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Policy # 96-1
Leak Adjustments

Adopted or Effective: January 1, 1996
Reviewed or Revised: December 11, 2006

1. To qualify for a leak adjustment:
 - a. The patron must make a timely written appeal to Knappa Water Association to request an adjustment.
 - b. The adjustment is contingent upon timely repair[*] of the leak and Knappa Water Association's inspection of the repair.
 - c. The Knappa Water Association Office Manager and Operations Manager jointly approve and administrate requests and adjustments in accordance with the terms of this policy.
 - d. Any one patron is allowed a maximum of two leak bill adjustments in any calendar year.
 - e. The patron has the option of making a personal appearance before the Board to appeal any decision made in accordance with the terms of this policy.

2. If the member qualifies for an adjustment, it will be calculated as follows.
 - a. Patron pays the equivalent of their previous three-bill average.
 - b. Adjustment is calculated at one-half of the affected bill's charge over the patron's previous three-bill average.

SIGNATURE ON FILE

Board President

[* "Timely" has been defined as "upon discovery".]