

**Berkeley County Public Service Water District**  
**251 Caperton Blvd**  
**Martinsburg, WV 25403**  
**Phone 304-267-4600 Fax 304-264-4590**



## **Leak Adjustment Policy**

### **(Water Charges Only)**

Effective Date: August 16, 2013

The Berkeley County Public Service Water District (BCPSWD) will consider a request for a leak adjustment in accordance with section 4.4.c 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 District's approved tariff. Leak adjustments will not be given for unusual usage due to leaking commodes, dripping faucets, malfunctioning appliances and similar situations that would be easily noticed by the customer.

#### 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 being served.
- Leaking commodes, dripping faucets, malfunctioning appliances and similar situations shall not constitute leaks which entitle the customer to a recalculated bill. The District 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 BCPSWD, the customer must make a written request to the District for a leak adjustment using form provided by the District.
- 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 twelve months of 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 any case the recalculated bill will not be less than the minimum water bill for that particular class of water service as indicated in the current tariff.
- A leak adjustment will be made on the customer's water usage greater than the customer's historic water usage pattern.
- The amount of leakage subject to adjustment will be billed at the District's Incremental cost rate as set forth in the District's approved tariff.

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- All leaks that have been discovered shall be repaired as soon as possible and verification of the repair must be submitted to the District. A customer must maintain his service pipe in good condition and free from all leaks and defects, at his expense. A customer's failure to comply with this rule may result in termination of service pursuant to the Public Service Commission Water Rules.
- In the event of a dispute between the customer and the utility respecting any bill, the utility shall conduct an investigation and report the result thereof to the customer. In the event that the complaint is not resolved, the utility shall, before service is discontinued, notify the customer that he may file an informal or formal complaint with the Commission.
- 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 bill(s) that reflect(s) unusual high water usage.
- In the case of a customer requesting an installment plan for the payment of a large bill due to a leak, all the terms of the plan must be met by the customer to avoid penalty charges on current bills.

**This policy was 1) revised per the Public Service Commission of West Virginia order entered August 1, 2013 in Case No. 13-0009-PWD-C and 2) adopted by the Board of Directors at a regular meeting held August 12, 2013.**

(See Combined Water and Sewer Customer Request for Leak Adjustment Form below)

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**COMBINED WATER & SEWER BILLING  
CUSTOMER REQUEST FOR LEAK ADJUSTMENT**

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

**Customer Name:** \_\_\_\_\_  
(Please Print)

**Mailing Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_

**Account Number:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

**Property Owner:** (if different from above) \_\_\_\_\_

**Property Location:** (if different from above) \_\_\_\_\_

**Date Leak Discovered:** \_\_\_\_\_ **Date Repaired:** \_\_\_\_\_

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

**Note: If the repair is in a crawlspace or inside a wall please attach a copy of your receipt for materials and/or repair bill.**

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**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 Berkeley County Public Service District Leak Adjustment Policy.**

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Required)

**Please complete this request form and return it to the Water District. Include copies of you receipts for materials, plumber's bill, etc if required as noted above. You will be notified of the amount of the adjustments made and any remaining balance due or credit on your account. Copies will be forwarded to the Berkeley County Public Service Sewer District.**

**Mail your request to:** BCPSWD 251 Caperton Blvd, Martinsburg, W.V. 25403  
**Fax you request to:** BCPSWD 304-264-4590  
**Drop off your request:** BCPSWD 251 Caperton Blvd, Martinsburg M-F 8am-4:30 pm  
**Email your request:** admin@berkeleywater.org