

MAYOR

James K. Terango

Town of Stonewood

Incorporated in 1947
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"Working Together For a Better Community"

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WATER UTILITY
Customer Leak Adjustment Policy

City of Stonewood, in accordance with the Public Service Commission on West Virginia (Commission) Water Rule 4.4.c, establishes a Customer Leak Adjustment Policy

1. This policy concerns the adjustment of Customer water bills where they are based upon metered water consumption, and the bill reflects unusual usage which can be attributed to qualified leakage on the customer's side of the point of service.
2. *Water Customers of the City of Stonewood are eligible for only one (1) leak adjustment in a twelve (12) consecutive month period. For the purpose of this policy, each new leak adjustment period shall begin on the first meter reading date following the period upon which the most recent leak adjustment was based.*
3. For a Customer to qualify for a leak adjustment, the leak must have occurred on the water service line or internal, concealed structural plumbing. Leaking commodes, dripping faucets, malfunctioning appliances, leaking garden hoses and similar situations will not constitute leaks which entitle the Customer to a recalculated bill.
4. The Utility must be notified by the Customer as soon as possible that a leak has occurred and that an adjustment is desired. A written request for adjustment (see attached form), including documentation (described below), must be received by the Utility within forty-five (45) calendar days following discovery and correction of the leak. Failure to do so will forfeit the Customer's right to a leak adjustment.
5. The burden of proof that the leak occurred and is eligible for adjustment rests solely with the Customer. The Utility is under no obligations to verify leak adjustment requests. Types of leak documentation which will be accepted include detailed photographs of the leak, copies of plumber's invoice for repairing the leak, copies of receipts for materials purchased to repair the leak, etc. All such documentation shall remain the property of the Utility.
6. Should a leak be deemed eligible for adjustment, the Customer's bill will be adjusted in compliance with Commission Water Rule 4.4.c. which basically means the adjusted bill will be comprised of two components:
 - a. Charge for average historical usage as discussed in Item 7 below at the Utility rates in effect at the time of the leak.

- b. Charge for usage in excess of the average historical usage as discussed above at the applicable incremental leak adjustment rate per the Utility's tariff in effect at the time of the leak. If there is no incremental leak adjustment rate defined in the tariff, the Utility shall charge the Commission's current estimate of "typical incremental" cost per thousand gallons of water for excess usage above the historic usage. The Commission shall from time to time establish its estimate of "typical incremental cost" by Commission order.
7. The Customer's average historical usage is defined as the average usage of the preceding twelve (12) months, or the average usage of the actual period of service if less than twelve (12) months. If the leak occurs in the first month of service for the Customer, the Utility may use the average historical usage of the same total customer class of service in the utility.
8. The Utility must advise its Customer that a dispute regarding leak adjustments may be taken to the Commission in the form of an informal or formal complaint.

This policy was adopted by the City of Stonewood at its council meeting on April 3rd 2018
to be effective immediately.














