Preston County PSD#1

PO Box 322

Arthurdale WV 26520

Re: Updating Billing System

Dear Valued Customer.

Date: 04/01/2022

This letter is to inform you of the upcoming changes that are being made to the billing system of Preston County PSD#1. After analyzing the suggestions of our customers and keeping in mind to provide the best customer care services, Preston County PSD#1 is introducing a new, more up to date system for billing. The transition will take place over the next few months.

The Changes will make it easier for customers to pay online and set up autopay, as well as e-bill statements. Customers that pay by card will be encouraged to use the new system to pay online. Our customers that pay by check can chose to pay online, mail payments or drop at our location at 527 U Rd Arthurdale WV 26520.

Please be patient with us in this process so that we can serve you better.

\*\*\* A NOTE TO ALL OF OUR CUSTOMERS: YOUR ACCOUNT NUMBER WILL CHANGE IN THE NEXT FEW MONTHS. \*\*\* PLEASE PAY CLOSE ATTENTION TO YOUR ACCOUNT NUMBER ON THE BILL EVERY MONTH.

Sincerely,

The Preston County PSD#1 Staff