

# Claywood Park

## Public Service District

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### WATER LEAK ADJUSTMENT POLICY

The purpose of this Water Leak Adjustment policy is to provide the customer with some relief from abnormally high water bills resulting from a water supply line failure.

The District will make an adjustment to a customer's water bill according to the rules and regulations for the Government of Water utilities of the West Virginia Public Service Commission 4.4.c, and this policy adopted by the District Board.

To receive an adjustment, the following conditions must be met:

1. The leak has to be in the customer's supply line. Leaking fixtures, malfunctioning appliances, running faucets and similar situations will not be eligible for a leak adjustment. (also see Sewer Bill Adjustment policy).
2. The customer must provide evidence that a leak actually occurred, with the burden of proof resting with the customer, and submit a completed "***Customer Request form for Leak Adjustment***" to the District office, within two (2) months from the date the repair was completed. The District will adjust the two (2) highest bills during the period the leak occurred.
3. A representative of the District must verify the location and type of leak and verify that the leak was repaired according to District standards when at all possible.

Adjustments to the water bill will be based on "historic usage" of the customer, which shall reflect seasonal or other historical patterns. If the customer does not have at least twelve (12) months of previous bills to establish historical usage, then the adjustment will be based on available data, which include similar customers in the area. Usage over historical, will be billed using the District's incremental cost of water, as determined by the Districts tariff.

For large leaks a payment plan can be set up, if the customer requests such an arrangement. To qualify for a leak payment plan, the bill must be more than fifty dollars (\$50) or ten percent (10%) higher than historic bills (whichever is greater).

#### ***West Virginia Public Service Commission 150CSR7 4.4.c***

*4.4.c.1. Each utility shall develop and implement a written policy concerning the adjustment of customer bills where the bill reflects unusual usage which can be attributed to leakage on the customer's side of the meter. Leaking commodes, dripping faucets, malfunctioning appliances and similar situations shall not constitute leaks which entitle the customer to a recalculated bill. The policy shall be maintained in the utility's office for inspection by the public and shall be applied in a non-discriminatory manner to all customers. The reasonableness of the utility's policy or practice with respect to a policy shall be subject to Commission review in a formal complaint proceeding.*