



Harpers Ferry Water Works
1000 Washington Street, PO Box 217
Harpers Ferry, WV 25425

Customer Request For Leak Adjustment

- Please read the attached policy to determine if you have a qualifying leak.

Customer Name: _____ **Primary Phone Number:** _____
Mailing Address: _____ **Account Number:** _____
City: _____ **State:** _____ **Zip Code:** _____
Property owner (if different from above): _____
Property location (if different from above): _____
Date leak discovered: _____ **Date leak fixed** _____
Leak was repaired by: _____

Describe the location of the leak and the action you took to repair it.

I, the undersigned customer, do swear that the above information is true and accurate to the best of my knowledge, and I do hereby request an adjustment to the water bill under the provisions of the Harpers Ferry Water Work Leak Adjustment Policy.

Customer Signature: _____ **Date:** _____

Please complete this request form and return it to the Harpers Ferry Water Works. Include copies of your receipts for materials, plumber's bill, photos, or any other documentation that the leak was repaired. You will be notified of the amount of the adjustment made and any remaining balance due or credit on your account. Copies will be forwarded to the Harpers Ferry/Bolivar Public Service District (sewer).

Mail your request to: HFWW PO Box 217 Harpers Ferry, WV 25425
Fax your request to: HFWW 304-535-6520
Drop off request at: HFWW 1000 Washington St. Harpers Ferry, WV 25425

FOR HFWW USE ONLY-

Does not qualify for adjustment to water charges; forwarded to sewer office _____

Leak Adjustment Policy

Effective Date: June 25, 2003 – Final Order Date of PSC of WV in Case No. 02-1416-PWD-C

The Harpers Ferry Water Works (HFWW) 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 Town ordinance. **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 the failure to properly protect service pipes 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 that entitle the customer to a recalculated bill.** The Water Works 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 Water Works, the customer must make a written request to the Water Works for a leak adjustment using the form provided by the Water Works.
- 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. The use of pipefittings that require the use of hose clamps on poly tubing is prohibited. 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 a twelve-month average 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 wage greater than the customer's historic water usage pattern.
- The amount of leakage subject to adjustment will be billed at the Water Works incremental cost rate set forth in the Town ordinance. 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 Water Works. 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 Water Works will allow the customer to establish a payment plan with the Water Works one time per twelve-month period. The Water Works 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, the customer to avoid penalty charges on current bills must meet all the terms of the plan.

This policy was revised per the Public Service Commission of West Virginia order entered June 5, 2003 in Case No. 02-1416-PWD-C