

Frankfort PSD
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Water & Sewer Leak Adjustment Policy

The Frankfort PSD, upon written request of a customer supported by repair bills or other appropriate documentation, adjust such customer's bill in the case of loss of water due to circumstances beyond the reasonable control of such customer, such as a mechanical malfunction, blind leak, vandalism, unexplained water loss or other unusual or emergency conditions. Adjustments shall not be made for faucet leaks, leaking commodes, dripping faucets, malfunctioning appliance such as hot water tanks, dishwashers, ice makers, showerheads, hot tubs, theft of water and maintenance of lawns.

The Frankfort PSD allows 1 adjustment a year (sewer only) on pools being filled.

A determination of whether an adjustment is granted shall be made at the sole discretion of the General Manager. In making the determination, the FPSD may take into account the cause of water loss, the customer's opportunity, if any, to detect it, any negligence or fault of the customer in connection therewith, and the promptness with which the water loss was discovered, stopped and repairs made.

The Frankfort PSD will allow 1 leak adjustment per calendar year. If the leak occurs between two billing cycles the FPSD will accommodate both billing cycles. The customer must make the repair within 30 days of notification or the leak adjustment will be voided.

The FPSD reserves the right to temporarily discontinue water service in the case of a flooding situation at service location and shall not be liable for any damages incurred at the location as a result of the discontinuance service of the flood condition.

The adjusted consumer's bill shall be calculated as follows:

- The FPSD shall credit the customer's account by one-half of the quantity charge for the excess use subject to the following conditions: No adjustment shall be made for a charge or a surcharge which is not based on the quantity of water delivered.
- The FPSD after investigation shall find all of the following:
 - The meter was operating accurately;
 - There was no evidence that the excessive use was due to the intentional or negligent act of the customer; and is proven to be hidden underground to the residence.
 - After being notified by the FPSD via billing, the customer took prompt and reasonable action to ascertain the cause of the excessive use and to correct it;
 - The customer took corrective action within forty-eight hours of discovering or being notified of a leak, and provides the FPSD with proof of repair within thirty days from the billing date for the period in which the water loss occurred. Adjustments will not be given until after the water usage is restored back to historical usage.

All adjustments will be according to the PSC W.VA. Tariff for their appreciate area.