

LEAK ADJUSTMENT POLICY

In the event of unusual usage, which can be attributed to leakage on the user's side of the water meter set, the Corporation of Shepherdstown Water and Sewer Utilities will consider a customer's request for a leak adjustment in accordance with Rule 4.4.3 of the Public Service Commission's Rules & Regulations for the Government of Water Utilities, with Rule 4.3.7 of the Public Service Commission's Rules & Regulations for the Government of Sewer Utilities, and with the following Leak Adjustment Policy. The leak adjustment will reflect the incremental cost of producing water and/or treating sewerage as determined by the Public Service Commission and per the utilities' current Tariffs.

Section 1: Unusual Usage

1.1. An unusual usage is defined as usage more than three (3) times the average usage for the previous six billing periods or more than three (3) times the average daily rate for customers with less than one year of service.

1.2. In no case will a bill be adjusted if the total amount of usage for the bill is 4,600 gallons or less.

Section 2: Conditions for Consideration of a Leak Adjustment

2.1. The Utility will determine the applicable adjustment only when the following criteria have been met:

- a. The break or leak was accidental.
- b. Upon discovery of the break or leak, immediate action to cut off water at the meter was taken.
- c. The problem was corrected. (See provisions in Section 3.)
- d. The problem was not caused by construction, repair, or other activity in which the earth in the vicinity of the meter or water line on the customer's side of the meter was disturbed.
- e. The unusual usage of water is not attributable to leaking commodes, dripping faucets, malfunctioning appliances, or similar usage attributable to lack of proper maintenance of the customer's plumbing systems.

2.2. In order to be considered, the customer's leak must occur between the customer's meter and the point of entry into the structure being served, excluding any outside fixtures such as frost proof hydrants. Leak adjustments will not be given for the following:

- Re-occurring leaks,
- For leaks occurring after the service pipe has first entered the structure,

LEAK ADJUSTMENT POLICY

- For leaking fixtures and appurtenances inside or outside of the structure,
- For leaks due to the use of substandard materials,
- For leaks due to faulty installation of the customer's service pipe, or
- For leaks due to the customer's failure to properly maintain the customer's plumbing system and to protect the customer's service pipe and plumbing from freezing.

2.3. In order to be considered for adjustment leaks shall be repaired within thirty (30) days following discovery, and verification of the repair shall be submitted to Town Hall. Such verification shall include dated copies of invoices or purchase receipts for plumber's services or for materials used to repair the service pipe.

2.4. Once a leak has been discovered, it will be the customer's responsibility to keep Town Hall informed in writing of all actions taken to correct the leak, including dated written backup information from contractors, plumbers, and suppliers.

2.5. The customer must make a written request for a leak adjustment within (15) calendar days following discovery of the leak by the customer or Shepherdstown Waterworks. The request for a leak adjustment shall be made on forms provided by the Town Hall.

2.6. Only two leak adjustments shall be permitted in any applicable pipe. After the second leak, no further adjustments shall be permitted, until the line in question has been replaced in its entirety.

Section 3: Repairs

1. Repairs shall be made within thirty (30) days following discovery.
2. The use of pipe fittings that require the use of hose clamps on poly tubing is prohibited.

A customer who has a leak due to the use of such fittings will be allowed only one adjustment for leaks that occur in those fittings. Upon discovering a leak in such a fitting, the customer is advised to replace all such fittings in the service line.

3.3. The Utilities reserve the right to inspect and approve repairs prior to granting any leak adjustment.

Section 4: Terms of Leak Adjustment

4.1. The customer will be responsible for payment for all water passing through the meter and for all sewer treatment charges at the tariff rates and/or the incremental charge rates (if an adjustment is granted).

4.2. The amount of leakage subject to adjustment will be billed at the incremental charge rates set forth in the Corporation of Shepherdstown's current water and sewer tariffs.

LEAK ADJUSTMENT POLICY

4.3. The bill in question will be due when rendered and must be paid on time to avoid penalty charges.

4.4. A request for a leak adjustment will not affect penalty dates, will not affect amounts due, and will not eliminate charges.

4.5. On bills that are approved for a leak adjustment, all penalty charges will still apply. The bill in question must be paid in order to avoid such charges.

4.6. 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.

4.7. In the event the Utility Board finds that the bill qualifies for an adjustment, the Board will recommend to Town Council that the bill in question be adjusted.

