

City of Hurricane Water, Sewer & Water Pollution Control

3255 Teays Valley Road, PO Box 1086, Hurricane, WV 25526

Phone: 304-562-9906 Fax: 304-562-5858 Email: utility@hurricanewv.com

Swimming Pool Adjustment Policy

Effective August 30, 2023

1. The purpose of the swimming pool adjustment policy is to protect the Customer from excess costs due to filling a swimming pool (excludes hot tubs or spas, etc.) that did not discharge water into the public sanitary sewer system.
2. It is the Utility's intent for all swimming pools to drain into the sewer collection system for proper treatment.
3. The chemicals used to maintain proper pH, alkalinity, and disinfection in swimming pools are not to be discharged to the surface waters or to stormwater drains. To protect the waters of the State, the Utility recommends disposing of such water through the sanitary sewer system either by direct plumbing connection or by pumping to an active cleanout in the sanitary sewer system.
4. The Utility's sewer tariff, as established by the Commission provides for the assessment of sewer charges based on metered water usage, including water that is utilized to fill swimming pools.
5. In specific cases where the Customer can demonstrate that there is no discharge of swimming pool water to the sanitary sewer system, the Customer may request an adjustment of sewer charges.
6. The Utility will consider making **one adjustment per calendar year to sewer charges** for water used for pools. Should the increased water usage carryover into second month billing cycle, adjustment will be made on both month billings.
 - a. The metered water usage must be at least 2,000 gallons above the Customer's average historical usage to qualify for this adjustment to the sewer portion of the Customer's bill. Average historical usage is determined by averaging the customer's water consumption for the previous twelve (12) months (or actual period of service is less than twelve (12) months).
 - b. The adjustment will be calculated by the Utility based upon average historical usage and shall be credited at full tariff rates.
 - c. A written request for adjustment (see Swimming Pool Adjustment Application) must be received by the Utility within one (1) month after receiving the billing statement with the increased water usage. Failure to do so will forfeit the Customer's right to a swimming pool adjustment.
7. The Utility Manager will obtain verification of the pool from the Utility Superintendent

The above policy supersedes any and all previous swimming pool adjustment policies. This policy shall be maintained in the Utility Office for inspection by the public and shall be applied in a uniform, non-discriminatory manner to all customers.

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Swimming Pool Adjustment Application

Customer Name: _____ Account Number: _____

Mailing Address: _____ Phone Number: _____

City, State and Zip Code: _____

Property Address (If different from mailing): _____

Pool Style: ☐ Above-Ground OR ☐ In-Ground

Size of Pool: _____ Gallons: _____

Did swimming pool drain into the public sanitary sewer system? ☐ YES ☐ NO

REASON FOR REQUEST:

☐ New Swimming Pool

☐ Open for Season

☐ Repair Pool- List Repairs Made: _____

NOTE: Customer must complete this Adjustment Application within 1 month of receiving bill

for filling of pool. This will be an adjustment on the sewer portion of billing ONLY

THIS SECTION IS FOR INTERNAL USE ONLY

Current period usage: _____ Previous month usage: _____ Average historical Usage: _____