



Charles Town Utility Board

661 S. George Street, Suite 101 Charles Town, WV 25414
Phone: (304) 725-2316 ♦ Fax: (304) 725-7150 ♦ Web: www.ctubwv.com

CHARLES TOWN UTILITY BOARD

Leak Adjustment Policy

Adopted February 23, 2022

UTILITY BOARD

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WHEREAS, the Charles Town Utility Board (“CTUB”), in accordance with the Public Service Commission of West Virginia (the “PSC”) Title 150 Legislative Rule *Series 7 Rules for the Government of Water Utilities* (the “*Water Rules*”) and *Series 5 Rules for the Government of Sewer* (the “*Sewer Rules*”), hereby establishes a Leak Adjustment Policy.

- CTUB will make a leak adjustment only when the water usage being adjusted is in excess of 200% of the customer’s historical usage as defined by Rule 6.4.3 of the *Water & Sewer Rules* that can be attributed to leakage on the customer’s side of the point of service. The leak adjustment will be computed pursuant to applicable rules of the Public Service Commission, the leak adjustment rate (incremental cost of water and/or wastewater) and the customer’s historic usage.

- Historic usage shall be defined as the average of the preceding twelve (12) month or actual period of service if less than twelve (12) months.

- No adjustment will be given for lawn watering, gardening, pool filling, or any other intentional use of water.

- A Leak Adjustment Request Form must be completed within 60 days of billing date reflecting the leak.

- Adjustments for leaking commodes, dripping faucets or malfunctioning appliances will only be considered if the leak amount is more than 200% of the customer’s twelve (12) month average usage. Any amounts which the customer can prove did not enter the sanitary system shall be credited at full sewer tariff rates.

- The customer must submit proof of repair of the leak. This may consist of either a copy of plumber bill, copy of receipt for parts, or photo of repair.

- A “hidden leak” is a leak causing excess usage that is hidden from view, such as in a line that is underground, behind a wall or in a crawl space, and that produces no visible or audible signs that would alert a reasonably prudent person to the presence of the leak.

- If the customer has a hidden leak, then the customer may request a leak adjustment. Upon the customer providing adequate information to demonstrate that there was a hidden leak and that it has been repaired (e.g., repair item receipts or contractor invoices), CTUB will process a hidden leak adjustment in accordance with this policy. CTUB reserves the right to require documentation, including but not limited to repair item receipts or contractor invoices, to verify that a repair has been made and the leak was hidden before processing a leak adjustment.

- CTUB will provide a hidden 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. CTUB may, in the alternative and as a courtesy to the customer, adjust the two highest consecutive months during the time the leak ran. An exception will be made if the leak occurred during a billing period or periods during which usage was estimated, or if CTUB in its sole discretion determines that other conditions exist that warrant an adjustment for additional time periods.
- In the event of a second leak in the customer's service pipe, the customer should consider replacing the entire service pipe. Repeated leak adjustments or abuse of this policy may result in a denial of leak adjustments or discontinuation of service under Water Rule 6.8.
- Only 2 leaks per twelve (12) month period will be considered for adjustment.
- This policy shall be applied in a uniform, non-discriminatory manner to all customers. Any customer aggrieved by a provision of this policy has the right to request CTUB to review and revise such provision. A customer who remains aggrieved after review by CTUB has the right to file a complaint with the PSC.