

**WARM SPRINGS PUBLIC SERVICE DISTRICT
92 NORTH WASHINGTON STREET
BERKELEY SPRINGS, WV 25411
PHONE: 304-258-4118
FAX: 304-258-7984**

AUTHORIZATION FOR CORRECTION & ALLOWANCE ON SEWER ACCOUNTS

Name: _____ Date: _____

Address: _____ Phone: _____

Account No. _____

Leak Information

Explanation: _____

Where was the leak? _____

Where did the water run? _____

When did leak occur? Month: _____ Date: _____

Who fixed the leak? _____

When was the leak fixed? _____

Attach copy of repair invoice.

Swimming Pool Information

What size is the pool? _____ Ft _____ Inches In ground _____ Above ground _____

Is the pool round, oval or rectangular? _____

What is the depth of water in the pool? _____

How many inches or feet of water was added to the pool? _____

When did filling begin? _____

Customer Signature: _____ **Authorized By:** _____

XX

OFFICE USE ONLY

Current bill _____ Gallons _____

SW Credit _____ ST Credit _____

Average bill _____ Gallons _____

Penalty Credit _____

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 200% of the customer's historic usage (average usage of the previous twelve months) will be credited at a rate of \$1.58 per 1000 gallons when a bill reflects unusual consumption which can be attributed to eligible leakage on the customer's side of the meter. 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 at 1-800-344-5113.

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 14th day of August, 2024.



Michael Jenkins, Chairman



Thomas Stinebaugh, Secretary