



Senior Canyon Mutual Water Company

P.O. Box 600, Ojai, California 93024

Leak Adjustment Policy - 2025

Purpose

The purpose of Senior Canyon's Leak Adjustment Policy is to partially relieve shareholders of extraordinary water usage charges when unforeseeable leaks on their property give rise to such usage charges.

Leak Adjustment Process

Shareholders must submit a request for relief in writing to Senior Canyon's billing office within forty-five (45) days of the billing date for which the customer seeks relief. Failure to submit a request within forty-five days renders a request untimely and the shareholder shall be ineligible for relief.

The written request for relief shall be accompanied with and supported by substantial and adequate written and photographic documentation that provides evidentiary support that the cause of the event giving rise to extraordinary water charges were caused by circumstances beyond the customer's reasonable control and have been promptly repaired. Failure to include any evidentiary support with a written request for relief will result in denial of the request. Examples of adequate supporting evidence include, but are not limited to:

1. Evidence of where and when a leak was discovered.
2. Evidence of a mechanical or material failure giving rise to the leak.
3. Evidence of a naturally occurring phenomenon such as an earthquake, wildfire, landslide, or vegetative growth which was likely to have caused the leak.
4. Evidence that the leak was timely repaired.
5. Photographs of the leak and of the repair.
6. Repair receipts from a plumber or handyman.
7. Receipts for materials used in the repair.
8. Any other evidence the leak has been repaired.

Only one such billing adjustment may occur every twelve (12) months. If the shareholder provides adequate documentation, Senior Canyon will estimate the usage charge of the leak by looking at billing records for the months before and after the leak. Any relief provided will apply only to the usage charge for the month in question, not the Service or PWC fees. For a shareholder's first leak

adjustment, Senior Canyon will refund 50% of the estimated usage charge of the leak without regard to the billing tiers. For a any subsequent leak adjustment, Senior Canyon will refund 25% of the estimated usage charge of the leak without regard to the billing tiers. Senior Canyon will either issue a credit or a refund to any shareholder who qualifies for a billing adjustment. There is a \$500.00 cap on the amount for any one leak adjustment, and the adjustment must be approved by Senior Canyon’s board of directors.

Example #1 – Customer’s First Leak Adjustment at 50% of Usage

A customer receives a bill in the amount of \$525.00 for a month in which they had a leak.

- Usage Cost: \$400.00
- Service Fee \$100.00
- PWC Fee \$ 25.00
- Total Bill \$525.00

For the month prior to and after the leak, the shareholder’s usage totals were:

- Prior Month \$ 75.00
- Following Month \$125.00
- Two-Month Average \$100.00

Senior Canyon will deduct the two-month average Usage Cost (\$100.00) from the Usage Cost from the month in which the shareholder reported the leak (\$400.00). In this example, the difference is \$300.00. Senior Canyon will then reduce the cost of the leak by 50%, that is, 50% of \$300.00, or \$150.00. The revised bill would look like this:

- Usage Cost: \$400.00
- Service Fee \$100.00
- PWC Fee \$ 25.00
- Original Total Bill \$525.00
- Leak Credit @ 50% -\$150.00
- Total Revised Bill \$375.00

Example #2 – Customer’s Second Leak Adjustment at 25% of Usage

A customer receives a bill in the amount of \$525.00 for a month in which they had a leak.

- Usage Cost: \$400.00
- Service Fee \$100.00
- PWC Fee \$ 25.00
- Total Bill \$525.00

For the month prior to and after the leak, the shareholder’s usage totals were:

- Prior Month \$ 75.00
- Following Month \$125.00
- Two-Month Average \$100.00

Senior Canyon will deduct the two-month average Usage Cost (\$100.00) from the Usage Cost from the month in which the shareholder reported the leak (\$400.00). In this example, the difference is \$300.00. Senior Canyon will then reduce the cost of the leak by 25%, that is, 25% of \$300.00, or \$75.00. The revised bill would look like this:

- Usage Cost: \$400.00
- Service Fee \$100.00
- PWC Fee \$ 25.00
- Original Total Bill \$525.00
- Leak Credit @ 25% \$ -75.00
- Total Revised Bill \$450.00