



Morgantown Utility Board

Policy for Adjustment of Sewer Bills for Water Service Leaks on the Customer's Side of the Meter

1. If a customer has an unusually high consumption due to an unknown, hidden, water leak and can provide satisfactory evidence to MUB confirming the leak, MUB will make an adjustment to the customer's bill based on one of the two following circumstances:
 - a. Water from the leak enters the sewer - The adjusted bill will be calculated as the sum of a base charge and an excess consumption charge. The base charge will be calculated by applying MUB's normal tariff rates to the customer's estimated actual usage. This estimate is calculated by MUB using historical usage data. The excess consumption charge will be calculated by applying the incremental cost of treatment (defined in Item 3 below) to all consumption amounts in excess of the customer's estimated actual usage.
 - b. Water from the Leak does not enter the sewer - The adjusted bill will be calculated using only the base charge as described above.
2. In order to qualify for an adjustment, the customer must provide satisfactory evidence to MUB of the existence of its entry or non-entry into the sewer system. If the leak occurred inside the structure and there is evidence of a drain in the basement, it is assumed the water entered the sanitary sewer system.
3. The following rates per thousand gallons will be used as the incremental cost rate. This represents MUB's cost of treatment.

Location	Rate
Morgantown	\$0.526
Cheat Lake	\$1.404
Canyon	\$0.526
Scotts Run	\$0.526

4. This policy will not apply to leaking faucets, spigots, commodes, dishwashers, or other malfunctioning appliances and similar situations. This policy will also not apply to outside spigots. This adjustment is intended to be applied for major leaks such as when pipes rupture. It is the customer's responsibility to provide sufficient proof to MUB that the provisions of this policy apply to the subject sewer invoice.
5. The MUB will only adjust the first sewer bill when customer was notified of leak.
6. In addition to the opportunities for a routine leak adjustment as described above, MUB offers a limited opportunity for a special leak adjustment. The special leak adjustment is available on a "no fault" basis, meaning that the routine requirements related to evidence and circumstances may be waived. The following criteria must be met in order to qualify for a special "no fault" leak adjustment:
 - The customer account and service address shall have each been active for at least twelve (12) consecutive months.
 - The customer and/or service address shall not have received a routine leak adjustment in the past twelve (12) months.

- The customer and/or service address shall not have received a special “no fault” leak adjustment in the past thirty six (36) months.
- The customer’s account must be in good standing, with no payments currently being past due, or any previous payments having been subject to late fees within the past twenty four (24) months.
- The customer must submit their request for a special “no fault” leak adjustment in writing, on a form to be provided by MUB. Such requests must be submitted before, or no more than thirty (30) days following, the due date of the bill to be adjusted.
- The special “no fault” leak adjustment shall apply to only a single billing period, and shall be calculated the same as described above for a routine leak adjustment.

7. This policy does not apply to wholesale customers.
8. This policy will not be used to adjust for increased sewer flows which result from inflow, infiltration, or any other reason but unknown underground leak(s) from the customer's water service line. See the Water Leak Adjustment Policy for additional requirements related to evidence and circumstances.
9. Intentional flushing of lines or plumbing shall not qualify for either a routine leak adjustment or a special “no fault” leak adjustment.
10. This policy shall be maintained in MUB's office and be available for inspection by the public during normal working hours. This policy shall be applied in a uniform, non-discriminatory manner to all customers.
11. This policy will be effective on November 1, 2018.