

PUTNAM PUBLIC SERVICE DISTRICT

Leak Adjustment Policy

Effective August 12, 2015

WHEREAS the PUTNAM PUBLIC SERVICE DISTRICT (District) in accordance with the Public Service Commission of West Virginia (Commission) Water & Sewer Rules 4.4.c., establishes a Leak Adjustment Policy. The purpose of the District's Leak Adjustment Policy is to provide the customer with some relief from abnormally high bills resulting from a qualified leak on the Customer's side of the point of service. The policy shall be maintained in the District's office for inspection by the public during normal business hours and shall be applied in a non-discriminatory manner to all customers.

1. This policy concerns the adjustment of a Customer's water and/or sewer bills where the bills are based upon metered water consumption, and the bill reflects unusually high usage which can be attributed to a qualified leak on the Customer's side of the point of service.
2. The District will generally adjust the two (2) highest bills during the period the leak occurred unless unusual circumstances are clearly demonstrated by the customer. If leak occurred and repaired within one billing cycle, then *only* the one month billing will be adjusted. All leak adjustments granted will be credited to the Customer's account.
3. The District will not generally grant adjustments for a second leak at the same location if the second leak is of the same nature as the first one and occurs within twelve (12) months of the first leak.
4. For a Customer to qualify for a leak adjustment, the leak must have occurred on the Customer's service line or internal, concealed structural plumbing. Leaking commodes, dripping faucets, malfunctioning appliances and similar situations will not constitute leaks which entitle the Customer to a recalculated bill.
5. The District 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 Leak Adjustment Form), including documentation (described below), must be received by the District within three (3) months following discovery and repair of the leak. Failure to do so will forfeit the Customer's right to a leak adjustment, unless inclement weather or unusual

difficulties in locating or repairing the leak can be documented by the customer.

6. The burden of proof that the leak occurred; has been repaired; and is eligible for adjustment rests solely with the Customer. The District is under no obligation to verify leak adjustment requests. The District staff does not inspect the work that has been completed, but will look for evidence of repairs and/or may require documentation for repairs not in a visible area. Types of leak documentation which will be accepted include detailed photographs of the leak and repair, copies of plumber/contractor's invoice for repairing the leak, copies of receipts for materials purchased to repair the leak, and/or a written statement detailing the materials and repairs completed. All such documentation shall remain the property of the District.
7. The Customer's average historical usage is defined as the average usage of the preceding twelve (12) months, or the 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. The average historical usage will not be billed at less than the minimum water bill for the particular class of service.
8. Should a leak be deemed eligible for adjustment, the Customer's bill will be adjusted in compliance with Commission's Water & Sewer Rule 4.4.c.:
WATER
 - a. Charge for average historical usage (as defined in paragraph #7 above) at the District's water rates in effect at the time of the leak.
 - b. Charge for usage in excess of the average historical usage (as defined in paragraph #7 above) at the applicable leak adjustment rate per the District's water tariff in effect at the time of the leak.SEWER
Water from eligible leak entered the sewer:
 - c. Charge for average historical usage (as defined in paragraph #7 above) at the District's sewer rate in effect at the time of the leak.
 - d. Charge for usage in excess of the average historical usage (as defined in paragraph #7 above) at the applicable leak adjustment rate per the District's sewer tariff in effect at the time of the leak.*Water from eligible leak did not enter the sewer:*
 - e. Any eligible leak amounts which the Customer can prove did not enter the sanitary sewer system shall be credited at full tariff rates. Sewer adjustments at the full tariff rate would include leaks on service lines up to and entering the home including under the home.

Water from a non-eligible leak did not enter the sewer:

- f. If the problem occurs with a garden hose; sprinkler system; hot water tank (with the exception of those homes where the hot water tank is located in the crawl space of the home) etc., then the adjustment would be calculated at the leak adjustment rate (as listed above in section d.) not the full tariff rate.
9. The District will advise its Customer that a dispute regarding leak adjustments may be taken to the Commission in the form of an informal or formal complaint.
10. The reasonableness of the District's policy or practice with respect to the policy shall be subject to Commission review in a formal complaint proceeding.
11. If the Customer continues to experience leaks, the District reserves the right to reject any and all future leak adjustment claims.
12. The District reserves the right to review each leak adjustment request for unusual circumstances and make the necessary ruling regarding the approval or denial of said request.
13. The Customer will be notified if the leak is not eligible for an adjustment.

Swimming Pool Adjustments

1. The purpose of the swimming pool adjustment policy is to protect the Customer from excess costs due to a leak in a swimming pool (including hot tubs, spas, etc.) that did not discharge water into the public sewer system.
2. It is the District's intent for all swimming pools (including hot tubs, spas, etc.) to drain to the sewer collection system for proper treatment.
3. The chemicals used to maintain proper pH, alkalinity, and disinfection in swimming pools are not to be discharged to the surface waters or to stormwater drains. To protect the waters of the State, the District recommends disposing of such water through the sanitary sewer system

either by direct plumbing connection or by pumping to an active clean-out on the sewer system.

4. The District's sewer tariff, as established by the Commission provides for the assessment of sewer charges based on metered water usage, including water that is utilized to fill swimming pools (including hot tubs, spas, etc.). The District shall not credit sewer accounts for charges to fill a swimming pool.
5. In specific cases where the Customer can demonstrate that there is no discharge of swimming pool water to the sanitary sewer system, the Customer may request an adjustment of sewer charges when the water is used to replace water lost due to a leak.
6. The District will consider making one adjustment per calendar year to *sewer* charges for water lost due to leaks, repairs, replacement of liner, etc. for pools, hot tubs, spas. Should the increased water usage carry-over into second month billing cycle, adjustment will be made on both month billings.
 - a. The metered water usage must be at least 2,000 gallons above the Customer's average historical usage to qualify for this adjustment to the sewer portion of a Customer's bill.
 - b. The adjustment will be calculated by the District based upon average historical usage (as defined in paragraph #7 above) and shall be credited at full tariff rates.
 - c. The District must be contacted by the Customer prior to making the repair and refilling the pool so that the District can verify that the leak did occur and the action necessary to repair the leak. An adjustment will not be made if the Customer fails to make contact with the District allowing for the opportunity to conduct an inspection. (Customer must complete the Swimming Pool Leak Verification Form).
 - d. Following the repairs, a written request for adjustment (see Leak Adjustment Form), including evidence (may include but not limited to a receipt for repair materials or contractor's invoice for repair), must be received by the District within one (1) month after receiving the billing statement with the increased water usage. Failure to do so

will forfeit the Customer's right to a swimming pool adjustment.

- e. If the Customer continues to experience repeated leaks, the District reserves the right to reject any and all future claims for swimming pool adjustment.

This institution is an equal opportunity provider.