



FINANCE DIVISION

City of Huntington
Finance Division
P.O. Box 1659 | Huntington, WV 25717
(304) 696-5540, option 4
finance@huntingtonwv.gov

Frequently Asked Questions about Municipal and Refuse Service Fee

Municipal Service Fee

What is the Municipal Service Fee?

The Municipal Service Fee provides essential services for fire protection for each standing structure within the city and maintenance for fire equipment.

How is it calculated?

The Municipal Service Fee is based on the square footage of the property. There is an annual base fee of \$108 and .0662 cents per square foot of the property. For example, a 2500-square-foot home will pay \$273.50 per year, or \$68.38 per quarter.

How often is the Municipal Service Fee billed?

Municipal Service Fee is billed quarterly with due dates of January 31, April 30, July 31, and October 31. These dates may vary depending on weekends and holidays.

How are the late payment penalties calculated?

If there is an unpaid balance left on the Municipal Service Fee account after the due date, a penalty of 2% will be assessed. If the balance continues to be unpaid, a 2% penalty will continue to be assessed on the entire balance after each due date.

Where can I find the Municipal Service Fee Ordinance?

This ordinance can be found in Article 773 – Municipal Service Fee. For more information, go to https://library.municode.com/wv/huntington/codes/code_of_ordinances?nodeId=CO_PTSEVENBUTACO_CHTHREETASECH_ART773MUSEFE

Refuse Service Fee

What is the Refuse Service Fee?

The Refuse Service Fee is a charge to property owners within city limits for the overall sanitation of the City and trash collection.

How is it calculated?

The Refuse Service Fee is a flat rate of \$20.00 per month.

How often is it billed?

Refuse Service Fee is billed quarterly with due dates of March 15, June 15, September 15, and December 15. These dates may vary depending on weekends and holidays. All dwelling units will have a quarterly bill of \$60.00.

How are the late payment penalties calculated?

If there is an unpaid balance left on the Refuse Service Fee account, a penalty of 2% will be assessed after the due date. If the balance continues to be unpaid, a 2% penalty will continue to be assessed on the entire balance after each due date.



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Where can I find the Refuse Service Fee Ordinance?

This ordinance can be found in Article 951 – Refuse Collection. For more information go to https://library.municode.com/wv/huntington/codes/code_of_ordinances?nodeId=CO_PTNINESTUTPUSECO_CHFIVEOPTUSE_ART951RECO

I'm not putting out trash, why I am still being charged for Refuse Service Fee?

The Refuse Service Fee contributes to the overall sanitation of the City and trash collection even if trash collections services are not utilized for your specific property.

Why do I have more than one Refuse Service Fee bill?

Property with more than one unit will have a Refuse Service Fee bill for each unit. The Refuse Service Fee cannot be turned off for vacant units. Properties with 5 or more units should contract with a private refuse hauler.

My property is vacant, why I am being billed?

The Refuse Service Fee contributes to the overall sanitation of the City and trash collection even if trash collections services are not utilized for your specific property. Additionally, if a property is vacant, it will need placed on the Vacant Building Registry. For more information on the Vacant Building Registry and the fees associated with it, please contact our Legal Department at 304-696-5540 ext. 2018.

General Fee Questions

I just purchased a property and I want the bill transferred into my name. How do I do this?

There are three (3) ways a bill can be transferred to a new property owner. The most common way that requires no action from the previous owner or the new owner is the property will be automatically transferred to the new owner once the City of Huntington receives property transfer paperwork from the Cabell or Wayne County Courthouse. A second way to transfer the bill is for the previous owner to report the sale of a property on the back of their Municipal or Refuse Service Fee bill. Once received, the account will be reviewed by our staff and updated once ownership has been confirmed. The third way is to complete a Sale of Property form, and the account will be reviewed and updated once ownership has been confirmed. You will receive a letter to the return address listed on your transfer documents detailing your new City of Huntington fees and the amount(s) you will owe. Please allow 4-8 weeks for the property transfer to occur. Your trash pickup will not be affected by this transfer.

I just purchased this property, why is the bill so high?

By the authority of the West Virginia Legislature and the Home Rule Board, the City of Huntington enacted an ordinance that requires Municipal Service Fee and Refuse Serve Fee to be paid in full before any property is transferred to a new owner. If the fees are not paid before transfer or during the closing process, the balance then becomes the responsibility of the new property owner. The City should receive a Transfer of Real Property – Closing Form provided by a closing agent, purchasing agent, closing attorney, or property owner at least 48 hours prior to closing to account for all outstanding fees and taxes due for the subject property.

