

## **QUINCY WATER ASSOCIATION LEAK FORGIVENESS POLICY**

The leak forgiveness policy is designed to help offset the costs to members who experience a high water bill due to a leak.

The member is responsible for maintaining the water service lines from the meter to their property (Bylaws ARTICLE XI, Section 2).

To receive leak forgiveness –

- The member must request leak forgiveness by contacting a QWA board member by phone, mail, email, or in person at the monthly board meeting. The member may also contact Hiland Water who will contact the board on their behalf.
  
- The member must show proof of leak and/or repair. A board member or representative may inspect by coming to the property to view the leak and/or repair. The shareholder will allow access. The leak must be repaired within 1 to 2 days of discovery or notification.

QWA will allow only one leak forgiveness per member per year. The Association expects the member to make effective and lasting repairs to their service lines.

Leak forgiveness reduces the payment. To calculate the cost of leak forgiveness, charges accrued during the time the leak occurred are compared to expected charges during normal conditions (as determined by Hiland staff). The midpoint between the two amounts becomes the adjusted bill amount. The remainder is forgiven.

If payments are necessary to pay off the leak, Hiland will set up the terms. Monthly payments toward the leak must remain current.

This policy will be reviewed periodically. If abuse is suspected, it will be cause to terminate this policy.

The Quincy Water Board may discontinue this policy at any time.