

PUTNAM PUBLIC SERVICE DISTRICT

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LEAK ADJUSTMENT POLICY

The purpose of the Putnam Public Service District's Leak Adjustment Policy is to provide the customer with some relief from abnormally high bills resulting from a line failure between the District's water meter and the customer's house or place of business. Leaks are to be repaired in a timely manner following detection to prevent discontinuation of service. It is recommended that the District be notified upon discovery of the leak. To be eligible for an adjustment, 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 for Leak Adjustment" form with required supporting documentation within three (3) months of the repair. The District will adjust the two (2) highest bills during the period the leak occurred.

CUSTOMER'S RESPONSIBILITY

In accordance with the *Public Service Commission of West Virginia Rules and Regulations for the Government of Water Utilities*, the responsibility for the service line from the District's water meter to the premises is the responsibility of the customer.

Public Service Commission of West Virginia Rules and Regulations for the Government of Water Utilities:

- 5.3.b. *Once an application for service has been granted, the customer shall install and maintain the customer service pipe.*
- 5.3.c. *The utility's authorized employee shall inform the customer of the location of the point of service. The customer shall install the customer service pipe to the point of service after which the utility will install the utility service pipe from the distribution main to the point of service.*
- 5.3.d. *The customer shall also install and properly maintain in good working condition a stop and waste cock of a type approved by the utility on the customer's service pipe immediately inside the foundation wall in a readily accessible location and in a place protected from the possibility of freezing and so placed that it will shut off and drain all plumbing within any and all buildings in the premises.*
- 5.3.e. *Where the utility's service pipe is already installed to the point of service, the customer shall connect with the utility service pipe as installed.*
- 5.3.f. *The customer's service pipe shall be installed in a workmanlike manner, shall conform to all reasonable rules and regulations of the utility, and shall be maintained by the customer at his own expense.*
- 5.3.g. *The utility will specify the size, kind, quality and location of all materials used in the customer's service pipe and the customer shall comply with those specifications.*
- 5.3.h. *A customer must maintain his service pipe in good condition and free from all leaks and defects, at the customer's cost and expense. A customer's failure to comply with this rule may result in termination of service pursuant to these Rules.*

DISTRICT'S RESPONSIBILITY RELATIVE TO LEAKS

In accordance with *Public Service Commission of West Virginia Rules and Regulations for the Government of Water Utilities*, Rule 4.4.c.1. and *Public Service Commission of West Virginia Rules and Regulations for the Government of Sewer Utilities*, Rule 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. Malfunctioning appliances include but are not limited to; hot water tanks, thermal expansion tanks, swimming pools and pool

appurtenances. 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".

In an effort to assure that all water customers in the state are treated in an equal manner, the Public Service Commission of West Virginia has adopted standard rules or regulations relative to adjustment for leaks. The Putnam Public Service District has adopted General Order Number 188.12 [Water] and General Order Number 186.8 [Sewer] to provide clarity and a uniform procedure for the implementation of Public Service Commission of West Virginia regulations.

In recognition that customers can sometimes experience extremely high water bills due to failures such as breaking of the water lines servicing their property, the Public Service Commission of West Virginia has established a policy on bill adjustment for such cases. Putnam Public Service District has revised its existing policy to be consistent with the Public Service Commission regulations.

Public Service Commission of West Virginia Rules and Regulations:

- 4.4.c.2 *[WATER] The policy shall provide for a recalculated bill to reflect the utility's incremental cost of treating or purchasing the water, as contained in the utility's tariff, for all amounts above the customer's 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. If using the historic usage would result in an unreasonable calculation, adjustments may be made. If such adjustments are made, the utility should advise its customer that a dispute regarding such adjustments may be taken to the Commission in the form of an informal complaint.*
- 4.4.c.2 *[SEWER] The policy shall provide for a recalculated bill to reflect the utility's incremental cost of treating or purchasing the treatment of the sewage, as contained in the utility's tariff, for all amounts above the customer's 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. If using the historic usage would result in an unreasonable calculation, adjustments may be made. If such adjustments are made, the utility should advise its customer that a dispute regarding such adjustments may be taken to the Commission in the form of an informal complaint. Any amounts which the customer can prove did not enter the sanitary sewer system shall be credited at full tariff rates.*

ADJUSTMENT OF BILLS RESULTING FROM SWIMMING POOL LEAKS

The purpose of this policy is to protect the customer from excess costs due to a leak in a swimming pool that did not discharge water into the public sewer system. The cost for water to fill the pool shall be charged at the tariff rates established by the Public Service Commission of West Virginia.

The District's sewer tariff, as established by the Public Service Commission of West Virginia, provides for the assessment of sewer charges based on metered water usage, including water that is utilized to fill swimming pools. The proper method of disposing of such water through discharge or clean out lines is into the sanitary sewer system, due to the high levels of chlorine utilized in swimming pools and the environmental damage associate with the dumping of such water into streams.

The Putnam Public Service District will consider making an adjustment to sewer bill for water lost due to a failure in the swimming pool's lining or walls. In such cases, the District may adjust the sewer bill for such a failure for a one-month period only and in accordance with the following guidelines:

1. The District must be contacted by the owner prior to making the repair and refilling of the pool so that the District can verify the leak did occur, the amount of water lost due to the leak, and the actions necessary to repair the leak. An adjustment will not be made if the pool owner fails to make contact with the District allowing for the opportunity to conduct an inspection.

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2. The adjustment will be on the gallons used for refilling pool after the leak has been repaired. Such evidence may include but not limited to a receipt for repair materials or a contractor's invoice for repair.
3. If the owner continues to experience repeated leaks, the District reserves the right to reject any and all future claims leak adjustments.

Adopted as amended at the regular meeting of the Putnam Public Service District on this the 26th day of April, 2007.

PUTNAM PUBLIC SERVICE DISTRICT



Joe E. Miller
Joe E. Miller, Chairman

Calvin L. Hatfield
Calvin L. Hatfield, Treasurer

Jerry K. Kelley
Jerry K. Kelley, Member