4.8. Any leak adjustments made will be credited to the customer's account and applied to the next bill.

4.9. In no event will the adjusted bill be less than the specified minimum charge.

4.10. Only two (2) adjustments per account within a 12-month period will be allowed.

LEAK ADJUSTMENT POLICY

West Virginia American Water has established the following Leak Adjustment Policy to be used in providing leak adjustments to its residential, commercial, and OPA customers. Industrial and Sale for Resale customers are not eligible for leak adjustments.

Customers can receive an immediate leak adjustment review by logging in to their MyWater account, selecting "Account Actions" and then selecting "Request a Leak Adjustment."

- The Company will make a leak adjustment only when the water usage being adjusted is above 200% of the customer's historical usage as defined in Water Rule 6.4.3 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 and the leak adjustment rate (incremental cost of water) specified in the Company's current tariff.
- 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), the Company will process a hidden leak adjustment in accordance with this policy. The Company 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.
- The Company 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. The Company 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 the Company 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 7.3.8.

*This policy is subject to challenge by the Public Service Commission of West Virginia.

West Virginia American Water Leak Adjustment Request Form

First Name on Account*Last Name on Account*Account Number*Address*Street Address Line 2City*State / Province*Postal / Zip Code*Number of Occupants*ex: 23Do you rent or own?Other (Specify)Phone Number*E-mail*Date Leak/High Use Repaired or Corrected*Provide detailed reason for request and specification taken to repair or correct the issue:Date



MyWater

Log in to MyWater Online to:

Pay your bill

Check your account balance

Turn your service on/off

Sign up for alerts

View your water usage

Setup paperless billing

[Log in to MyWater Online](#)



Contact Us

Phone: 1.800.685.8660

Call 24/7 for any emergency.

Water emergencies don't keep business hours.

For non-emergencies, Mon - Fri 7am-7pm



Careers

At West Virginia American Water, our employees have more than a job. They have a calling.

[EEO Information &](#)

[Accommodation Requests](#)

[Inclusion, Diversity, and Equity](#)



811



American Water Sites

[American Water Directory](#)

[Investor Relations](#)

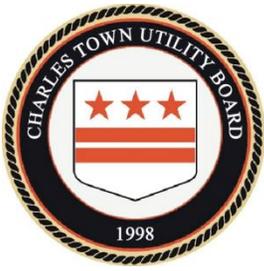
[Press Room](#)



© 2025 American Water. All rights reserved.

[Privacy Policy](#) | [Terms of Use](#)

Follow Us



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

INTERIM CHAIRMAN

*City of Charles
Town
Mayor Bob Trainor*

VICE CHAIRMAN

*City of Ranson
Mayor
Duke
Pierson*

TREASURER

*Thomas
Stocks*

INTERIM SECRETARY

*Ashley
Stottlemeyer*

County Commission Representative

*Jacquelyn
Milliron*

Board Member

*Jefferson
Whitten*

UTILITY MANAGER

*Kristen
Stolipher*

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.

RULES AND REGULATIONS

- I. Rules and Regulations for the Government of Water Utilities, adopted by the Public Service Commission of West Virginia, and now in effect, and all amendments thereto and modifications thereof hereafter made by said Commission.

RATE SCHEDULE NO. 1

APPLICABILITY

Applicable in the entire area served by the Harpers Ferry Water System.

AVAILABILITY OF SERVICE

Available for general domestic, commercial and industrial service.

(I) **RATES**

First	30,000 gallons used per month	\$25.03 per 1,000 gallons
All Over	30,000 gallons used per month	\$17.99 per 1,000 gallons

(I) **MINIMUM CHARGE**

No bill will be rendered for less than the following amounts according to the size of meter installed.

<u>Meter</u>	<u>Per month</u>
5/8"	\$ 50.05
3/4"	\$ 75.08
1"	\$ 125.13
1-1/4"	\$ 182.68
1-1/2"	\$ 250.25
2"	\$ 400.40
3"	\$ 750.75
4"	\$1,251.25
6"	\$2,502.50

DELAYED PAYMENT PENALTY

The above tariff is net. On all accounts not paid in full when due, 10% will be added to net current amount unpaid. This delayed payment penalty is not interest and is to be collected only once for each bill where it is appropriate.

SECURITY DEPOSIT

A deposit not to exceed one-twelfth (1/12) of the annual estimated charge for residential service or one-sixth (1/6) of the annual estimated charge for commercial service, or fifty dollars (\$50.00), whichever is greater, shall be paid at the time of initial connection.

