



92755 Allen Road

Astoria, OR 97103

P (503) 458-6461

F (503) 458-0993

kknappa@centurytel.net

Policy # 96-1

Leak Adjustments

Adopted or Effective: January 1, 1996

Reviewed or Revised: June 8, 2026

Purpose

The purpose of this policy is to provide limited relief to members who experience unusually high water usage due to sudden and unexpected plumbing leaks. Leak adjustments are intended for hidden plumbing failures that could not reasonably have been detected by the member and that are repaired promptly after discovery.

Leak adjustments are a courtesy and are not intended to cover water loss resulting from negligence, routine plumbing maintenance issues, or controllable water use.

Eligibility Requirements

A leak adjustment may be considered when all of the following conditions are met:

1. Water usage for the billing period is at least **50% greater than** the previous three-bill average.
2. The leak was sudden, unexpected, and not reasonably detectable.
3. The leak was repaired promptly after discovery.
4. The member submits a written request for a leak adjustment within a reasonable time after receiving the bill.
5. The member provides proof of repair, if requested, such as a plumber's invoice, receipt, or other documentation acceptable to the Association.
6. Knappa Water Association reserves the right to inspect the repair before approving any adjustment.
7. A maximum of **two (2) leak adjustments** may be granted to any member during a calendar year.

Qualifying Leak Examples

Leak adjustments may be considered for hidden plumbing failures, including but not limited to:

- Underground service line leaks between the meter and the structure
- Burst pipes caused by freezing or sudden pipe failure
- Hidden leaks within walls, floors, or ceilings
- Slab leaks
- Underground pipe breaks on the member's service line

Non-Qualifying Water Use

Leak adjustments will generally not be granted for water usage resulting from negligence, controllable water use, or routine plumbing maintenance issues. Examples include, but are not limited to:



92755 Allen Road

Astoria, OR 97103

P (503) 458-6461

F (503) 458-0993

kknappa@centurytel.net

Fixtures and Household Plumbing

- Running or leaking toilets, including flappers or fill valves
- Dripping faucets or shower heads
- Leaking sink or fixture valves
- Leaks from appliance supply lines, including washing machines, refrigerators, dishwashers, and water filtration systems

Hoses and Outdoor Water Use

- Garden hoses or outdoor spigots left running
- Filling pools, hot tubs, ponds, or storage tanks
- Water left running for irrigation, landscaping, or vehicle washing

Customer-Owned Equipment

- Leaks from water softeners, filtration systems, pools, hot tubs, irrigation systems, or other customer-owned equipment

Negligence or Delayed Repair

- Known leaks that were not repaired promptly
- Plumbing problems that were visible or reasonably detectable
- Failure to shut off the water after discovering a leak

Property Damage or Construction

- Broken pipes resulting from construction, excavation, landscaping, or other property work

Adjustment Calculation

If a leak adjustment is approved:

1. The member is responsible for an amount equal to the previous three-bill average.
2. The remaining charges above the previous three-bill average may be adjusted by **50%**, subject to Association review and approval.

The Association reserves the right to limit or deny any adjustment based on the circumstances of the leak.

Approval Authority

- Leak adjustments totaling **\$249 or less** shall be calculated by the Office Manager and reviewed and approved by the Operations Manager.
- Leak adjustments of **\$250 or more** shall be calculated by the Office Manager and submitted to the Board of Directors for approval.
- All approved leak adjustments shall be reported to the Board of Directors at the next regular Board meeting, regardless of the adjustment amount.



92755 Allen Road
Astoria, OR 97103
P (503) 458-6461
F (503) 458-0993

kknappa@centurytel.net

Appeals

A member may request to appear before the Board of Directors to appeal any decision made under this policy.

Association Discretion

Leak adjustments are a courtesy provided by Knappa Water Association and are not guaranteed. Each request will be reviewed on a case-by-case basis.

Knappa Water Association reserves the right to approve, deny, or limit any leak adjustment in accordance with this policy.

Policy Authority

This policy may be amended, suspended, or discontinued at any time by the Knappa Water Association Board of Directors.