



## Morgantown Utility Board

### **Policy for Adjustment of Water 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 the following:
  - a. The excess consumption will be calculated based on the difference between the current bill and the estimated actual usage. Estimated actual usage will be calculated by MUB using historical usage data from the using residence/facility, if possible, or from a similar residence/facility. The calculated estimated actual usage will be the base charge. All volumes of water in excess of the estimated actual usage will be designated excess consumption.
  - b. The adjusted bill will be calculated as a sum of the base charge, applying normal water billing rates, and the excess consumption charge, applying incremental cost rates. A rate of \$0.615 per thousand gallons will be used as the incremental cost rate. This represents MUB's cost of production.
  - c. This policy will not apply to leaking faucets, spigots, commodes, dishwashers, hot water tanks 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. These pipes/fittings MUST be hidden from the human eye (example: inside a wall, in a crawl space, underground, behind underpinning, attic, etc)

The burden of proof lies with the customer. Proof must consist of: pictures before and after repair of the exact location of leak; receipts of repair parts if applicable. After leak has been repaired, a MUB staff member must be dispatched to verify leak and repairs.

- d. The MUB will only adjust the first water bill when customer was notified of leak. A courtesy leak adjustment is only available once a year after documentation of leak is repaired.
- e. 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.
2. This policy-does not apply to wholesale customers. In the event that an extraordinary line break occurs in a wholesale system's service area and this break could not have been prevented through normal maintenance, MUB will discuss with the wholesale customer the possibility of an adjustment to their bill, based on the incremental cost concept.
  3. When a leak adjustment is applied to a customer's bill, MUB will notify the customer's respective Sewer Utility of this adjustment.
  4. Intentional flushing of lines or plumbing shall not qualify for either a routine leak adjustment or a special “no fault” leak adjustment.
  5. 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.
  6. This policy will be effective on November 1, 2018.