

Harmony Water Association, Inc. Policy on Billing Adjustments for Leaks:
(Revised June 25, 2018)

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. If the requirements are met, they may be eligible to set up a payment plan for the balance of bill, at the discretion of the board.
 - c. The decision of the HWA Board of Directors shall be final.

Leak Adjustment Policy (Amended 8-17-15)

Leak adjustment applies to one membership only. If there is multiply meters in one name they have only one adjustment in a 12 month period.