

**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**

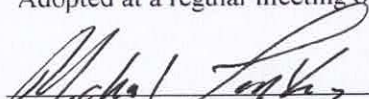
This Policy will establish the procedure by which Warm Springs PSD (District) will adjust sewer bills that reflect unusual water usage which can be attributed to leakage on the customer's side of the point of water service.

- a. In order to initiate the process to consider a leak adjustment, the Berkeley Springs Water Works (BSWW) must notify the District in writing that it has determined that a leak adjustment for water service must be made, and inform the District of the amount of the adjustment in gallons, and the reason for the adjustment. PSC Water Rule 6.4.3.e. Intentional flushing of lines, leaking commodes, dripping faucets, malfunctioning appliances, and similar situations shall not constitute leaks which entitle a customer to a recalculated sewer bill.
- b. The customer will complete the District's Leak Adjustment Request Form and provide proof of repair. The completed Leak Adjustment Request Form must be received by the District no later than ninety (90) days from the date the customer received a water bill with unusually high usage.
- c. If the BSWW informs the DISTRICT that it has granted a leak adjustment request to a BSWW water customer and it has not been demonstrated that the excess water did not enter the sanitary sewer system, the DISTRICT will make an adjustment to the customer's sewer bill as follows:
 - i. The DISTRICT will determine the customer's historical usage by averaging the customer's prior twelve (12) months of sewer bills or the actual period of service if less than twelve (12) months. That average will be considered the customer's Base Charge.
 - ii. If the customer's current bill exceeds the customer's Base Charge, but does not exceed the Base Charge by more than 200%, the customer is not entitled to a leak adjustment.
 - iii. If the customer's current bill exceeds the customer's Base Charge by more than 200%, then the customer is entitled to a leak adjustment, but only to the extent the current bill exceeds 200% of the Base Charge. The DISTRICT's Incremental Cost in its tariff, currently \$1.58 per 1,000 gallons, will be used as the incremental cost rate. The incremental cost rate represents the DISTRICT's cost of treatment.
 - iv. For example, if the customer's Base Charge is 4,000 gallons per month and BSWW determines a leak adjustment is warranted and the customer's bill is for 8,000 gallons or less, the customer would not be entitled to a leak adjustment. If the customer's Base Charge is 4,000 gallons per month and BSWW determines a leak adjustment is warranted and the customer's bill is for 8,001 gallons or more, the customer would be entitled to a leak adjustment. However, the adjustment would only be for the amount of usage in excess of 8,000 gallons. In this example, if the customer's bill was for 10,000 gallons, the leak adjustment would only apply to 2,000 gallons. The remainder of the usage would be based on normal sewer tariff rates.
- d. Customers are responsible for the timely repair of leaks on the customer's side of the meter. Repeated water leak adjustments may result in denial of a sewer adjustment until the leaking facilities are repaired or replaced. If the customer can demonstrate that the leak was timely repaired, but the excess usage carried over to a second bill, DISTRICT will provide a credit.
- e. Where a customer can show that the location of the water leak resulted in no additional discharges into the sanitary sewer system, the customer's sewer bill should be based upon the Base Charge.

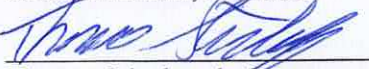
Any customer aggrieved by the District's leak adjustment policy may file a complaint with the Public Service Commission of West Virginia at 1-800-344-5113.

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 May, 2025.



Michael Jenkins, Chairman



Thomas Stinebaugh, Secretary