

Corporation of Shepherdstown
Town Hall
104 N. King Street
P.O. Box 248
Shepherdstown, WV 25443

Application for Leak Adjustment

Date of Application: _____

Customer's Name: _____

Customer's Address: _____

Landlord's Name: _____
& Address _____

Property Address: _____

Date Leak Was Detected: _____

Description of Leak (Include physical location related to water meter and structure(s), how leak was detected, is there surface water, billing amount, Etc.) and has similar event(s) occurred, etc.)

Date Corrective Action Taken: _____

Description of Corrective Action (Include actions take to correct any and all leaks, Contractor's Name, causes, if any for delays, etc. Attach receipts, drawings, etc. (Per the Shepherdstown Leak Adjustment policy.)

I hereby affirm that all above information is True and Accurate to the best of my knowledge.

Customer's Name: _____

(To be completed by Utility Staff Only)

Date Received: _____

Recommend Approval: Yes or No

Adjustment Amount: _____

Utility Staff Comments:

CORPORATION OF SHEPHERDSTOWN
WATER AND SEWER UTILITIES

LEAK ADJUSTMENT POLICY

In the event of unusual usage, which can be attributed to leakage on the user's side of the water meter set, the Corporation of Shepherdstown Water and Sewer Utilities will consider a customer's request for a leak adjustment in accordance with Rule 4.4.3 of the Public Service Commission's Rules & Regulations for the Government of Water Utilities, with Rule 4.3.7 of the Public Service Commission's Rules & Regulations for the Government of Sewer Utilities, and with the following Leak Adjustment Policy. The leak adjustment will reflect the incremental cost of producing water and/or treating sewerage as determined by the Public Service Commission and per the utilities' current Tariffs.

Section 1: Unusual Usage

- 1.1. An unusual usage is defined as usage more than three (3) times the average usage for the previous six billing periods or more than three (3) times the average daily rate for customers with less than one year of service.
- 1.2. In no case will a bill be adjusted if the total amount of usage for the bill is 4,600 gallons or less.

Section 2: Conditions for Consideration of a Leak Adjustment

- 2.1. The Utility will determine the applicable adjustment only when the following criteria have been met:
 - a. The break or leak was accidental.
 - b. Upon discovery of the break or leak, immediate action to cut off water at the meter was taken.
 - c. The problem was corrected. (See provisions in Section 3.)
 - d. The problem was not caused by construction, repair, or other activity in which the earth in the vicinity of the meter or water line on the customer's side of the meter was disturbed.
 - e. The unusual usage of water is not attributable to leaking commodes, dripping faucets, malfunctioning appliances, or similar usage attributable to lack of proper maintenance of the customer's plumbing systems.
- 2.2. In order to be considered, the customer's leak must occur between the customer's meter and the point of entry into the structure being served, excluding any outside fixtures such as frost proof hydrants. Leak adjustments will not be given for the following:
 - Re-occurring leaks,
 - For leaks occurring after the service pipe has first entered the structure,

- For leaking fixtures and appurtenances inside or outside of the structure,
- For leaks due to the use of substandard materials,
- For leaks due to faulty installation of the customer's service pipe, or
- For leaks due to the customer's failure to properly maintain the customer's plumbing system and to protect the customer's service pipe and plumbing from freezing.

2.3. In order to be considered for adjustment leaks shall be repaired within thirty (30) days following discovery, and verification of the repair shall be submitted to Town Hall. Such verification shall include dated copies of invoices or purchase receipts for plumber's services or for materials used to repair the service pipe.

2.4. Once a leak has been discovered, it will be the customer's responsibility to keep Town Hall informed in writing of all actions taken to correct the leak, including dated written backup information from contractors, plumbers, and suppliers.

2.5. The customer must make a written request for a leak adjustment within (15) calendar days following discovery of the leak by the customer or Shepherdstown Waterworks. The request for a leak adjustment shall be made on forms provided by the Town Hall.

2.6. Only two leak adjustments shall be permitted in any applicable pipe. After the second leak, no further adjustments shall be permitted, until the line in question has been replaced in its entirety.

Section 3: Repairs

3.1. Repairs shall be made within thirty (30) days following discovery.

3.2. The use of pipe fittings that require the use of hose clamps on poly tubing is prohibited. A customer who has a leak due to the use of such fittings will be allowed only one adjustment for leaks that occur in those fittings. Upon discovering a leak in such a fitting, the customer is advised to replace all such fittings in the service line.

3.3. The Utilities reserve the right to inspect and approve repairs prior to granting any leak adjustment.

Section 4: Terms of Leak Adjustment

4.1. The customer will be responsible for payment for all water passing through the meter and for all sewer treatment charges at the tariff rates and/or the incremental charge rates (if an adjustment is granted).

4.2. The amount of leakage subject to adjustment will be billed at the incremental charge rates set forth in the Corporation of Shepherdstown's current water and sewer tariffs.

4.3. The bill in question will be due when rendered and must be paid on time to avoid penalty charges.

- 4.4. A request for a leak adjustment will not affect penalty dates, will not affect amounts due, and will not eliminate charges.
- 4.5. On bills that are approved for a leak adjustment, all penalty charges will still apply. The bill in question must be paid in order to avoid such charges.
- 4.6. In the case of a customer requesting an installment plan for the payment of a large bill due to a leak, all the terms of the plan must be met by the customer to avoid penalty charges on current bills.
- 4.7. In the event the Utility Board finds that the bill qualifies for an adjustment, the Board will recommend to Town Council that the bill in question be adjusted.
- 4.8. Any leak adjustments made will be credited to the customer's account and applied to the next bill.
- 4.9. In no event will the adjusted bill be less than the specified minimum charge.
- 4.10. Only two (2) adjustments per account within a 12 month period will be allowed.