

Berkeley Springs Water Works

271 Wilkes Street
Berkeley Springs, WV 25411
Phone 304-258-1290 Fax 304-258-2638

CUSTOMER REQUEST FOR ADJUSTMENT TO BILL

NAME OF CUSTOMER: _____

PROPERTY LOCATION: _____

ACCOUNT: _____ PHONE NUMBER: _____

DATE OF BILL IN QUESTION: _____ AMOUNT OF BILL: _____

REASON FOR REQUESTING ADJUSTMENT, WHERE LEAK WAS LOCATED,
WHO REPAIRED LEAK (WHAT ACTION WAS TAKEN). PROVIDE DETAILED
INFORMATION: INCLUDING RECEIPTS, ETC:

I, the undersigned, swear/affirm that the above information is true and accurate to the best of my knowledge, and I believe I am entitled to an adjustment in the above-mentioned bill.

Signature: _____ Date: _____

Approved: _____ Denied: _____
(If Approved) adjustment to be given: _____
(If Denied) Reason: _____
Berkeley Springs Water Works Committee by: _____ Date: _____
Customer Notified: _____ WSPSD Notified: _____

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POLICIES

LEAK ADJUSTMENTS: Customers may request an adjustment to their water bill due to high usage resulting from an accidental break in customer's service line between the meter and foundation. Forms may be obtained at the Berkeley Springs Water Works Billing office. Once received, your request will be submitted to the Water Committee for review and consideration. You will then be notified of their decision.

The Berkeley Springs Water Works will consider a request for leak adjustment in accordance with section 6.4.3 of Public Service Commission's Rules and Regulations for the Government of Water utilities. A leak adjustment will reflect the Incremental cost of producing water as set forth in the Town's approved tariff, for all amounts above 200% of the customer's historic usage. Historic usage shall be defined as the average usage of the preceding twelve (12) months, or actual period of service if less than (12) months.

Prior to any consideration of an adjustment to your bill, the Berkeley Springs Water Works must have verification that a leak occurred and that the leak was repaired. Evidence of repair, such as a copy of any bills for repair materials or plumbers bill, will help expedite the BSWW's review of the adjustment request.

If your request is approved the BSWW will follow the requirements as outlined in the current Tariff set forth by the WV Public Service Commission. The BSWW will only honor one leak adjustment per a 12-month period and may not span more than one billing period.

DEFERRED PAYMENTS: Customers may apply for a Deferred Payment agreement with the BSWW if unforeseen/extraordinary circumstances occur which make it difficult to meet the obligation of their water bill by the due date/termination date. Customers must also provide pertinent documentation of such hardship, for ex: Loss of employment, unexpected medical, etc.

Customers shall make application for a deferred payment agreement PRIOR to TERMINATION at the BSWW billing office. **Agreements will not be taken over the phone!** Only one deferred payment will be honored in a 12-month period, depending upon circumstances. Customers who default on a deferred payment agreement will be subject to TERMINATION of Water service.