



# Paw Paw Route 19 Public Service District

## Adjustment Request Form *(effective 7/1/2023)*

Complete each portion of form and RETURN to office  
by mail to P.O. Box 2035, Westover, WV 26502 OR  
(located 4120 Fairmont Road) OR  
scan/email to PawPawH20@gmail.com

Account Number: \_\_\_\_\_ Primary Customer of Record (name(s) on account): \_\_\_\_\_

Daytime Phone Number: \_\_\_\_\_ Co-Applicant Name: \_\_\_\_\_

Service/Physical Address: \_\_\_\_\_

Period of Leak: When did leak occur or when was it discovered? \_\_\_\_\_

What date were repairs completed? \_\_\_\_\_

When leak was located, describe where the leak was found and in what type of material (plastic, copper, galvanized), be specific: (ex: break in plastic service line, broken copper fitting on galvanized line, failed frost free valve, etc.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

List or describe the specific repairs made and what type of materials used:

(ex: replaced copper connector, replaced whole galvanized service line using plastic line, replaced 3 foot portion of original service line (galvanized pipe) with 3 foot portion of plastic 3/4" line, etc.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If description is not sufficient, the PSD may contact you for further information and/or copies of receipts/invoices from contractors, etc. to aid in confirmation of repairs made. *The PSD is not responsible for repair costs incurred by the customer.*

Digital photos (if available) can be texted to (304)288-3339

OR emailed to office: [PawPawH20@gmail.com](mailto:PawPawH20@gmail.com) with a Subject: Leak Repair Photos acct# \_\_\_\_\_

Did the Paw Paw Rt. 19 PSD's utility personnel inspect the leak area once located?  No  Yes Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Was the leak area inspected by PSD's staff after repaired, before covered up?  No  Yes Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Other Notes: \_\_\_\_\_

I do hereby certify that the above information is true and request that a *Account Adjustment Evaluation* be performed to determine if this leak qualifies for an adjustment to my bill:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### OFFICE USE:

Date Received: \_\_\_\_/\_\_\_\_/\_\_\_\_ by Mail at PSD's Drop Box or scanned/Emailed to Office



## Paw Paw Route 19 Public Service District LEAK ADJUSTMENT POLICY *(established 2001; revised 5/3/2023, effective 7/1/2023)*

This policy was revised to comply with amendments to the Rules Governing Water Utilities, 150 C.S.R. Series 7 (Water Rules) as issued by the Public Service Commission of West Virginia, and revised September 13, 2022.

### Rule 6.4.3 (*Leaks on the customer's side of the meter*) states:

- 6.4.3.a. Each utility shall 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. As an alternative to using the incremental cost of treating or purchasing the water, the utility may, at its option, use an adjustment that allows it to recover the Commission's estimate of "typical incremental" cost per thousand gallons of water on usage above the historic usage. The Commission shall from time to time establish its estimate of "typical incremental cost" by order.
- 6.4.3.d. In rate cases the Commission will determine the utility's incremental cost of treating or purchasing the water and require that the utility include the rate in an appropriate tariff as the leak adjustment rate. After the Commission approves a rate in a rate case, the utility shall not have the option to use the Commission's estimate of "typical incremental cost" found in Water Rule 6.4.3.c.
- 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.

*In addition to these rules, the PSD has the following stipulations/exclusions:*

- Request in WRITING: Customer must submit a written request (*Adjustment Request Form* available through office or on website PawPawWater.com) after leak has been repaired. Customer may also be requested to submit documentation of repairs made.
- Prompt Leak REPAIR and Inspection: Customer is responsible for 1) repairing leak promptly (within 2 months of discovery) or adjustment can be denied AND 2) contacting PSD staff to inspect leak area/repairs made before covering the repaired area. Digital photos of leak site/repairs can be submitted to office email: [PawPawH2O@gmail.com](mailto:PawPawH2O@gmail.com) with subject line "Adj Request Photos Acct# \_\_\_\_" or sent to (304)288-3339 with identifying text message.
- Once the adjustment request is evaluated, the customer will be notified by mail with results, whether denied or approved. If an adjustment credit was offered and the customer feels it is acceptable, to receive the credit to their account, the customer must sign and return "Office Copy" by deadline listed. Credit to customer's account cannot be made until paperwork has been returned to office.

#### EXCLUSIONS:

- No adjustments will be made for leaks caused by mining activities. Customer should contact the individual mine or insurance company.
- No adjustment will be given for valves/lines left open/running water to prevent freezing.
- Absolutely no adjustment for optional large usages, such as: washing homes, watering lawns and gardens, filling swimming pools\*, etc. (*\*regarding swimming pools: those customers with sewage service provided by Greater Paw Paw Sanitary District (304-278-2078) must contact them for available adjustment options in these cases*).
- If customer has what is considered a "double connection" and the leak is in line between the two structures/premises – NO adjustment will be made since any double connection is considered against rules and regulations.