

**SHASTA COMMUNITY SERVICES DISTRICT,  
SHASTA, CALIFORNIA  
LEAK ADJUSTMENT POLICY**

It is acceptable water utility practice in the United States, and the policy of the Shasta Community Services District (SCSD), that the customer is responsible for the proper provision, monitoring, operation, maintenance, repair and replacement of all water utility service lines and components of the customer's water system on the customer's side of the water meter. This includes leakage.

Any SCSD customer who is seeking an adjustment of water usage charges for leaks shall be treated in accordance with the following policy.

1. The Water District will first determine if the leak meets the leak adjustment criteria and will require documentation from the SCSD customer requesting a billing adjustment due to a leak.
2. All SCSD customers are responsible for monitoring water usage at their water service meter. If higher than expected water usage is detected by the customer, the customer must determine if the excessive usage is caused by a leak and whether the leak meets the District's leak adjustment criteria.
  - a) A qualifying leak must be on the customer's side (property side) of the water meter.
  - b) The leak was undetected by the customer (underground piping or fittings).
  - c) The leak was not the result of a readily detectable defect such as leaking faucet, toilet, shower, hose bib, private hydrant, above ground sprinkler, above ground drip irrigation, etc.
3. A leak adjustment will be considered by the SCSD if there has been no SCSD billing adjustment for a leak at the customer's service address over the past five (5) years.
4. The water customer must notify the District and complete a Leak Adjustment Application (LAA) form (applications can be obtained at the SCSD office).
  - a) The customer must submit a LAA within thirty (30) days from the SCSD bill due date for the period in which the water loss occurred.
  - b) The District shall not consider or approve any adjustment to the customer's water bill if the LAA is submitted for review to the District more than thirty (30) days after the due date of the bill.
  - c) The SCSD General Manager (GM) shall be the final authority on all leak adjustment requests pursuant to the leak adjustment policy.
  - d) The SCSD General Manager shall make a decision regarding the LAA request within 30 days of receiving the LAA at the SCSD office.
  - e) SCSD shall not extend the due date of a water bill as a result of the customer submitting a request for an adjustment (LAA) of a bill for a leak. However the customer can apply for a 12-month extended payment plan for paying his/her bill without incurring late fees.
  - f) When the General Manager reasonably determines that the customer requesting an adjustment of a water bill for a leak had actual knowledge of a leak, or with due diligence would have suspected or known of a leak, and did not take reasonable and timely steps to investigate, locate and repair the leak, the GM shall not approve the request for an adjustment.

5. The Leak Adjustment Application (LAA) form will include:
  - a) Application date
  - b) Applicant Name
  - c) Mailing Address
  - d) Service address
  - e) Phone number
  - f) Water account number
  - g) Email address
  - h) Approximate date of leak occurrence
  - i) Location of leak, leak source, pictures, comments, etc.
  - j) The date the leak was repaired
  - k) Description of repair
  - l) The name, address and telephone number of the person repairing the leak
  - m) Applicant signature
  - n) The customer shall provide a LAA form, on their behalf or on behalf of the customer's renter. The customer shall, by signing the Leak Adjustment Application form, agree that this SCSD account number shall not be eligible for any additional leak adjustments for next five (5) years from the LAA approval date.
6. Repairing the leak. It is the responsibility of the customer to repair all leaks immediately after detection as a pre-condition to the District's consideration of a request for a leak adjustment.
7. Approved leak adjustment amount.
  - a) Only one monthly water bill (or two consecutive water bills if the leak affected two billing cycles) will be considered for adjustment in any five (5) year period.
  - b) Leak adjustments shall be based on the same month from the previous year in which the leak occurred. For leaks that involve two billing cycles, the adjustment will be based on the highest usage month from the previous year in which the leak occurred. The difference between the previous year's usage and actual metered usage in the bill in question shall be billed at the current lowest SCSD rate charged per 100 cubic feet of water.
  - c) Upon approval of a LAA, the customer may complete a SCSD payment plan request whereby the customer may pay the balance due in twelve (12) equal monthly payments. Failure to pay the full amount due will result in disconnections.