

Leak adjustment policy will be the rate stated in the District's tariff as approved by the WV Public Service Commission. Customer will have the right to appeal to the Board on any adjustment that they do not agree with.

Qualifying leak adjustments may be given over a two-month billing cycle. Where the bill reflects unusual usage in excess of 200% of the customer's historical usage, that can be attributed to leakage on the customer's side of the meter, the utility will adjust the bill. Qualifying leaks are lines and/or appurtenances that are not visible. (ie: buried lines, lines or valves under home crawlspace, etc.) Leak adjustment will not be considered until after leak is repaired. No adjustments will be given on leaks over three (3) months old.

Leak adjustments will not be given for the following: On exposed visible lines; (ie: under sinks, in basement, water hoses, etc). Unburied lines and/or appurtenances inside or at any source other than the residence; (ie: barns, out buildings, lawn hydrants, etc.). No adjustments will be given due to customer neglect. (ie: unburied service lines, unprotected pipes and/or appurtenances exposed to seasonal elements, residences and seasonal homes left unattended for extended periods of time, etc.) It is recommended that you install a shutoff valve at the beginning of your service line and turn water off when you will be away from home for extended periods of time. WPSD reserves the right to inspect any leak site before an adjustment is given.

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, including documentation, must be received by the District within ninety (90) calendar days following discovery of the leak. Failure to do so shall forfeit the customer's right to a leak adjustment.

The burden of proof that the leak occurred and is eligible for adjustment rests solely with the customer. The district is under no obligation to field verify leak adjustment request, but reserves the right to do so. **Documentation is required to be submitted that shows the leak was repaired, the qualifying location of the leak and that the repair materials meet WPSD Specifications.** Types of customer leak documentation, which will be accepted, include detailed photographs of the leak location and repair materials, copies of detailed plumber's bill for repairing the leak, receipts which document qualifying repair materials, etc. Repair materials must meet WPSD's specifications for service. Leak adjustments will not be considered if adequate proof of qualifying leak location and repair completion has not been submitted with the "Leak Adjustment Request" form.