

Hurricane Municipal Water Works I
LEAK POLICY
Effective October 15, 1999
Amended November 8, 2004

Leaks on the customer's side of the meter:

WATER and/or SEWER ADJUSTMENTS

A customer on the Hurricane water system will be entitled to **one leak adjustment per year** in the case of unusual usage, which has developed in the customer's water line from the water meter to the residence.

It will be the customer's responsibility to request a Leak Adjustment Form from the Utility Office, complete the form and return with documentation of fixing the leak. The Utility Manager may obtain verification of the leak status from the Meter Manager.

An approved adjustment will be determined by averaging the customer's water consumption for the previous twelve months and charging \$3.40 per thousand (the production cost rate for Hurricane's finished water) for each thousand gallons over and above the average bill. If it is determined that the leak covers a time period involving two billing periods, the highest bill will be adjusted .

If a customer is notified that he or she has a leak as described above and does not repair said leak within five working days, the customer will not qualify for a leak adjustment.

Ongoing leaking commodes, dripping faucets, malfunctioning appliances and similar situations shall not constitute leaks which entitle the customer to a recalculated bill as stated in the WV Public Service Commission Rules, 4.4.c. However, in the case of an emergency water leak, which is beyond the control of the customer, a water & sewer adjustment may be calculated under the same guidelines for water line leaks affecting the water and sewer billing.

Adjustments for the sewer service, when a leak has occurred in the water service line, will be made by averaging the last six months of the customer consumption.

City of Hurricane Water, Sewer & Stormwater does not give adjustments for filling a swimming pool. It is the City's intent for all swimming pools (including hot tubs and spas) to be drained into the sewer collection system for proper treatment. The chemicals used to maintain proper pH, alkalinity, and disinfection in swimming pools are not to be discharged to the surface waters or to storm drains. To protect the waters of the State, the City requires that these discharges be routed to the sanitary sewer system whether by direct plumbing connection or by pumping to an active clean-out on the sewer system.

The above policy supercedes any and all previous leak adjustment policies. This policy shall be maintained in the utility office for inspection by the public and shall be applied in a uniform, non-discriminatory manner to all customers.