



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 adjustment will only be applied once per residential service line. The MUB will only adjust the first sewer bill when customer was notified of leak.
6. This policy does not apply to wholesale customers.
7. 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.
8. 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.
9. This policy will be effective on July 1, 2016.