

Gallia County Rural Water Association

308 Burnett Road
Gallipolis, OH 45631

A new SERVLINe Leak Program shall be implemented on July 01, 2016. This program automatically enrolls every Residential Customer into the program at a cost of \$2.00 per month.

Any residential customer may decline to participate in the Leak Protection Program by calling 740-208-2004. Any customer declining to participate in the program shall be documented. This customer shall then be responsible for the full amount of their bill with no adjustments being made.

All requests for billing adjustments must be made through our ServLine Program.

Customers who qualify for leak adjustments through our ServLine Program will be responsible to pay their 12 month average bill. ServLine will pay up to \$2,500 of an excess water bill resulting from a qualifying leak. To be eligible for an adjustment, the leak must result in a water bill of \$100 in excess of the average bill based on the previous three (3) months of usage. Amounts in excess of \$2,500 will continue to be the responsibility of the Customer.

It is the customer's responsibility to keep his plumbing system in good working order.

In any case where a customer might incur a leak before there is three months of average usage, an adjustment will not be made until they have established three months of average usage.

Customers must present proof that a leak has been repaired before an adjustment will be made. (i.e., copy of invoice for materials or bill from plumber)

No customer shall receive more than one leak adjustment during any twelve (12) month period.

The UTILITY through our ServLine Program shall not be obligated to make adjustments of any bills not submitted for adjustment within Ninety (90) days from the billing date.

Adjustments on water bills will NOT be made on the following:

- Residential customers who do not have their own water meter.
- Commercial or Industrial Customers.
- Premises left or abandoned without reasonable care for the plumbing system.
- Leaks on irrigation systems or irrigation lines, leaks on any water lines coming off the primary water service line, plumbing leaks in any structure other than the primary residence.
- Excess water charges not directly resulting from a qualifying plumbing leak.
- Filling of swimming pools or leaks in swimming pools; and
- Watering of lawns or gardens.