

CLAY BATTELLE PUBLIC SERVICE DISTRICT (CBPSD) LEAK ADJUSTMENT POLICY

Clay Battelle Public Service District (CBPSD) in accordance with the Public Service Commission of West Virginia (Commission) Water Rule 6.4.3 (was 4.4c) establishes a customer leak adjustment policy. Rule 6.4.3.a and Rule 6.9.2. that requires a customer to repair the line to satisfactory conditions states:

6.4.3.a. Each utility shall develop and implement a written leak adjustment policy consistent with this rule. 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. The policy shall be maintained in the utility's office for inspection by the public and shall be applied in a non-discriminatory manner to all customers. The policy shall be filed with the Commission as a part of the utility's tariff. The reasonableness of the utility's policy shall be subject to approval by the Commission and the reasonableness of the utility's practice with respect to implementing a policy shall be subject to Commission review in a formal complaint proceeding.

6.4.3.b. The recalculated bill shall reflect the utility's incremental cost of treating or purchasing the water, as contained in the utility's tariff, for all amounts above 200% of the customer's historic usage. Historic usage shall be defined as the average usage of the preceding twelve (12) months, or 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. If such adjustments are made, the utility should advise its customer that a dispute regarding such adjustments may be taken to the Commission in the form of an informal complaint.

6.4.3.c. and 6.4.3.d. (not applicable- the utility has established a leak adjustment rate in a prior rate case).

6.4.3.e. "The water utility shall, after determining that a leak adjustment must be made, notify the sewer utility of the amount of the adjustment in gallons and the reason for making the adjustment."

6.9.1 and 6.9.2 states that a utility may refuse to serve an applicant if, in its judgment, the applicant's installation of piping equipment is regarded as hazardous or such character that satisfactory service cannot be given and the utility may decline to serve an applicant until he has complied with the governing water service and the Commission approved rules and regulations of the utility.

7.3.8 "A Customer must maintain his service pipe in good condition and free from all leaks and defects, at the customer's cost and expense. A customer's failure to comply with this rule may result in termination of service pursuant to these Rules."

7.3.14 "There shall be no more than one (1) customer service pipe required to serve a single premise and each premises shall be supplied through an independent customer service pipe, unless otherwise approved by the utility in writing."

LEAK ADJUSTMENT POLICY SPECIFICS

The following leak adjustment policy is to be used in providing adjustments to CBPSD residential and small commercial customers. Industrial and resale customers are not eligible for leak adjustments. The repair must be made before any adjustment will be made to the customer's bill (leaks adjustments will NOT be considered until after leak is repaired) unless otherwise approved by the utility in writing.

RESTRICTIONS

No adjustments for the following: malfunctioning appliances and such: (i.e.: leaking commodes, faucets, hot water heaters, outdoor faucets, water hoses, outdoor lawn hydrants, animal feeding devices, malfunction pressure regulators, etc.) or on exposed/visible lines: (i.e.: under sinks, in basements, etc.). Unburied lines and/or appurtenances inside or at any source other than the residence: (i.e.: barns, out buildings, etc.). No adjustments will be given due to customer neglect (i.e.: unburied service lines, unprotected pipes and/or appurtenances exposed to seasonal elements, residences and seasonal homes left unattended for extended periods of time). No adjustment if the service has been illegally connected or extended to any other premise and/or business other than that to be served (one residence per service connection – Rule 7.3.14). The district reserves the right to inspect the reported leak area to verify the leak complies.

Guidelines:

It is recommended that customers install a shutoff valve at the beginning of their service line and inside their home at the point of entry. It is also recommended that at minimum, the shutoff valve at the beginning of the service line be turned off when customer will be away from home for extended periods of time; or contact CBPSD to have your service temporarily turned off and pay a reconnection fee when return.

CBPSD office staff makes every effort to contact the customer the day of or the next day after the meter reading has occurred to notify the customer of a possible leak based on the high use reflected on the customer monthly reading. This is NOT a requirement for CBPSD. It is a courtesy. Typically, CBPSD only reads meters once per month. In some instances, a customer's leak can be so severe that it is causing CBPSD to experience system issues, and CBPSD staff may discover the customer's issue while searching for a system issue outside the regular reading period- if this is the case- then CBPSD staff will attempt to reach the customer. In some cases, it could be necessary to shut the water service off because of the large volume of water the customer is using regardless of whether the customer can be reached or not.

When possible- use continuous service line to avoid multiple connections.

If customer believes their service line has been affected by Oil and Gas activity or other parties working in the area near or on their property- please pursue that avenue for reimbursement and repair/replacement of customer service line. A reminder that CBPSD is a non-profit water utility.

If customer has entered a contract with a Water Line Replacement Program from HomeServe (connected with Dominion Energy) or another vendor) – the customer has coverage for water line repair and/or replacement and associated water loss cost.

REQUIREMENTS

The burden of proof that the leak occurred and is eligible for adjustment rest solely with customer. Again, CBPSD reserves the right to review all request and inspect to ensure the customer's service connections have been repaired according to the West Virginia Code prior to any adjustment.

*The person requesting the leak must be the customer of record at the location.

*The usage being adjusted is at least 200% more than the customer's twelve (12) month average usage as defined in Water Rule 6.4.3.b.

*The leak must be non-preventable and be located in the service line on the customer's side of the meter (thereby complying with the above restrictions).

*Within thirty (30) days following the discovery of a leak by the customer or CBPSD, the customer must make a written request to CBPSD for a leak adjustment using a form provided by CBPSD found on the last page of this policy.

