



CITY OF MARTINSBURG
WEST VIRGINIA

232 NORTH QUEEN STREET
P.O. BOX 828
MARTINSBURG, WEST VIRGINIA 25402
(304) 264-2131
Telecopier (304) 264-2136

WATER/SEWER BILL ADJUSTMENT POLICY

The City of Martinsburg Water Department has been ordered by the WV Public Service Commission Order #188.12 to establish a policy for the adjustment of water/sewer bills when a leak occurs on the customer's side of the meter. The City will recalculate a water/sewer bill when a leak has been found on the customer's side of the meter. Leaks in commodes, faucets, swimming pools, malfunctioning appliances and any other situations will not constitute a leak which entitles the customer a recalculated bill as provided in the PSC Rule 4.4.3.

A recalculated bill will apply to major leaks, such as broke pipes or leaks in the service piping. Some customer's meters are located in the basement, but the customer's service line starts at the curb or property line. If a leak occurs in the service line behind the meter, the customer must repair it in a timely manner. If not repaired properly, the City has the right to discontinue service until the leak is repaired disallowing a recalculated water bill. If a leak in a service line is found and the City determines the line to be in unsatisfactory condition to render proper service, the line must be replaced at the customer's expense before an adjustment is made. When a leak occurs in a service line two (2) times or more and the City has not inspected the same, the City may require the customer to expose the line for inspection. No adjustment will be made to the water bill until inspection is completed. Customers may request a leak adjustment for leaks that occur whereby the City had no knowledge of the leak. The City may require the customer to submit proof of the repairs either in the form of plumbers repair bills or bills for piping, fittings, etc. along with a signed affidavit stating when the leak was discovered and repairs and the remedies taken to repair it.

A water/sewer leak adjustment will be based on the customer's historic usage, either at the present address or at another address where the customer may have resided in the City's service area. If there is no historic usage, the City will use current AWWA estimated of gallons used per day per unit. Anything above either the historic usage or estimated usage will be considered the leak portion of the bill, that portion will be calculated using the Public Service Commission's current incremental cost of treatment.

Leak adjustments only apply to permanent customers of the City of Martinsburg.



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CUSTOMER REQUEST FOR LEAK ADJUSTMENT

Please read the Leak Adjustment Policies to determine if you have a qualifying leak.

Customer Name: _____

Mailing Address: _____

City: _____ Zip Code: _____

Account Number: _____ Phone Number: _____

Property Owner (if different from above): _____

Service Address: _____

Date Leak Discovered: _____ Date Repair: _____

Describe the location for the leak and the action you took to repair it. Please attach any receipts, photos, etc. to document the leak. Further inspection of the leak repair may be required. We will contact you if need be.

I, the undersigned customer, do swear that the above information is true and accurate to the best of my knowledge and do hereby request an adjustment to the water and/or sewer bill under the provisions of the City of Martinsburg Leak Adjustment Policy.

Customer Signature: _____ Date: _____

Please complete this request for and return it to the City of Martinsburg Water Department. You will be notified of the amount of the adjustments made and any remaining balance due to credit on your account within 7 business days of receipt of the request.

Mail request to: City of Martinsburg PO Box 828 Martinsburg, WV 25402

Fax request to: City of Martinsburg 304-264-2136

Drop off request to: City of Martinsburg 232 N. Queen St. M-F 8:00am-5:00pm

Office Use Only

Date Received: _____ Inspection Require? _____

Type of Adjustment due: Water Sewer Date Adjustment Completed: _____

- Does not qualify for adjustment
- Forward to BCPSSD, when needed