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Name Change Request Policy

Online change requests forms are not available. Most name change requests require an updated service application- including but not limited to marriages and divorces. The service application form is online under the customer service tab. Any change or note requests marked on the bill stub will not be honored.

If there is a change in responsibility for the water bill and payments (another person cannot just take over the prior customer's service without an updated application AND security deposit). In most cases a security deposit is going to be required.

If a spouse dies, and the other spouse's name was not listed on the account; then a new application is required but no security deposit- unless the service has been turned off for nonpayment or violation of rules.

Please contact the office at 304-292-4003 if you have any questions.

Any violation of the above rules- could result in the water service being terminated until an updated application is received along with any required fees.