

## Leak Adjustment Policy

Effective Date: June 25, 2003 – Final Order Date of PSC of WV in Case No. 02-1416-PWD-C

The Berkeley County Public Service Water District (BCPSWD) will consider a request for a leak adjustment in accordance with section 4.4.3 of the Public Service Commission's Rules and Regulations for the Government of Water Utilities. A leak adjustment will reflect the Incremental cost of producing water as set forth in the District's approved tariff. **Leak adjustments will not be given for re-occurring leaks, for leaking fixtures and appurtenances inside or outside of the structure, for leaks due to the use of substandard materials, for leaks due to failure to properly protect his service pipe and plumbing from freezing.**

### Requirements:

- The leak must be non-preventable and be located in the service line on the customer's side of the meter. A leak adjustment will be granted whether the leak occurred inside or outside of the building served.
- **Leaking commodes, dripping faucets, malfunctioning appliances and similar situations, leaks due to improper customer service pipe materials and/or construction methods and leaks due to frozen customer service pipes shall not constitute leaks which entitle the customer to a recalculated bill.** The District will visually inspect the area to determine the nature of completed repairs purported to be necessitated by the leak.
- Within thirty (30) days following discovery of the leak by the customer or the BCPSD, the customer must make a written request to the District for a leak adjustment using the form provided by the District.
- The customer's service pipe must be made of a standard material used for buried potable water service pipes and must have a minimum static pressure rating of 150 psi. The use of pipe fittings that require the use of hose clamps on poly tubing is prohibited. A customer who has a leak in a service line that does not meet these standards shall be allowed only one adjustment for a leak that occurs in that line and only after the customer replaces the service line with a service pipe that meets these standards.

### Terms:

- A leak shall be defined as the volume of unusual usage of water during any billing period which increases the customer's water usage above the customer's historic water usage pattern.

- Historic water usage is defined as the customer's previous twelve month average usage. For a new customer with less than twelve months of usage, the historic water usage is defined as the customer's average usage for the number of months as a customer at the current location. In either case the historic water usage average will not be less than the minimum gallons per month of a minimum water bill for the particular class of water service.
- A leak adjustment will be made on the customer's water wage greater than the customer's historic water usage pattern.
- The amount of leakage subject to adjustment will be billed at the District's Incremental cost rate set forth in the District's approved tariff. No leak adjustment will be made for more than a two month period.
- All leaks that have been discovered shall be repaired within thirty (30) days and verification of the repair must be submitted to the District. A leak that has not been repaired within 30 days of discovery shall not be eligible for a leak adjustment. Further, it is understood that a leaking water service not repaired within 30 days of discovery shall be subject to termination.
- **Only one adjustment per customer will be allowed in any 12-month period.**
- **The bill in question will be due when rendered and must be paid on time to avoid penalty charges. A request for a leak adjustment will not affect penalty dates, will not affect amounts due and will not eliminate charges.**
- On bills that are approved for a leak adjustment, all penalty charges will still apply.
- All leak adjustments made will be credited to the customer's account and applied to the next month's bill.
- The District will allow the customer to establish a payment plan with the District one time per twelve-month period. The District will not offer this option to the customer. The payment plan must be at the customer's request. **In the case of a customer requesting an installment plan for the payment of a large bill due to a leak, all the terms of the plan must be met by the customer to avoid penalty charges on current bills.**

This policy was 1) revised per the Public Service Commission of West Virginia order entered June 5, 2003 in Case No. 02-1416-PWD-C and 2) adopted by the Board of Directors at a regular board meeting held June 23, 2003.