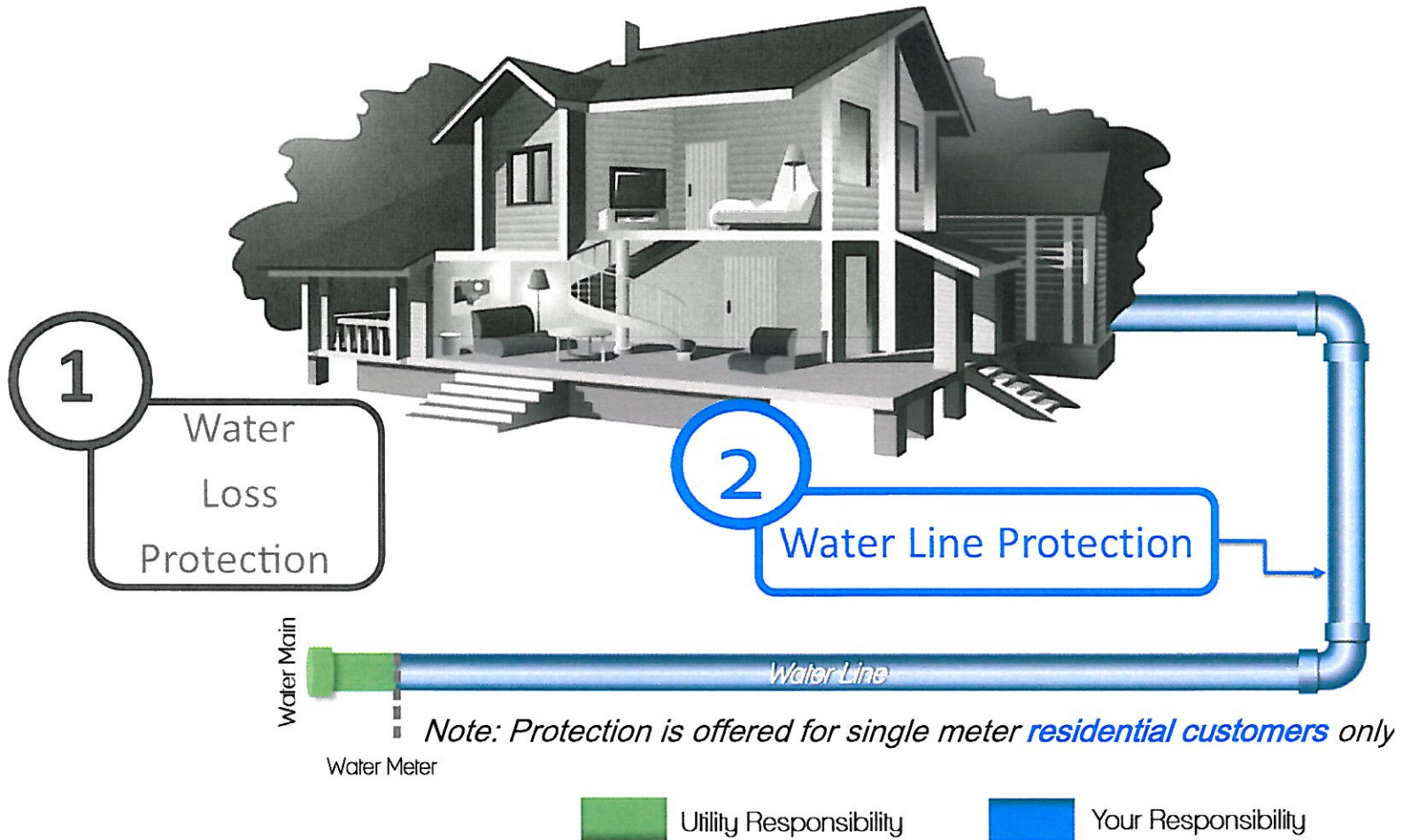




ServLine is a premier protection program that will repair or replace your water line and cover lost water with no deductible and in a timely fashion

# Avoid Large Water Line Repair Costs



Gladeville Utility District ServLine begins with bills due 12/10/17

## Water Loss Protection

As a residential customer, you are automatically protected by our *Water Loss Program*. This is the only way we will adjust residential leaks that occur after 10/1/17 [usage bills due 12/10/17]

## Line Protection

Enroll in the *Line Protection Programs* to avoid water line repair/replacement costs. There is a 30 day waiting period for those who enroll after 10/1/17





Don't Wait Until It's Too Late With A Line Break Sign Up Now!

