

Town of Moorefield
LEAK ADJUSTMENT POLICY
Effective April 5, 2022

for PSC Rules effective 9/14/21

WATER ADJUSTMENTS

A customer of the Town of Moorefield's water system is eligible for a billing credit for **one leak adjustment per year** in the case of a verified water leak on the customer's side of the point of service; however, the water usage must be more than 200% of the customer's 12-month historical usage. Water used for any purpose (pools, gardens, power washing, etc) does not qualify for an adjustment. The water customer's credit will be calculated as follows:

- The usage up to 200% of the 12-month historic average will be billed at the normal Tariff rate as approved by the WVPSC.
- The leak usage above 200% of the 12-month historic average will be determined from actual AMI hourly meter data and will be billed at either the normal Tariff rate **or** the water leak adjustment rate as specified in the Tariff approved by the WVPSC, **whichever is less.**

SEWER ADJUSTMENTS

A customer of the Town of Moorefield's sewer system is eligible for a billing credit for **one leak adjustment per year** in the case of a verified water leak on the customer's side of the point of service that does not drain to the sewer line; however, the water usage must be more than 200% of the customer's 12-month historical usage. The sewer customer's credit will be calculated as follows:

- The usage up to 200% of the 12-month historic average will be billed at the normal Tariff rate as approved by the WVPSC.
- The leak usage above 200% of the 12-month historic average will be determined from actual AMI hourly meter data and will be billed at either the normal Tariff rate **or** the sewer leak adjustment rate as specified in the Tariff approved by the WVPSC, **whichever is less.**

In addition, **one pool sewer adjustment per year** will be given for the filling of swimming pools if the water used for the pool elevates the usage to more than 200% of the customer's 12-month historical usage.

STIPULATIONS

It is the customer's responsibility to request a Leak Adjustment Form from the Town Office, complete the form and return with documentation of fixing the leak. If a customer is notified that he or she has a leak and does not repair said leak within a satisfactory timeframe, the customer will not qualify for a leak adjustment. This policy supersedes all previous leak adjustment policies and is maintained in the Town Office for inspection by the public and shall be applied in a uniform, non-discriminatory manner to all customers.