

UNIFORM LEAK ADJUSTMENT POLICY

Updated: September 2025

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 normally 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. Leak adjustment will not be considered until after leak is repaired. No adjustments will be given on leaks over three (3) months old, unless justified. No more than one qualifying leak adjustment will be given per year.

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 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, and that the repair materials meet WPSD Specifications for New Service.** Leak adjustments will not be considered until repair is completed and the "Leak Adjustment Request" form has been submitted.

Adjustment is calculated as follows:

200% of historical average consumption billing charge plus tariff leak adjustment rate per thousand gallons for all consumption above 200% of historical average usage.