

# Ross County Water-Servline Frequently Asked Questions

## **What is changing?**

Ross County Water is replacing their current Leak Adjustment Policy with the Leak Protection Program. The program is administered by ServLine and is optional for Ross County Water Customers. There will be no other adjustment policy for lost water.

## **Why is RCWC Making this change?**

We have had many disappointed customers who were put in a financial strain as a result of a leak. The current adjustment policy offered minimal help. We wanted to provide a better solution for our customers.

## **What is the difference between the Leak Protection Policy and the Line Protection Program?**

The Leak Protection Program is designed to cover water that is lost due to a leak. The Line Protection Program will help cover the cost of repairs or replacement of your water Service Line.

## **What are the costs for these programs?**

\$1.10 per month for Residential Leak Protection. \$4.90 per month for Residential Line Protection.

## **How will I be billed for these programs?**

Fees for the programs will be reflected on your monthly bill.

## **Is there a maximum amount the program will pay for lost water or water line repairs?**

The leak Protection Program covers up to \$2500 per occurrence. The Line Protection Program covers up to \$10,000 per occurrence with no deductible for either program.

## **Where do leaks need to occur in order to be covered under these programs?**

For Leak Protection Program, coverage begins at the customers point of responsibility at the meter and remaining buried service line and plumbing throughout the inside plumbing of home. For Line Protection Program, coverage begins at the customer's point of responsibility at the meter and covers the service line up to the foundation.

## **What is the Customer's Point of Responsibility?**

Customers point of responsibility starts at the meter and remaining buried service line and plumbing throughout the inside plumbing of home. RCWC is responsible for repairs and lost water if a leak occurs in the meter well.

## **How often can I request an adjustment for a leak on these programs?**

Under Water Leak Protection Program, you are allowed one adjustment every twelve months after the use of protection service. The maximum allowable amount is \$2500 with no deductible. Under Water Line Protection Program there is no annual limit and covers repairs up to \$10,000 per claim, with no deductible.

**If I choose to decline coverage, what do I need to do?**

Just call Ross County Water Servline at 1-740-672-2088 and ask to be removed from the program.

**If I choose to decline Leak Protection will there be any other leak adjustment policy offered to me?**

No, if you are not enrolled in the new program on June 1, 2019 you are accepting responsibility to pay in full the cost of any lost water due to a leak.

**Can I return to these programs?**

Yes, when ready call Ross County Water Co. ServLine at 1-740-672-2088 to be re-enrolled. Coverage will begin thirty days after re-enrollment. Any leaks that occur while out of the program will not be covered.

**Can I participate in either one of these programs and not the other?**

Yes, you can choose.

**What is not covered under the Leak Protection Program?**

Leak adjustments will not be processed for pools, irrigation or fraud.

**Is there a deductible on the ServLine programs?**

No, you are only responsible for your average bill and in the rare case anything over \$2500.

**How do I submit a claim on these programs?**

Contact Ross County Water ServLine at 1-740-672-2088.

**How often will the rates for the Ross County Water Company ServLine programs change?**

We cannot predict the future rates, but ServLine has a very good track record for never increasing rates since they began offering this program.

**How does RCWC define a residential customer?**

Any single or family dwelling that is metered independently and has its own account number.