Where can I find the Home Rule Ordinance?

This ordinance can be found in Article 777.13 – Reporting of Transfers of Real Property within City Limits, Payment of Fees of the City. For more information go to https://library.municode.com/wv/huntington/codes/code_of_ordinances?nodeId=CO_PTSEVENBUTACO_CHTHREETASECH_ART773MUSEFE_773.13RETRREPRWILIPAFE



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How much do I need to pay to bring my account current?

If you are seeking a payoff, you can complete the Account Payoff Request Form and a 30 day payoff will be provided. This form can be submitted to our office in person, by mail or e-mail, and a payoff letter will be provided as soon as possible to your requested e-mail or mailing address.

I am unable to pay my full balance, what are my options?

The city does not offer formal payment plans. If you are unable to pay your full balance, you are welcome to pay as much as you're able at your desired frequency. Please note, penalties will continue to accrue, and this does not stop collection activity. Additionally, you can submit a Request for Relief Form to the Finance Director to request penalties to be waived. If you would like more information on how to submit a Request for Relief, please contact the Finance Division at 304-696-5540 ext. 2399. The form can be found at www.cityofhuntington.com/document-center/finance/.

I have not received a bill for my Refuse or Municipal Service fee, why is this?

If you have a credit on your account and nothing is due, you will NOT receive a bill. However, if you do owe a balance to the City of Huntington and are not receiving a bill it could be that your mailing address has changed. It is the property owner's responsibility to notify the Finance Division when an address change occurs. You may find the form for a Change of Address at www.cityofhuntington.com/document-center/finance/.

I need to go to the Dietz Hollow Landfill. How do I go about taking a load of trash there?

You will need your most current Refuse bill. If you do not have this, please contact the Finance Division at 304-696-5540 ext. 2399 or by email finance@huntingtonwv.gov. A representative will print you off a transaction statement. Please keep in mind your Refuse bill must be paid at a zero balance before you are allowed to use the facility.

Payment Questions

What is the processing fee to use a credit card to pay my bill?

The service fee is a fee that is charged directly by our third-party provider, Tyler Payments, to process credit cards. The City of Huntington does NOT receive the service fee that is being charged to use your credit/debit card. The service fee is a flat rate of \$2.50 for purchases under \$66.50. For purchases over \$66.50 a 3.75% processing fee of the total amount due will be applied.

Example: You are paying a bill of \$60; the processing fee would be \$2.50.

Example: You are paying a bill of \$120.00; the processing fee would be \$4.50.

I've never been charged a fee to use a card before, why am I being charged now?

The City of Huntington cares about your privacy, and your protection. By implementing the new credit card processing system your information is better protected. Our new phone interactive voice response payment line gives you the freedom of putting in your own information on your own time. You may also conveniently pay online at <https://esuites.huntingtonwv.gov/eSuite.Utilities/Default.aspx?ReturnUrl=%2Fesuite.utilities%2F>.

I can't access the online payment portal

To create an account you need to enter your name and account number exactly as it appears on your bill. If you've created an account before and can't log-in, please verify your username and password. These can be retrieved by clicking the "forgot username" or "forgot / reset password" links on the log in screen.



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I do not want to pay a fee to pay my bill, how can I pay my bill without an additional charge?

The city offers several convenient payment options:

- Mail a check or money order to:
City of Huntington
P.O. Box 7057
Charleston, WV 25356
- Pay with cash, check or money order in person at City Hall
800 5th Ave
Huntington, WV 25701
- Automatic bank drafting is available. We will need a completed form and a voided check to process the request. Please allow up to six months for the automatic drafting to occur. Your account must have a zero balance to process this request. The form can be picked in our office or online at cityofhuntington.com/document-center/finance/.

Why won't my American Express credit card go through?

We do not accept American Express cards. We accept Visa, Mastercard, or Discover.

Why is my recent payment not reflected on my account?

Please verify the account number on your check and confirm the mailing address. We have noticed that some checks, especially those generated through an online banking app, only reflect one account number. Sometimes all payments get posted to one account instead of payments posting individually to municipal and refuse accounts.

In order for us to locate where a payment has been posted in our software, we'll need the check number and amount, as well as the date the check cleared your bank account. Once you have that information, please call or e-mail our office.