

# Claywood Park

## Public Service District

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### SEWER BILL ADJUSTMENT POLICY

The purpose of this Sewer bill Adjustment policy is to provide the customer with some relief from abnormally high sewer bills resulting from a water supply line failure.

The District will make an adjustment to a customer's sewer bill according to the rules and regulations for the Government of Sewer utilities of the West Virginia Public Service Commission 4.4.c, and this policy adopted by the District Board.

To receive an adjustment, the following conditions must be met:

1. The water leak has to be in the customer's supply line. Leaking fixtures, malfunctioning appliances, running faucets and similar situations will not be eligible for a leak adjustment unless it can be verified that excess water did not enter the Districts sanitary sewer system.
2. The customer must provide evidence that a leak actually occurred, with the burden of proof resting with the customer, and submit a completed "***Customer Request form for Leak Adjustment***" to the District office, within two (2) months from the date the repair was completed. The District will adjust the two (2) highest bills during the period the leak occurred.
3. A representative of the District must verify the location and type of leak and verify that the leak was repaired according to District standards and that the excess water didn't enter the Districts sanitary sewer system.

Adjustments to the sewer bill will be based on "historic usage" of the customer, which shall reflect seasonal or other historical patterns. If the customer does not have at least twelve (12) months of previous bills to establish historical usage, then the adjustment will be based on available data, which include similar customers in the area. Usage over historical, will be billed using the District's incremental cost of water, as determined by the Districts tariff.

For large leaks a payment plan can be set up, if the customer requests such an arrangement. To qualify for a leak payment plan, the bill must be more than fifty dollars (\$50) or ten percent (10%) higher than historic bills (whichever is greater).

#### ***West Virginia Public Service Commission 150CSR5 4.4.c***

*4.4.c.1. Each utility shall develop and implement a written policy concerning the adjustment of customer bills where they are based upon metered water consumption or are actually metered sewer lines, and the bill reflects unusual water usage which can be attributed to leakage on the customer's side of the point of service. Leaking commodes, dripping faucets, malfunctioning appliances and similar situations shall not constitute leaks which entitle the customer to a recalculated 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 reasonableness of the utility's policy or practice with respect to a policy shall be subject to Commission review in a formal complaint proceeding.*