

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. The Association grants one adjustment per membership and not per account. For clarity, if a member has multiple accounts, only one account may receive an adjustment 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 in the amount of 50% of the SINGLE highest bill across the length of the issue.** For clarity, if a leak is ongoing and causes multiple high bills prior to being found and fixed, the leak 50% leak adjustment will only apply to the highest bill within the timeframe of the ongoing leak, not the entire balance on the affected account.
 - a. For your convenience a Leak Adjustment Request Form is available for download on our website under the Forms & Reports tab by selecting All Forms & Reports and clicking the link named Leak Adjustment Request Form. <https://harmonywater.myruralwater.com/all-forms-and-reports>
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.