

Pleasant Valley PSD Information Sheet

Office Phone Number: 304-328-5847

- Office hours are Monday-Friday 7 AM- 3PM closed Saturday & Sunday
- Bills typically sent out between 1st-5th of the month
- We accept cash, checks, money orders, Online payments (visit pleasantvalleypsd.com)
- We have a drop box located on our office door for afterhours payments (checks and money orders only)
- Contact us at any time during regular business hours regarding bill
- If you do not receive a bill or receive a bill late it is the customer's responsibility to still pay the bill. Authorized customers can contact Pleasant Valley PSD for any information needed regarding their account
- If a payment is received after the penalty date the penalty will be posted and will not be removed for any reason
- It is the customers responsibility to contact Pleasant Valley PSD with any information that needs updated or changed regarding the customers personal information
- UNDER NO CIRCUMSTANCES IS A NON-PLEASANT VALLEY PSD EMPLOYEE ALLOWED IN ANY METER PIT UNLESS OTHERWISE AUTHORIZED (customer could be subject to tampering fee(s) if this rule is broken)
- All customers are recommended to have regulators
- All customers are recommended to have their own shut off valve
- All customers are recommended to have their own check valve

FOR NEW TAPS

- Customers need to provide proof of a sewer system before water will be installed
- Pleasant Valley PSD will not connect customers lines to the 3+ foot pigtail of 3/4" water line ran for the customer to tie into for the water connection

DEPOSITS

-ALL DEPOSITS WILL BE REFUNDED AFTER 12 CONSECUTIVE MONTHS OF ON-TIME PAYMENT

-ALL DEPOSITS FOR RENTERS WILL BE REFUNDED AT THE END OF SERVICE