

Summersville Water Works
Leak Adjustment Policy
Effective Date: January 1, 2014

The Summersville Water Works (SWW) will consider a request for a leak adjustment in accordance with section 4.4.3 of the Public Service Commission's Rules and Regulations for the Government of Water Utilities. A leak adjustment will reflect the Incremental cost of producing water as set forth in the Municipality's approved tariff. **Leak adjustments will not be given for re-occurring leaks, for leaking fixtures and appurtenances inside or outside of the structure, for leaks due to the use of substandard materials, for leaks due to failure to properly protect the service pipe and plumbing from freezing.**

Requirements:

- The leak must be non-preventable and be located in the service line on the customer's side of the meter. A leak adjustment will be granted whether the leak occurred inside or outside of the building served.
- **Leaking commodes, dripping faucets, malfunctioning appliances and similar situations, leaks due to improper customer service pipe materials and/or construction methods and leaks due to frozen customer service pipes shall not constitute leaks which entitle the customer to a recalculated bill.** The Municipality will visually inspect the area to determine the nature of completed repairs purported to be necessitated by the leak.
- Within thirty (30) days following discovery of the leak by the customer or the SWW, the customer must make a written request to the Municipality for a leak adjustment using the form provided by the Municipality.
- 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. A customer who has a leak in a service line that does not meet these standards shall be allowed only one adjustment for a leak that occurs in that line and only after the customer replaces the service line with a service pipe that meets these standards.

Terms:

- A leak shall be defined as the volume of unusual usage of water during any billing period which increases the customer's water usage above the customer's historic water usage pattern.
- Historic water usage is defined as the customer's previous twelve month average usage. For a new customer with less than twelve months of usage, the historic water usage is defined as the customer's average usage for the number of months as a customer at the current location. In either case the historic water usage average will not be less than the minimum gallons per month of a minimum water bill for the particular class of water service.
- A leak adjustment will be made on the customer's water usage greater than the customer's historic water usage pattern.

- The amount of leakage subject to adjustment will be billed at the Municipality's Incremental cost rate set forth in the Municipality's approved tariff. No leak adjustment will be made for more than a two month period.
- All leaks that have been discovered shall be repaired within thirty (30) days and verification of the repair must be submitted to the Municipality. A leak that has not been repaired within 30 days of discovery shall not be eligible for a leak adjustment. Further, it is understood that a leaking water service not repaired within 30 days of discovery shall be subject to termination.
- **Only one adjustment per customer will be allowed in any 12-month period.**
- **The bill in question will be due when rendered and must be paid on time to avoid penalty charges. A request for a leak adjustment will not affect penalty dates, will not affect amounts due and will not eliminate charges.**
- On bills that are approved for a leak adjustment, all penalty charges will still apply.
- All leak adjustments made will be credited to the customer's account and applied to the next month's bill.
- The Municipality will allow the customer to establish a payment plan with the Municipality one time per twelve-month period. The Municipality will not offer this option to the customer. The payment plan must be at the customer's request. **In the case of a customer requesting an installment plan for the payment of a large bill due to a leak, all the terms of the plan must be met by the customer to avoid penalty charges on current bills.**

Swimming Pool Adjustments

The swimming pool adjustment policy is to protect the customer from excess costs due to a leak in a swimming pool, hot tub, spa, etc. that did not discharge water into the public sewer system. It is the Municipality's intent that all pools drain into the sewer collection system for proper treatment. Chemicals used to maintain proper PH, alkalinity, and disinfection in pools are not to be discharged into the surface waters or to storm water drains. To protect the environment the Municipality recommends disposing of such water through the sanitary sewer system either by direct plumbing or by pumping to an active clean-out on the sewer system. The Municipality's sewer tariff provides for the assessment of sewer charges based on metered water usage; including water utilized to fill swimming pools. **The Municipality will not credit sewer account for charges to fill a swimming pool.**

Requirements:

- In specific cases where the customer can demonstrate that there is no discharge of water to the sanitary sewer system, the Municipality will consider making one adjustment per calendar year to **sewer charges** for water lost due to leaks, repairs, replacement of liner, etc. for pools, hot tubs, or spas.

- The metered water usage must be at least 2,000 gallons above the customer's average historical usage to qualify for this adjustment. Sewer charges will be credited at full tariff rates.
- The customer must contact the Municipality prior to making the repair and refilling the pool so the Municipality can verify the leak did occur and the action necessary to repair the leak. An adjustment will not be made if the customer fails to contact the Municipality allowing for the opportunity to conduct an inspection.
- Following the repairs the customer must make a written request to the Municipality for a leak adjustment using the form provided by the Municipality. This request must be made within one month after receiving the billing statement with the increased water usage. Failure to do so will forfeit the customer's right to a swimming pool leak adjustment.

This policy was adopted by the Summersville City Council at a regular meeting held November 11, 2013.