

Water Leak Adjustment Policy

*As per "West Virginia Public Service Commission Rules and Regulations for the Government Of Water and Sewer Utilities", 150CSR7 6.4.3a*

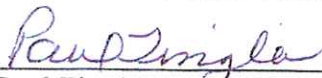
"Each utility shall implement a written leak adjustment policy consistent with this rule. Where the bill reflects unusual usage in excess of 200% of the customers historical usage that can be attributed to leakage on the customers side of the meter the utility will adjust the bill. The policy shall be maintained in the utility's office for inspection by the public and shall be applied in a non-discriminatory manner to all its customers. The policy shall be filed with the Commission as part of the utility's tariff. The reasonableness of the utility's policy shall be subject to approval by the Commission and the reasonableness of the utility's practice with respect to implementing a policy shall be subject to Commission review in a formal complaint".

The purpose of this Water Leak Adjustment Policy is to provide the customer with some relief from abnormally high-water and/or sewer bills resulting from leakage.

The district must be notified by the customer as soon as possible that a leak occurred and an adjustment is desired. A written request for an adjustment must be made using the Leak Adjustment Form (see attachment). The completed Leak Adjustment Form must be received by the district within three (3) months following the discovery and repair of the leak.

Adjustments to the water and/or sewer bill will be based on the customers historic usage. Historic usage shall be defined as the average usage of the preceding twelve (12) months or actual period of service if less than twelve (12) months. Usage over 200% caused by leakage, will be recalculated using the districts incremental cost of water, as determined by the districts tariff.

This policy duly adopted by a quorum vote at the regularly scheduled Board Meeting of the Central Boaz Public Service District held November 16, 2021.

  
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Paul Tingler, Chairman