

City of Hurricane Water, Sewer & Water Pollution Control

3255 Teays Valley Road, PO Box 1086, Hurricane, WV 25526

Phone: 304-562-9906 Fax: 304-562-5858 Email: utility@hurricanewv.com

Leak Adjustment Policy

Effective November 15, 2023

A customer of the City of Hurricane utility system will be eligible for a leak adjustment in the case of unusual water usage 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.

In order for a customer to qualify for a leak adjustment, the leak must have generally occurred on the water service line or an internal, concealed structural plumbing line.

If a customer is notified that they have a leak as described above and does not repair said leak within a timely manner, the customer will not qualify for a leak adjustment. A leak adjustment application **MUST** be completed within 3 months of notification of a leak.

It is the customer's responsibility to request a Leak Adjustment Application from the Utility Office (also available online at www.hurricanewv.com) complete it and return it with the required documentation confirming the leak has been fixed. Types of documentation that are acceptable include detailed photographs of the leak, copies of invoices for repair service, and copies of receipts for material purchased. Also, a written statement detailing the materials and repairs completed is required. All such documentation submitted by the customer shall remain the property of the Utility Department. In the event that the leak occurred over more than one billing period, an adjustment of 2 months maximum may be given.

The Utility Manager will obtain verification of the leak status from the Utility Superintendent.

The dates listed on the Leak Adjustment Application must match the meter usage dates.

An approved adjustment will be determined by averaging the customer's water consumption for the previous twelve (12) months (or actual period of service if less than twelve (12) months) and charging \$5.50 for each thousand gallons in excess of 200% of the customer's historical usage. This rate is the product cost for Hurricane's finished water. If using the 12-month average would result in an unreasonable calculation, adjustments may be made. If such adjustments are made, the utility should advise its customer that a dispute regarding such adjustments may be taken to the Public Service Commission in the form of an informal complaint. Any amounts which the customer can prove did not enter the sanitary sewer system shall be credited at full tariff rates.

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.

The above policy supersedes 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.

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Leak Adjustment Application

Customer Name: _____ Account Number: _____

Mailing Address: _____ Phone Number: _____

City, State and Zip Code: _____

Property Address (if different from mailing): _____

Date Leak Discovered: _____ Date Repaired: _____

Due Date of Bill(s) in Question: _____

Amount of Bill(s) in Question: _____

ATTACH DOCUMENTATION PROVING LEAK WAS REPAIRED

(Examples: photos, invoices, receipts, etc.)

In order to better serve you with your adjustment request, we need as much information about the leak as you can provide. Explain in full detail the type of leak, where the leak occurred, how it was found, how it was repaired and by whom.

I, the undersigned, swear that the above information is true and accurate to the best of my knowledge. I do hereby request an adjustment to the above-mentioned bill(s) under the provisions of the City of Hurricane Leak Adjustment Policy.

Signed: _____

Date: _____

THIS SECTION IS FOR INTERNAL USE ONLY

Current period usage: _____ Previous month usage: _____ Average historical usage: _____