

EFFECTIVE JANUARY 1, 2017

NOTICE

Rule #4.3.7 – Leaks and Adjustments

The policy of the North Beckley Public Service District regarding leaks and adjustments will be as follows:

4.3.7 – Leaks on the customer’s side of the meter –

- a. Leaking commodes and/or dripping faucets or similar situations shall not constitute leaks, which entitle the customer to a recalculated bill.
- b. Any amounts, which the customer can **prove** did not enter the sanitary sewer system, shall be credited at full tariff rates.

(Credit-Meters will be required for adjustments to be made for the filling of swimming pools and/or hot tubs, washing vehicles, watering lawns, gardens, shrubs, and flowers.)

- c. The Public Service Commission as the incremental cost of wastewater treated has approved a rate of \$.77 per 1,000 gallons. This rate is to be used when the bill reflects unusual consumption, which can be attributed to eligible leakage on the customer’s side of the meter. This rate is used to calculate consumption above the customer’s historical average usage. This rate can and will only be changed by an order from the Public Service Commission.