

Electricity Customer Options Relating to Delinquent Bill Payments

1. Your utility is required to give you notice before terminating your service due to delinquent payment. The notice requirements are found in Public Service Commission Rules.
2. You should contact your utility immediately upon receiving notice that your account is delinquent. Additional fees and payment requirements will apply if your service is turned off.
3. When you receive a termination notice, you may avoid termination and the expenses of reconnection by paying the delinquent amount in full before the termination date. If you are unable to pay your delinquency, you may ask state agencies or local charitable organizations for help. To learn of agencies and organizations, dial 211 or ask your utility.
4. If you cannot pay the delinquency in full and do not want your service terminated, you should contact the utility before the termination date. The utility will offer you a standard deferred payment agreement allowing you to pay the total of your delinquency plus a two-percent (2%) service fee over twelve (12) months in equal monthly payments. A shorter payment term may be negotiated. You must pay your current bill during the time you are negotiating a deferred payment agreement.
5. If you dispute a portion of your bill, believe you are being charged for service not being received, or would like a deferred payment agreement longer than twelve (12) months, you should request a utility meeting (phone or in-person) before the termination date. You must justify any request for a longer payment term. You must pay your current bill during the time you are negotiating a deferred payment agreement.
6. If you and your utility have a meeting but do not agree on how to address a delinquency, you have seven days after the utility decision to avoid termination

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by electing a standard deferred payment agreement, or by requesting assistance from the Public Service Commission or filing a formal complaint with the Public Service Commission. To do so, visit the website www.psc.state.wv.us, call 1-800-642-8544 or write to this address: Public Service Commission of West Virginia, c/o Customer Assistance, 201 Brooks Street, P. O. Box 812, Charleston, West Virginia 25323. You must pay your current bills during the time you are seeking assistance from the Public Service Commission.

7. If you enter into a deferred payment agreement with your utility and then fail to make any required payment, the utility may terminate your service after giving you notice. To avoid termination, make your payment immediately when you receive notice.
8. Your utility is not required to renegotiate your deferred payment agreement unless you can show that your financial circumstances have significantly changed for the worse. Your utility is not required to renegotiate an agreement due to a significant change in your financial circumstances more than once. You must pay your current bill plus some payment on your delinquency during the time you are renegotiating a deferred payment agreement.
9. You have certain additional notice of termination rights if you have provided the utility with certification from a currently licensed physician, nurse practitioner or physician assistant that termination of service would be dangerous to you or a member of your household.

If Your Service is Terminated

If your service is terminated because you ignore a termination notice, contact your utility by calling:

Mon Power – 1-800-736-3407

Potomac Edison – 1-800-736-3401

The utility is not required to re-establish service unless you pay up front a minimum of half of your delinquency plus a deposit and you enter into a six-month payment agreement to pay the remainder of your delinquency plus a 2% service fee and a reconnection fee.

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