

Glossary of Terms

Generation Production of electric energy for sale. Inderegulated markets, this item may be provided by a supplier other than your local distribution company.

Distribution Providing electric energy to eventual consumer. This service is provided by your local utility.

Transmission High voltage electricity, typically carried over large capacity transmission wires.

Customer Charge Minimum charge reflecting fixed costs of providing service, not affected by kWh usage.

Other Charges Miscellaneous charges including but not limited to Meter Reading Charges, Reconnect Charges and Annual Meeting Credit.

**YOUR RIGHTS REGARDING DISCONNECT NOTICE
YOU HAVE THE RIGHT TO CHALLENGE THE TERMINATION**

1. Any portion of the bill is in dispute
2. You are being charged for service not rendered
3. The information on the reverse is not correct
4. You are unable to pay the bill in accordance with the billing and termination of service would be especially dangerous to the health or safety of a member of your household
5. You are able to pay only in installments

If the reason for the challenge is 1, 2, or 3 above, you will have to pay the amount not in dispute. If the reason is 4 or 5, we will attempt to negotiate a deferred payment plan with you. You must notify us before the date of termination in order to protect your rights under this rule. You should also inform us if you are 65 years of age or older, or are physically, mentally or emotionally incapacitated.

If you believe any of the conditions in the preceding paragraph apply to you, notify us before the date of termination at the address or phone number listed on the front of this statement.

Once you have notified us of the existence of any of the conditions listed above, we will schedule a meeting at our business office where you can present your position to someone who is authorized to settle the dispute. If the reason for the meeting is inability to pay, we will attempt to negotiate a deferred payment plan with you. To file an appeal, you may call the Public Service Commission of West Virginia at 1-800-642-8544, or write to them at PO Box 812, Charleston, WV, and give the necessary information. There is no charge associated with filing an appeal, but you will be responsible for payment of service provided during the pending appeal. If you are not satisfied with our decision at this meeting, you will have seven days in which to file an appeal with the PSC of WV.

If you are in need of assistance to pay for your bill, you should contact the following agencies in your county:

**HARRISON AND DODDRIDGE
DEPARTMENT OF HUMAN SERVICES**

633 West Pike St
Clarksburg, WV
Phone 627-2295
SALVATION ARMY
1000 S. Chestnut St.
Clarksburg, WV

Phone 622-2360
INFORMATION AND REFERRAL SERVICE
PO Box 1831
Clarksburg WV

Phone 623-6681
CENTRAL WEST VIRGINIA COMMUNITY ACTION
PO Box 266, 104 Frederick St.
Clarksburg, WV
Phone 622-8495

**MARION
DEPARTMENT OF HUMAN SERVICES**

1401 Country Club Rd
Fairmont, WV
Phone 363-3261
UNION MISSION OF FAIRMONT
107 Jefferson St.
Fairmont, WV

Phone 363-0300
SALVATION ARMY
425 Quincy St.
Fairmont, WV
Phone 366-2601
CENTRAL WEST VIRGINIA COMMUNITY ACTION
1101 Fairmont
Clarksburg, WV
Phone 363-2170

**LEWIS AND UPSHUR
DEPARTMENT OF HUMAN SERVICES**

31 Main Ave.
Weston WV
Phone 269-0532
CENTRAL WEST VIRGINIA COMMUNITY ACTION
PO Box 1124
Weston, WV
Phone 269-0532
(Lewis County Only) SALVATION ARMY
782 West Pk St.
Clarksburg, WV
Phone 624-6455

**BARBOUR AND TAYLOR
DEPARTMENT OF HUMAN SERVICES**

5 Harmon center
Grafton, WV
Phone 265-3565
SALVATION ARMY
111 Beach St.
Grafton, WV
Phone 265-3565

If you desire the assistance of a lawyer with regard to the scheduled termination and are unable to pay for legal counsel, contact one of the following low income legal assistance organizations.

**HARRISON AND DODDRIDGE
LEGAL AID OFFICE**

115 South Fourth St
Clarksburg, WV
Phone 623-6649

**BARBOUR AND TAYLOR
LEGAL AID OFFICE**

Taylor County Courthouse, West Main St.
Grafton, WV
Phone 265-3200 (for Community Action: same phone)

**MARION
LEGAL AID OFFICE**

309 Cleveland Ave.
Fairmont, WV
Phone 296-0001

Please indicate change of address here:

Mailing Address		
City	State	Zip
Location Phone Number	Other Phone Number	
MEMBER'S SIGNATURE REQUIRED TO CHANGE ADDRESS		