

WARM SPRINGS PUBLIC SERVICE DISTRICT LEAK ADJUSTMENT POLICY

FOR SEWER BILLS BASED UPON METERED WATER CONSUMPTION

This Policy will establish the procedure by which Warm Springs PSD (District) will adjust sewer bills that reflect 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 a customer to a recalculated bill (PSC Rule 4.4.c.1).

The District will recalculate a customer's bill in the following manner:

If it can be proved that the leaking water did not enter the sanitary sewer system, the amount of consumption above the customer's historic usage (average usage of the previous twelve months) will be credited at full tariff rates. If it cannot be proved that the leaking water did not enter the sanitary sewer system, the amount of consumption above the customer's historic usage will be billed at the authorized incremental rate. The District reserves the right to make adjustments to the historic usage calculation if the results are unreasonable.

The leak adjustment request must be received by the District no later than forty-five (45) days from the date of the leak occurrence. The customer will complete the District's Leak Adjustment Request Form and provide proof (receipts for repairs) that a leak occurred and did not enter the sanitary sewer system.

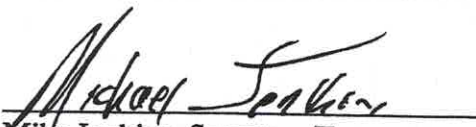
Any customer aggrieved by the District's leak adjustment policy may file a complaint with the Public Service Commission of West Virginia.

This Policy may be modified from time to time by the District's Board of Directors.

Adopted at a regular meeting of the District this 12th day of September, 2012.



Paul S. Zorich, Chairman



Mike Jenkins, Secretary/Treasurer