

January 16, 2009

## ADJUSTMENTS

As per West Virginia Public Service Commission rule §150-7-4.4.c, The City of Charles Town Utility Board will grant an adjustment for billing per the following guidelines:

- No adjustment will be allowed for leaking commodes, dripping faucets or malfunctioning appliances. (§150-7-4.4.c.1)
  - No adjustment will be given for lawn watering, gardening, pool filling or any other intentional use of water.
  - Adjustments will be made only for a leaking or broken service line, meter or valve.
  - An adjustment will be made after proof of the leak repair or line replacement has been provided.
  - The amount of the adjustment will be based upon an average of the prior 12 months. (§150-7-4.4.c.2)
  - Only 3 billings may be adjusted per leak incident.
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## BEGINNING OR ENDING SERVICE

- Service will not be turned on or off after 4pm on weekdays.
  - Service will not be turned on or off on weekends or holidays.
  - A photo id is required to apply for service. (§150-7-4.1.e.1)
  - If you are renting, the person(s) named on the lease is the only person(s) allowed to apply for service.
  - You will be held responsible for the service until you notify us in writing. (§150-7-4.1.e.2)
  - A deposit is required to start service.
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## DEPOSITS

- The deposit will be refunded after the final billing has been paid or after 12 consecutive months of billings paid without a delinquency. (§150-7-4.2.a.1)
- An existing customer who has made 12 consecutive payments without delinquency in the prior 12 months is not required to pay a deposit at a new residence. (§150-7-4.2.a.9)
- All owners of multiple residences will be required to pay a deposit for each service location. (§150-7-4.2.a.9)