

## **City of Milton Water & Sewer**

1139 Smith Street Milton, WV 25541, Phone: 304-743-3422 Fax: 304-743-9294

Email [miltonwater@cityofmiltonwv.com](mailto:miltonwater@cityofmiltonwv.com)

Starting November 15,2025, the minimum water bill is \$37.21 up to 2,500 gallons. The minimum sewer bill is \$37.67 for customers inside city limits, plus a \$5.00 storm water fee. An 8% tax applies to both water and sewer charges. If you use more than the minimum amount you can find the extra charges on our website under "Water and Sewer Tariffs."

**Billing Procedures** Meter readings are completed between the 15th and 18th of each month. Bills are printed on or around the 30th and mailed out on the last working day of each month. Bills are due upon receipt (unless it falls on a Saturday, Sunday, or holiday, then the due date will be the next business day). Payments must be received in the office by the end of the due date to avoid a 10% penalty. Failure to receive a bill does not waive penalties. It is the customer's responsibility to keep their mailing address and primary phone number up-to-date. You can mail your payment to the City of Milton at 1139 Smith Street, Milton, WV 25541 or bring your payment to 1139 Smith Street, Milton, WV,25541. We have a drop box in the drive-through lane. This box goes directly into our building.

This Utility charges \$25 for non-sufficient checks as well as payments returned from the bank for other reasons such as closed account. We generate disconnect notices and mail them within two days after the due date for all unpaid bills. The customer then has ten (10) days to make a payment or make suitable arrangements (Deferred Payment Arrangement if eligible or Pledges by other entities). If the customer misses one (1) Deferred Payment Arrangement, then no arrangements will be made on the account for twelve (12) months. Notification is given at least two (2) days prior to disconnection by a recorded message to the primary phone number listed on the customer's account. It is the customer's responsibility to make arrangements (if eligible) before disconnection day. If the service is disconnected for non-payment, a disconnection fee and a reconnection fee will be added to the account. Payment of the past due amount and all fees must be paid in order to restore service, along with a deposit if there is not one on the account. Accounts not paid within ten (10) days of disconnecting service for non-payment will be closed. To restore service once closed, the account must be paid in full and a new application with deposit may be required. Service will be reconnected within 24 business hours of payment.

**Leaks-** Running toilets and faucets are the biggest cause of wasted water resulting in large water bills. If you have problems locating your leak, please call the water office for assistance. It is the customer's responsibility to request a Leak Adjustment Form from the Utility Office. A copy of our leak adjustment policy is available in our office. When you move, it is the customer's responsibility to fill out a final shut-off form. You can go online at [www.cityofmiltonwv.com](http://www.cityofmiltonwv.com) under the document center and print out a disconnect request and return it to us for a final reading. Water meters are the property of the City of Milton and are not to be tampered with in any way. It is the customer's responsibility to make sure that the tank is accessible. The lid on the tank must be clear of debris. Do not park on or over meters. If a meter cap is damaged and has been replaced once the second time, we have to replace the cap there will be a charge for that cap.