(I) Indicates increase

RATE SCHEDULE NO. 1 (Continued)

FORM OF PAYMENT; RETURNED CHECK FEE

Payment may be made with cash, check, money order, or credit card. A service charge equal to the actual bank fees assessed to the water utility, not to exceed \$25.00, will be imposed upon any customer whose check for payment of charges is returned due to insufficient funds. If more than two checks within a three-year period are returned, payment must be made by cash or money order.

RECONNECTION CHARGE

\$20.00 will be charged whenever the supply of water is turned off for violation of rules, non-payment of bills or fraudulent use of water.

TAP FEE

The following charges are to be made whenever the utility installs a new tap to serve an applicant.

A tap fee of \$750.00 will be charged to customers who apply for service outside of a certificate proceeding before the Commission for each new tap to the system.

A tap fee of \$375.00 will be charged to customers applying for service before construction is completed adjacent to the customer's premises in connection with a certificate proceeding before the Commission. This pre-construction tap fee will be invalid after the completion of construction adjacent to an applicant's premises that is associated with a certificate proceeding.

INCREMENTAL LEAK ADJUSTMENT

The Harpers Ferry Water Works will make a leak adjustment only when the water usage being adjusted is 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. The leak adjustment will be computed pursuant to applicable rules of the Public Service Commission, the leak adjustment rate of \$0.86 per 1,000 gallons, and the customer's historic usage.

RATE SCHEDULE NO. 2

APPLICABILITY

Applicable in entire territory served.

AVAILABILITY OF SERVICE

Available for private fire protection service.

RATE SCHEDULE NO. 2 (Continued)

<u>RATE</u>	<u>Type</u>	<u>Per Annum</u>
(1) Annual minimum charges	2" service line	\$ 150.00
	4" service line	\$ 375.00
	6" service line	\$ 683.03
	8" service line	\$1,137.50
(2) Unit Charges	Standard Fire Hydrant	\$ 227.14
	Hose Connection (2-1/2" or less)	\$ 75.00
	Sprinkler Head	\$ 0.32

(3) Rules relative to private fire protection:

The annual minimum charge entitles the customer to any combination of unit charges up to the amount of annual minimum charge. Additional units will be charged at the rates stated. Where private fire service is metered, the charge will be based on metered and minimum charges stated under Schedule No. 1. Installation cost of private fire service facilities will be borne by the customer.

DELAYED PAYMENT PENALTY

The above schedule is net. On all accounts not paid in full when due, 10% will be added to the net current amount unpaid. This delayed payment penalty is not interest and is to be collected only once for each bill where it is appropriate.

RATE SCHEDULE NO. 3

APPLICABILITY

Applicable in entire territory served.

AVAILABILITY OF SERVICE

Available for public fire protection.

RATE

\$12.00 per month per hydrant.

DELAYED PAYMENT PENALTY

The above schedule is net. On all accounts not paid in full when due, 10% will be added to the net current amount unpaid. This delayed payment penalty is not interest and is to be collected only once for each bill where it is appropriate.

CAPITAL CAPACITY IMPROVEMENT FEE

CAPITAL CAPACITY IMPROVEMENT FEE

In addition to all the fees provided above, there shall be paid to the Corporation of Harpers Ferry at the time of issuance by the Corporation of a final water availability letter for the property to be served a capital capacity improvement fee of \$2,925.00 for each residential connection. Connections for non-residential use are to be paid in accordance with a residential usage equivalent schedule set forth below. The funds collected from the capital capacity improvement fee will be maintained in a separate fund by the Water Department's financial officer and are to be used only for the purpose of improving the Corporation's water system treatment, storage, and transmission facilities. The usage equivalent for other than single family residential units for the capital capacity improvement fee is based upon the following:

RESIDENTIAL USAGE EQUIVALENTS
FOR CAPACITY IMPROVEMENT CAPITAL COST FEE

<u>UNIT</u>	<u>WATER GALLONS/DAY</u>	<u>RESIDENTIAL USAGE EQUIVALENT</u>
Apartments	150/unit	1.0/unit
Bowling Alleys	200/alley	1.33/alley
Churches with Kitchens	8/member	0.05/member
Churches without Kitchens	2/member	0.013/member
Food Service	32/seat	0.213/seat
Fast Food Restaurant	35/seat	0.23/seat
Bar & Cocktail Lounge (additive)	2/patron	0.013/patron
Tavern-Little or no food	20/seat	0.132/per seat
Hotel	120/room	0.8/room

If a unit does not appear on this schedule, the sewer department shall determine its residential usage equivalent in consultation with its consulting engineer.