complaint (if you have spoken with the utility company, you should include the name of the utility and company personnel you have talked with, & the action they took on your complaint, if any)
- d. A brief explanation of the solution that you want
- e. Be sure to indicate whether you or your household are low-income, and also indicate if you or a member of your household are 65 years of age or older.

How to File a Formal Complaint with the West Virginia Public Service Commission

If a customer decides that a matter is more suited to a formal proceeding, or if there is not a satisfactory resolution to the informal complaint, the customer may file a formal complaint.

There is a form to use in filing a formal complaint, which can be found at <http://www.psc.state.wv.us/Forms/InteractiveForm120131211.pdf>

A formal complaint must state the names of all parties in full without abbreviation, and the mailing and email addresses and telephone number (if available) of each complainant. The complaint should state the violation and should specifically state what the customer wants to see happen.

All Formal Complaints must be printed or typewritten on ONE SIDE of the paper only, on 8 ½ by 11 paper, and must be signed in ink. Additional information on separate one-sided sheets may be attached to the complaint. The complaint form MUST BE NOTARIZED to be processed.

The completed complaint should be sent to: Ingrid Ferrell, Executive Secretary, Public Service Commission of West Virginia, 201 Brooks Street, P.O. Box 812, Charleston, West Virginia

When a Formal Complaint is filed in the Secretary's Office, it is assigned a case number and placed on the Commission's docket of active cases. A copy of the complaint is served on the water company, together with a copy of the Commission's order requiring the water company to satisfy the complaint or file a written answer to the complaint. The complainant will be sent a letter acknowledging receipt by the Commission and stating the case number assigned to the formal complaint.

The formal complaint process is different from the informal because it involves a legal proceeding before the Commission. Some matters are resolved based upon the filings, however, some cases require a hearing where evidence from all participants is presented. This means that you may need to present facts on issues raised in your complaint to the Commission.

It is not required that a customer filing a complaint be represented by an attorney. However, it is extremely important that you read and respond to all letters, orders or filings received from the Executive Secretary's Office of the Public Service Commission.