

SUMMIT PARK PUBLIC SERVICE DISTRICT

100 COAL ST
CLARKSBURG, WV 26301
summitparkpsd.com
304-623-5304

BOARD MEMBERS

VICTOR L LEON, CHAIRMAN ❖ ROBERT W. BUSH, TREASURER ❖ ROBERT P. HINEBAUGH, SECRETARY

LEAK ADJUSTMENT POLICY

The Summit Park Public Service District in accordance with West Virginia Public Service Commission establishes the following Water and Sewer Leak Adjustment Policy:

Leak Definition:

A customer leak is defined as unusual usage which can be attributed to leakage on the customer's side of the meter. Seeping / running commodes, dripping facets, malfunctioning appliances and similar situations **shall not constitute leaks;** which entitle the customer to a recalculated bill. Sewage adjustments are not provided to customers who have used metered water to fill swimming pools.

Leak Adjustment Rate:

The leak adjustment rate is listed in the District's current Water and Sewer tariff on file with the West Virginia Public Service Commission. Each leak adjustment request shall be submitted to the District promptly and in writing. No adjustments will be granted for periods older than 2 billing cycles. Reported leaks; which may span over a period of 2 bill cycles, may be considered as one occurrence. All approved adjustment amounts shall be provided to the customer in writing by means of an adjusted billing statement.

Method of Calculation:

Adjustments will be based on the customer's historic usage and shall be defined as same period from the previous year's billed usage, or an average of all monthly usage on record, if less than 12 months of usage is available. For non-residential customers, the District will make an appropriate adjustment on a case by case basis. In addition, when available the District will use an electronic data-log from the customer's meter to assist in determining the leak loss, during the period in question. Leak events may be adjusted by occurrence rather than by bill averages using this method. Leak adjustments will not be calculated for accounts using less than the minimum of 3000 gallons.

Availability:

The Summit Park PSD's Policy allows for a leak adjustment due to the loss of water through and "excusable defect" in the customer's water line. An excusable defect is due to a rupture or leakage caused by weather, settlement, corrosion, wear, or accident. Visible leaks in an appliance or fixture such as a faucet or garden hose leaks are ineligible.

The District reserves the right to review all requests and inspect to insure the customer's service connections have been repaired according to West Virginia State Code. If additional leaks occur in the same area of repair; at the District's discretion, the District may require replacement of the customer's service pipe in part or in its entirety before issuance of any subsequent adjustments. Customer negligence in making prompt repairs to leaks may constitute discontinuance of water service until the service line has been replaced and inspected by a District representative. The District reserves the right to refuse or limit the amount of adjustments granted, based on the timeliness of each request or if the customer has been found to be negligent in making prompt repairs to eliminate the leaks from their service connections.

Leak adjustments are limited to a maximum of two (2) consecutive months and must be requested within one (1) month of the repair. Customers may apply for no more than two (2) leak adjustments in any twelve (12) month period. Customer's must request a leak adjustment in writing by fully completing the required information on the District's Leak Adjustment Request Form. The district may disqualify and refuse to consider any incomplete request forms.

LEAK ADJUSTMENT POLICY

Continued

Disputes:

A Copy of this policy shall be maintained in the District's office for inspection by the public and shall be applied in a non-discriminatory manner to all customers. Customers having disputes concerning the Summit Park Leak Adjustment Policy have the right to contact the Public Service Commission at 1-800-642-8544 to file an informal complaint. The customer may also submit a written complaint to the Public Service Commission of West Virginia, PO Box, Charleston, WV 25323.

Per West Virginia Public Service Commission Rules and Regulations: §150-7 WATER and 150-5 SEWER referencing Section 4.4C and 5.3 Customer Service Pipe

4.4.c. Leaks on the customer's side of the meter --

1. Each utility shall develop and implement a written policy concerning the adjustment of customer bills where the bill reflects unusual usage which can be attributed to leakage on the customer's side of the meter. Leaking commodes, dripping facets, 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.

2. The policy shall provide for a recalculated bill to reflect the utility's incremental cost of treating or purchasing the water, as contained in the utility's tariff, for all amounts above 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.

3. As an alternative to using the incremental cost of treating or purchasing the water, the utility may, at its option, use an adjustment which 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.

