



Leak Adjustment Request Form

Name on Account: _____

Account #: _____ Phone Number: _____

Service Address: _____

Date Leak was Noticed: _____ Date Leak was Repaired: _____

Who Repaired the Leak? : _____

Location of Leak: _____

Did water from the leak go down a sewer drain? : _____

Description of Repair:

I request that my water/sewer bill be adjusted. I understand that while consideration of this request is pending, I am responsible to make payments on the account in accordance with the Rules and Regulations of the Public Service Commission of West Virginia.

Signed: _____ Date: _____

**Form must be completed and returned to Town hall during business hours or can be dropped off in the Drop Box located at town hall.*

The Water Department will make a leak adjustment only when the water usage being adjusted is in excess of 200% of the customer's historical usage as defined in Water Rule 6.4.3.b that can be attributed to leakage on the customer's side of the point of service. The leak adjustment will be computed pursuant to applicable rules of the Public Service Commission and the leak adjustment rate (incremental cost of water) specified in the Company's current tariff

In the event of a second leak in the customer's service pipe, the customer should consider replacing the entire service pipe. Repeated leak adjustments or abuse of this policy may result in a denial of leak adjustments or discontinuation of service under Water Rule 7.3.8.