

## City of St. Marys Customer Leak Adjustment Policy

The City of St. Marys, in accordance with the Public Service Commission of West Virginia (Commission) Water Rule 4.4.c, establishes a Customer Leak Adjustment Policy effective March 1, 2016.

- 1) This policy concerns the adjustment of Customer water bills where they are based upon metered water consumption, and the bill reflects unusual usage which can be attributed to qualified leakage on the customer's side of the point of service.
- 2) Water Customers of the City of St. Marys are allowed one leak adjustment per leak incident (an incident is defined by the location of the leak). Exceptions are allowed in the case of leak repairs being made during billing readings with proof of repairs. Such exceptions will not exceed two billing periods. The City of St. Marys reserves the right to refuse a requested adjustment if the utility records reveal frequent prior requests for leak adjustment at the same service address.
- 3) For a Customer to qualify for a leak adjustment, generally the non-preventable leak must have occurred on the water service line or internal, concealed structural plumbing. Leaking commodes, dripping faucets, malfunctioning appliances, leaking garden hoses and similar situations will not generally constitute leaks which entitle the Customer to a recalculated bill. The above listed items are considered normal household maintenance that should be completed regularly by the Customer.
- 4) The Utility must be notified by the Customer as soon as possible that a leak has occurred and that an adjustment is desired. A written request for adjustment (see attached form), including documentation (described below), must be received by the Utility within forty-five (45) calendar days following discovery and correction of the leak. Failure to do so will forfeit the Customer's right to a leak adjustment.
- 5) The burden of proof that the leak occurred and is eligible for adjustment rests solely on the Customer. The Utility is under no obligation to verify leak adjustment requests. Types of leak documentation which generally will be accepted include detailed photographs of the leak, copies of plumber's invoice for repairing the leak, copies of receipts for materials purchased to repair the leak, etc. All such documentation shall remain the property of the Utility.
- 6) Should a leak be deemed eligible for adjustment, the Customer's bill will be adjusted in compliance with Commission Water Rule 4.4.c which basically means the adjusted bill will be comprised of two components:
  - a) Charge for average historical usage as discussed in Item 7 below at the Utility rates in effect at the time of the leak.
  - b) Charge for usage in excess of the average historical usage as discussed above at the applicable incremental leak adjustment rate per the Utility's tariff in effect at the time of the leak. If there is no incremental leak adjustment rate defined in the tariff, the Utility shall charge the Commission's current estimate of "typical incremental" cost per thousand gallons of water for excess usage above the historic usage. The Commission shall from time to time establish its estimate of "typical incremental cost" by Commission order.
- 7) The Customer's average historical usage is defined as the average usage of the preceding twelve (12) months, or the average usage of the actual period of service if less than twelve (12) months. If the leak occurs in the first month of service for the Customer, the Utility may use the average historical usage of the same total customer class of service in the utility.

- 8) The Customer is required to make the payments on time. Submitting a leak adjustment request does not waive late fees or protect you from termination if you fail to pay your water bills in full. Payment arrangements are available under extraordinary circumstances.
- 9) The Customer will be notified of the decision to approve or deny the leak adjustment request.
- 10) The Utility must advise its Customer that a dispute regarding leak adjustments may be taken to the Commission in the form of an informal or formal complaint. In the event that the Customer disagrees with the City of St. Marys decision concerning leak adjustments the customer has the right to contact the Public Service Commission of West Virginia at 1-800-344-5113 to file an informal or formal complaint with the Commission, in accordance with Water Rule 4.5.a.