

Scotia



Community Services District

UTILITY BILLING ADJUSTMENT POLICY
OF
SCOTIA COMMUNITY SERVICES DISTRICT

ADOPTED
MARCH 21, 2019

AMENDED
APRIL 16, 2020

Utility Billing Adjustment Policy

I. DEFINITIONS

As used in this policy, the following terms shall have the meanings specified below:

- a. “Residential Customer” (Customer) means the person or under whose name a treated water account is created and who is ultimately responsible for payment of all charges incurred on the account.
- b. “Customer-side leak” means any loss of water behind the public water meter on the private customer side of the meter.
- c. “District” shall mean Scotia Community Services District

II. PURPOSE

The purpose of this document is to establish a written policy on extending billing adjustments for property-side leaks to water and sewer customers in the Scotia Community Services District.

III. POLICY

A. Customer Side Leaks

Customers are responsible for the service and fittings attached to the Water Distribution system beginning behind the public water meter on the private customer side of the meter. Any leaks in the line which are the responsibility of the customer must be maintained and repaired by the customer solely at his/her expense.

No adjustment or credit will be applied to the utility bill for the customer-side leaks, damage, deterioration or other factors beyond the control of the District, except as defined under Section A.1 – Property-Side Leaks – Billing Adjustments.

The customer’s service line, including the fittings on the customer’s side of the meter, is to be maintained in a state of repair sufficient to allow the removal and replacement of the meter for maintenance. No adjustment or credits will be given for leaks which develop as a result of changing or maintaining the water meter, unless it can be shown that the District was negligent in performing the meter change or maintenance.

The customer is responsible for monitoring higher than expected usage as reflected on the customer’s bill. Customers must investigate higher than expected usage to determine if the usage was caused by a property-side leak. A customer who has observed or has actual

knowledge of a customer-side leak is required to promptly repair the leak.

Billing Adjustment Criteria

The District may adjust the water and/or the sewer usage portion (excluding base rate charges, flow charges only) on a customer's bill when all of the following requirements are met:

1. Customer shall notify the District, in writing, of water loss and repair of a customer-side leak within 30 days from the bill issuance date for the period in which the loss occurred.
2. The written request shall be accompanied by either a plumber's invoice for services rendered or a letter from the customer certifying:
 - a. The name, address and telephone number of the person discovering the leak;
 - b. The date the leak was discovered;
 - c. The nature and location of the leak;
 - d. The date the leak was repaired;
 - e. The name, address and telephone number of the person repairing the leak;
 - f. A description of the repair work performed.
3. The customer has not received a customer-side leak billing adjustment at any one service address in the past 12 months. The 12-month period begins the first month of the billing period following the last billing period for which a customer-side leak billing adjustment was received.
4. The District shall not extend the due date of a water or sewer bill as a result of the customer submitting a request for an adjustment of a bill for a customer-side leak. Customer shall pay at least the uncontested portion of the bill in order to prevent discontinuation of service. District maintains the right to charge interest on any unpaid balances.
5. There must be evidence that excessive use of water was not due to the customer, his/her agents or tenants' willful or neglectful acts.
6. The District shall require repair bills or other appropriate documentation substantiating the repair of the customer-side leak prior to approving a claim for adjustment.

7. If the excess usage is due to a property-side leak, the District must be satisfied that the problem that resulted in a request for a billing adjustment has been properly repaired or resolved.
8. The District will NOT extend any adjustments for excess water use due to left-on hoses, excessive irrigation (in time or frequency) or the neglect of wear-and-tear items such as toilet flappers, leaking faucets, water softening systems and any other related water distributing devices.

Property-Side Leaks – Billing Adjustment

The following billing adjustments will be made once a customer satisfies the billing adjustment criteria:

1. The customer-side leak billing adjustment shall be limited to one adjustment per 12-month period. The 12-month period begins the first month of the billing period following the last billing period for which a property-side leak billing adjustment was received.
2. The customer-side leak billing adjustment will be calculated on the following criteria:

- a. Customer's water usage, as a result of a customer-side leak, must be at least 50% higher than usage compared to the previous billing cycle to qualify for a customer-side leak adjustment. If the District grants a leak adjustment, the water usage will be adjusted to match the average usage within the billing system for prior months.
- b. If the excess usage is due to an inside leak, no sewer usage adjustment will be given. If the excess usage is due to an outside leak, a sewer usage adjustment may be considered. The sewer usage adjustment (based on the excess usage) shall be limited to one adjustment every 12 months on the flow charge only.

B. Variance Procedures

Variances may be granted, on a case-by-case basis, at the discretion of the District. The following conditions are among those that may be given consideration in the variance process:

1. Granting a leak adjustment more often than once every 12 months;
2. Non-residential or raw water customers will be assessed on a case-by-case basis, by the General Manager or his/her designee if the requirements, defined under Section B. Billing Adjustment Criteria, have be meet. The following billing adjustments will be made once a non-residential or raw water customer satisfies the billing adjustment criteria;
 - a. The customer-side leak billing adjustment shall be limited to one adjustment per 36-month period. The 36-month period begins the first month of the billing period following the last billing period for which a property-side leak billing adjustment was received.
 - b. The amount of the excess usage shall be determined by the District. Excess usage, as a result of a customer-side leak, must exceed 100% of normal consumption compared to the normal operations consumption for the prior two years. Normal consumption shall be determined by using district records of metered consumption.
 - c. Excess usage due to an inside leak, will not receive a sewer usage adjustment. Excess usage due to an outside leak may be considered for a sewer usage adjustment. Any sewer usage adjustment (based on the excess usage) shall be limited to one adjustment every 36 months, on the flow charge only.
 - d. The customer-side leak billing adjustment shall be limited to one billing

period. A leak that occurs over more than one billing period will only be adjusted for one billing period. The normal billing period is 30 (thirty) days.

- e. Customer-side leak billing adjustments are limited to the amount of the bill in excess of 100% of normal consumption and shall not exceed \$1,500.00.