

## **Harmony Water Association, Inc. Policy on Billing Adjustments for Leaks:**

This policy shall be based on action taken per individual Harmony Water Association, Inc. member's account within a 12- month period.

1. Upon request in writing by a member or his/her representative, the **General Manager** of HWA will adjust an individual member's water bill that is excessively high due to a leak. The manager, before making such adjustment, must determine that the member used due diligence in discovering and repairing the leak that caused the excessive water bill. **The adjustment will be made by adjusting the total bill by 50 %.**
2. Should a user be dissatisfied with adjustments offered or denied under this policy, she/he should file a written request for a hearing before the HWA board. Such written request should:
  - a. Clearly state why the member believes the offered adjustment or denied adjustment is not correct.
  - b. State the amount of adjustment the member requests.
  - c. State justifications for the requested adjustment.
  - d. The decision of the HWA Board of Directors shall be final.