

## Leak Protection FAQ's



### What is Leak Protection?

Leak Protection is a form of insurance which limits the amount a customer must pay for water lost from leak. Leaks may arise in a customer's service line running from the water meter facility to their residence. Leaks may also arise in a customer's indoor plumbing components.

### What is the cost?

The cost of Leak Protection is \$2 per month. The cost will be added to your monthly water bill.

### How are customers made aware of a leak?

Customers may not notice if there is a leak on their service line or an indoor plumbing component. Rather than waiting for a higher than normal bill to occur, the District is requiring customers with Leak Protection Insurance to register for an electronic leak alert through Eye On Water. Customers will receive a leak alert if their meter registers water usage for 25 consecutive hours. Customers may receive the alert in the form of a text message or an email. The District would rather customers know about a leak within a day or two, as opposed to finding out about it when they view their bill.

### What happens if a customer experiences a leak?

For those with leak insurance, the customer's average daily usage from the 21 days prior to the leak occurring shall be the baseline. In the event a Customer experiences a leak, the adjustment shall be one hundred percent (100%) of volumetric charge in excess of the Customer's daily baseline usage during the preceding 21 days. The adjustment shall be limited to usage within twenty-one (21) days of the leak originating until the leak has been repaired, whichever is shorter. Customers with leak protection are limited to an adjustment of \$1,000.00 per leak.

For example:

1. A customer's baseline usage was 140 gallons per day.
2. The customer experiences a leak causing usage to increase to 390 gallons per day.
3. The customer repaired the leak after 10 days.
4. The increase in usage due to the leak was 2,500 gallons (250 gallons per day x 10 days).
5. The customer would notify Customer Service the leak has been repaired. The customer would receive an adjustment so that they would not be charged for the 2,500 gallons.

### Is Leak Protection available to every customer?

No, Leak Protection is only offered to accounts with a 5/8" meter.

### How do I sign up?

A customer desiring leak protection shall file a Leak Protection application. The application can be obtained by contacting our office at 863-0828 or downloading the application from our website under Customer Service, Leak Protection.

*Note: Leak Protection is authorized by Regulation #070-2023. The above questions and answers are to generally describe the program. If there are any discrepancies between the questions and answers and the District's current regulations, the regulations shall prevail.*