

CRAIGSVILLE PSD WATER AND WASTEWATER DEPARTMENT LEAK ADJUSTMENT POLICY

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EFFECTIVE: JANUARY 1, 2024

A CUSTOMER OF THE CRAIGSVILLE PSD WILL BE ELIGIBLE FOR A LEAK ADJUSTMENT IN THE CASE OF UNUSUAL WATER USAGE IN EXCESS OF 200% OF THE CUSTOMER'S HISTORICAL USAGE THAT CAN BE ATTRIBUTED TO LEAKAGE ON THE CUSTOMER'S SIDE OF THE POINT OF SERVICE.

IN ORDER FOR A CUSTOMER TO QUALIFY FOR A LEAK ADJUSTMENT, THE LEAK MUST HAVE GENERALLY OCCURRED ON THE WATER SERVICE LINE OR AN INTERNAL CONCEALED STRUCTURE PLUMBING LINE DEFINED AS A HIDDEN LEAK CAUSING EXCESS USAGE THAT IS HIDDEN FROM VIEW SUCH AS IN A LINE THAT IS UNDERGROUND, BEHIND A WALL, OR A CRAWLSPACE AND THAT PRODUCES NO VISIBLE OR AUDIBLE SIGNS THAT WOULD ALERT A REASONABLE PRUDENT PERSON TO THE PRESENCE OF A LEAK.

IF A CUSTOMER IS NOTIFIED THAT THEY HAVE A LEAK AS DESCRIBED ABOVE AND DOES NOT REPAIR SAID LEAK WITHIN A TIMELY MANNER, THE CUSTOMER WILL NOT QUALIFY FOR A LEAK ADJUSTMENT.

THE UTILITY MANAGER WILL OBTAIN VERIFICATION OF THE LEAK STATUS FROM THE UTILITY FIELD SUPERVISOR.

THE DATES LISTED ON THE LEAK ADJUSTMENT APPLICATION MUST MATCH THE METER USAGE DATES.

THE PSD WILL PROVIDE A LEAK ADJUSTMENT TO ELIGIBLE CUSTOMERS FOR A MAXIMUM OF TWO BILLING PERIODS: THE PERIOD IN WHICH THE LEAK DEVELOPED AND THE PERIOD

IMMEDIATELY FOLLOWING THAT MONTH WHEN THE LEAK SHOULD HAVE BEEN REPAIRED.

IN THE EVENT OF A SECOND LEAK IN THE CUSTOMER'S SERVICE LINE, THE CUSTOMER SHOULD CONSIDER REPLACING THE ENTIRE SERVICE LINE. REPEATED LEAK ADJUSTMENTS OR ABUSE OF THIS POLICY MAY RESULT IN A DENIAL OF A LEAK ADJUSTMENT OR DISCONTINUATION OF SERVICE UNDER WATER RULE 3.8.

IT IS THE CUSTOMER'S RESPONSIBILITY TO REQUEST A LEAK ADJUSTMENT APPLICATION FROM THE UTILITY OFFICE, COMPLETE IT, AND RETURN WITH THE REQUIRED DOCUMENTATION CONFIRMING THE LEAK HAS BEEN FIXED. TYPES OF DOCUMENTATION THAT ARE ACCEPTABLE INCLUDE DETAILED PHOTOGRAPHS OF THE LEAK, COPIES OF INVOICES FOR REPAIR SERVICE, AND COPIES OF RECEIPTS FOR MATERIAL PURCHASED. ALSO, A WRITTEN STATEMENT DETAILING THE MATERIALS AND REPAIRS COMPLETED IS REQUIRED. ALL SUCH DOCUMENTATION SUBMITTED BY THE CUSTOMER SHALL REMAIN THE PROPERTY OF THE CRAIGSVILLE PSD.

IN THE CASE OF A CUSTOMER REQUESTING AN INSTALLMENT PLAN FOR A LARGER BILL DUE TO A LEAK, ALL THE TERMS OF THE PLAN MUST BE MET BY THE CUSTOMER TO AVOID PENALTY CHARGES ON THE CURRENT BILL.

THE ABOVE POLICY SUPERSEDES ANY AND ALL PREVIOUS LEAK ADJUSTMENT POLICIES. THIS POLICY SHALL BE MAINTAINED IN THE CRAIGSVILLE PSD OFFICE FOR INSPECTION BY THE PUBLIC AND SHALL BE APPLIED IN A UNIFORM, NONDISCRIMINATORY MANNER TO ALL CUSTOMERS.

Craigsville public service district

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leak adjustment application

Customer Name: _____ Account Number: _____

Mailing Address: _____ Phone Number: _____

City, State and Zip Code: _____

Property Address (if different from mailing): _____

Date Leak Discovered: _____ Date Repaired: _____

Due Date of Bill(s) in Question: _____

Amount of Bill(s) in Question: _____

ATTACH DOCUMENTATION PROVING LEAK WAS REPAIRED

(Examples: photos, invoices, receipts, etc.)

In order to better serve you with your adjustment request, we need as much information about the leak as you can provide. Explain in full detail the type of leak, where the leak occurred, how it was found, how it was repaired and by whom.

I, the undersigned, swear that the above information is true and accurate to the best of my knowledge.

I do hereby request an adjustment to the above-mentioned bill(s) under the provisions of the Craigsville public service district Leak Adjustment Policy.

Signed: _____

Date: _____

THIS SECTION IS FOR INTERNAL USE ONLY

Current period usage: _____ Previous month usage: _____ Average historical usage: _____