*There must be documentation included. Types of documentation accepted: plumber's bill for repairs, invoices from American Leak Detection of finding the leak, detailed photograph that specify it is at the customer's location (no internet photos). The repair materials must meet the specifications for CBPSD (no hose clamps/gator grips, substandard pipe, etc.). All documentation shall remain the property of CBPSD.

*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.

*The customer's service pipe must be made of a standard material used for buried potable water service pipes and must have a minimum static pressure rating of 150 psi. The use of pipefittings that require the use of hose clamps on poly tubing is prohibited.

TERMS

- * The leak adjustment rate is listed in CBPSD current approved tariff
- * No adjustment will be granted for periods older than 1 billing cycle- reminder customer is required to notify CBPSD within 30 days of discovery of leak.
- *CBPSD office staff typically tries to contact customer the day of or day after meter reading of unusual use (not a required notification). So, if the customer was unaware of the leak- they usually are notified or attempted to be notified relatively quickly after the meter reading to take measures to minimize expense of additional water cost from a leak (or in some cases the water is turned off by CBPSD).
- *The excess consumption will be calculated based on the difference between the current bill and excess use above 200% of the customer’s historical actual use. All volumes of water in excess of 200% of historic usage will be designated excess consumption eligible for leak adjustment following CBPSD policy listings. For a new customer with less than twelve (12) months usage, the historic water usage is defined as a customer at the current location or this current customer at a prior location. In any case the recalculated base bill will not be less than the average use by customer class for a residential customer (based on rule 7.5.5.e.2.) For non-residential customers with less than 12 months of use- CBPSD will use the typical consumption for comparable units published by the American Water Works Association.
- *In addition, when available, CBPSD may elect the use of an electronic data-log from the customer’s meter to assist in determining the leak loss during the period in question. The leak event may be adjusted using the results from the data log rather than the average
- *CBPSD will only adjust the first water bill when the customer was notified or when the customer notified CBPSD and meet all of the requirements and restrictions.
- *A courtesy leak adjustment is only available once a year after meeting all of the requirements and restrictions a if the customers continue to have leaks - CBPSD reserves the right to require the customer to replace the entire service line before the second adjustment is given. Abuse of this policy may result in a denial of leak adjustments or discontinuation of service under Water Rule 7.3.8.
- *For the purpose of this policy, each new leak adjustment period shall begin on the first meter reading date following the period upon which the most recent leak adjustment was based.
- *On bills that are approved for a leak adjustment, all penalty charges will still apply on payments not received by dates indicated on bills- whether or not adjustment has been made prior to penalty date. If customer hasn’t completed leak adjustment request and not made a payment- then late charge will apply to original bill amount

LEAK ADJUSTMENT REQUEST FORM

(writing must be legible and complete, or form will be returned non-processed)

Account Name(s) _____ Acct No.: _____

Daytime Phone No. _____ email address: _____

Property Owner (name/address/phone #) if different than above): _____

Date Leak was Discovered: _____ Date Leak was Repaired: _____

Describe the location of the leak and the action you took to repair it: _____

*****ATTACH PROOF (photos & receipts) QUALIFYING LEAK AND PROOF THAT LEAK WAS REPAIRED!**

I, the undersigned customer, do swear that that I am the customer of record and do reside at the location listed

and that the above information is true and accurate to the best of my knowledge. I have read the attached policy and certify that my situation meets all of the restrictions and requirements listed and I accept the terms provided in the policy and do hereby request an adjustment to the water bill under the provision of the Clay Battelle Public Service District Leak Adjustment Policy.

Customer Signature: _____ Date _____

State of West Virginia,

County of Monongalia, to wit:

The foregoing instrument was acknowledged before me on this _____ day of _____, 20__ by _____.

My commission expires: _____

Notary Public Seal:

Please complete this request form and return it to CBPSD. Include copies of your receipts for materials, plumber's bills, photos, etc. You will be notified of the amount of the adjustment made and any remaining balance due or credit on your account. Typically, the completed form must be received by approximately the 5th of the month to allow for review and processing of possible adjustment and for customer to deliver payment prior to end of grace period to avoid penalty charge. Any customer that receives an adjustment and is a customer of Blacksville or PA sewage- CBPSD will notify those entities of any leak adjustments.

Mail this completed request to: Clay Battelle PSD 186 Buckeye Road Core WV 26541
Drop off in our 24/7 slot to: 186 Buckeye Road Core WV 26541
Drive Thru Hours M-Thurs 9am-2pm/ F 8am-12: 186 Buckeye Road Core WV 26541

FOR UTILITY USE ONLY

Verified Person requesting is the customer of record & lives @ location _____

Has service department been on site and leak qualifies as far as location _____

Did the service department spend excess time (more than 15 minutes) at the site or provide any type of materials or assistance to the customer? Explain

Date of last adjustment _____ Was last leak more than 12 months ago _____ (Y or N)

Usage including leak _____ gallons Does customer live on Blacksville or PA sewer _____

historic usage (-) _____ gallons (x2) for use above 200% of historic

Excess gallons (=) _____ gallons Was request received on time? _____ (Y or N)

Is this an eligible leak? _____ (Y or N) Was adequate documentation provided? _____ (Y or N)

Original Bill \$ _____ for billing period _____

Leak Adjustment \$ _____ Gallons Adjusted _____

Employee: _____ Date _____

C:\Users\User\Documents\My Documents\Leak Information\leak adjustment policy.doc