

BERKELEY SPRINGS WATER WORKS

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Leak Adjustment Policy

Berkeley Springs Water Works will consider leak adjustment requests in accordance with the Public Service Commission's (PSC) Rules and Regulations, Section 6.4.3.

A customer may request an adjustment to their water bill when usage exceeds **200%** of their historic water consumption due to leakage on the customer's side of the meter. Historic consumption is defined as the average usage over the preceding twelve (12) months, or actual period of service if less than twelve (12) months. If using historic usage results in an unreasonable calculation, adjustments may be made. Customers will be advised that disputes regarding such adjustments may be taken to the PSC.

To qualify, the leak must result from an accidental break on the customers side of the meter. This includes, but is not limited to, water service lines, toilets, shut-off valves, and appliances. The leak must be repaired before an adjustment is considered. Verification is required and must include photos, receipts for materials, or a plumber's bill.

The utility will notify the customer, to the best of their ability, regarding high consumption that may be the result of a leak. If no attempt has been made by the customer to repair the leak, the utility will mail the customer a notice giving them 30 days to repair the leak or no adjustments may be given. If the utility determines that the leak exceeds 1/2 gallon per minute, water service will be discontinued until repairs are completed. The recalculated bill will reflect the utility's incremental cost of treating or purchasing water, as defined in the utility's tariff, for all usage above 200% of the customer's historic average.

Leak Adjustment Forms are available at the Berkeley Springs Water Works office or online at Townofbathwv.net. Once submitted, the Water Clerk will confirm eligibility and forward the request to the Water Superintendent for review. Customers will be notified of the decision and have the right to accept or decline the adjustment.

If the customer also receives sewer service from Warm Springs Public Service District, Berkeley Springs Water Works will notify the sewer utility of the adjustment amount the reason for the adjustment.

Leak adjustments **will not** be granted for water used to fill a pool.