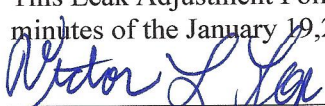
4. However, in future rate cases the utility's incremental cost of treating or purchasing the water shall be determined and the rate placed in an appropriate tariff as the leak adjustment rate. After a rate has been determined in a rate case, the utility shall not have the option to use the Commission's estimate of "typical incremental cost" found in 4.4.c.3.

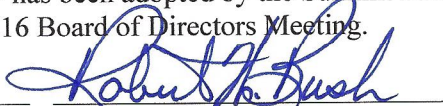
5. The water utility shall, after determining that a leak adjustment must be made, notify the sewer utility of the amount of the adjustment in gallons and the reason for making the adjustment.

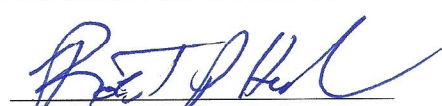
5.3.h. A customer must maintain his service pipe in good condition and free from all leaks and defects, at the customer's cost and expense. A customer's failure to comply with this rule may result in termination of service pursuant to these Rules.

5.3.k. The customer's service pipe and all connections and fixtures attached thereto shall be subject to the inspection of the utility before the water will be turned on, and all premises receiving a supply of water and all service pipes, meters and fixtures, including any and all fixtures within the said premises, shall at all reasonable hours be subject to inspection by any duly authorized employees of the utility.

This Leak Adjustment Policy has been adopted by the Summit Park Board of Directors and is reflected in the minutes of the January 19, 2016 Board of Directors Meeting.


Victor L. Leon, Chairman


Robert W. Bush, Treasurer


Robert P. Hinebaugh, Secretary

LEAK ADJUSTMENT POLICY

Attachment Example of Leak Adjustment Request Form

SUMMIT PARK PUBLIC SERVICE DISTRICT

100 COAL ST
CLARKSBURG, WV 26301-5966
304-623-5304

Victor L. Leon, Chairman
Robert W. Bush, Treasurer

Robert P. Hinebaugh, Secretary
Mary E. Seymour, General Manager

Leak Adjustment Request Form

Account No. _____

Service Address _____ Daytime Phone No. _____

A Summit Park PSD Policy allows for a Leak Adjustment credit because of loss of water through an "excusable defect" in the customer's water line. An excusable defect is due to a rupture or leakage caused by weather, settlement, corrosion, wear, or accident. Visible leaks in an appliance or fixture such as faucet and hose leaks are ineligible. A discount may be given for the leak gallons considered to be usage in excess of the customer average monthly usage. This adjustment is limited to a maximum of Two (2) consecutive months and must be requested within one (1) month of the repair. Customers may apply for no more than two (2) leak adjustments in any twelve (12) month period.

I, _____, am the Responsible Party for the account at the above service address.
(Give full legal name and/or business identity)

I am asking the Summit Park PSD to reduce the water bills for this account, to the extent allowed by district policy because of a leak beginning on (date) _____ and repaired on (date) _____. During this period, the following additional water appliances (washer, dishwasher, spa, etc.) were installed at the service address. State "NONE" if none were added: _____
The water lost from this leak was not used by anyone. The water used due to this leak (was or was not) _____ sewered.

IN ORDER TO PROCESS YOUR APPLICATION QUICKLY & EFFICIENTLY, PLEASE READ THE FOLLOWING CAREFULLY AND GIVE A COMPLETE AND CLEAR DESCRIPTION OF THE REPAIRS.

Type of leak on customer's side of meter: _____

Description of repair: _____

Attach documentation of the repair date, address, type of repair, and cost. Acceptable documents include plumber's statement/bill or a receipt for parts. Businesses with in-house maintenance may submit a statement signed by two (2) employees who witnessed the repair. In all cases the district retains the right to make field verifications before approving leak adjustments. You will be notified verbally or by mail generally within 90 days whether your request is approved or denied.

I am familiar with all of the facts stated in and attached to this document and they are true and correct. **Making false statements on this form is subject to refusal of adjustment and revocation of the privilege to request adjustments for a period of one (1) year.**

I certify that this application and attached documents contain no false statements.

Print Name: _____ Date: _____

Signature of person requesting a leak adjustment: _____

Complete the form and return to Summit Park PSD 100 Coal St WV 26301-5966. Please call our Customer Service representative at 304-623-5304, if you have any questions.

Office use

Leak Adjustment request approved or denied _____

Adjustment completed on account and customer notified _____

(Date & Sign)