



## 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 .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 adjustment will only be applied once per residential service line. 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.
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. 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.
5. This policy will be effective on July 1, 2016.