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### Water Loss Protection

**AUTOMATICALLY ENROLLED  
\$2.15/MONTH**

- ◆ Water Loss Protection from excess water charges resulting from eligible plumbing leaks, up to **\$2,500**. No deductible.
- ◆ Call us to decline protection and accept full responsibility for water bills resulting from eligible plumbing leaks .
- ◆ Please refer to our leak adjustment policy for guidelines and qualifications for leak adjustments
- ◆ All qualifying residential leaks occurring after **October 1st 2017 with usage on bills due December 10, 2017** will only be adjusted through our ServLine Program.

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### Water Line Protection

- ◆ Covers repair or replacement of water line up to \$10,000. No deductible. No annual limit.
- ◆ Includes public paved surfaces and \$500 for basic site restoration and \$500 for private paved surfaces like sidewalks or driveways.
- ◆ Provides Water Line Protection from your meter to the foundation of your home.
- ◆ Does Not Provide Protection For: Water Meter, Water Pit, Water Vault, Pumps, Valves, Or Backflow Meters .
- ◆ Contact Us To Request A Full Copy Of Program Protections And Exclusions
- ◆ Be protected from these expensive repairs! Enrollment after **October 1st 2017** requires a 30 day waiting period.

# Contact Us

Phone: (615) 470-0187

[www.gladevilleutility.com](http://www.gladevilleutility.com)



## ServLine

Utility Account #: \_\_\_\_\_ Account Holder: \_\_\_\_\_ Please Print Name

Signature: \_\_\_\_\_

In addition to the Basic Protection, enroll me in the protection option marked below:

- (\$4.40) Water Line Protection – Pays up to \$10,000 for repair of water service line



## GLADEVILLE UTILITY DISTRICT

3826 Vesta Road

Lebanon, TN 37090

Phone: (615) 449-0301

ServLine Toll Free Number: (615) 470-0187

Dear Residential Customer:

As your water service company, we are dedicated to providing you with reliable service and a safe water supply. Over the years we have made many improvements and upgrades to our system and facilities in order to provide you with this service.

One service we currently provide is for leak adjustments in qualifying situations. Our policy allows each customer one leak adjustment in any 12-month period, with the result being that the customer pays a portion of the value of the leak that is above their average bill and then the Gladeville Utility District absorbs the remaining portion. The following example shows how our current leak adjustment policy works:

- \$ 250.00 (assumed pre-tax water bill that includes a leak)
  - \$ 43.00 (average pre-tax water bill for prior 4 months)
  - \$ 207.00 (overage above the average pre-tax water bill)
- Under our current policy, the customer would pay the average pre-tax water bill of \$ 43.00 plus \$100.76 of the overage, for a pre-tax total of \$ 143.76, which represents a savings of \$106.24 to the customer.

After reviewing our present leak adjustment policy and the hardship it might cause for a family, we looked at alternatives that would help ease or even eliminate such an unpredictable hardship. We have developed a new and broader program called Gladeville ServLine, and the Gladeville ServLine program will replace our leak adjustment policy **for residential customers**. We have also developed an additional option to protect you in case your water line breaks, so you may want to consider enrolling in both programs for your financial protection.

The Gladeville Servline program enhances our present leak adjustment policy for **residential customers in single family homes**. **Business and multi-family customers are not included in the program at the present time**. The ServLine insurance program will provide leak protection once in any 12-month period for leaks up to \$2,500, with **no deductible**. In other words, if you have a qualifying leak that causes your water bill to jump to \$2,500 or less, you are only going to pay your average water bill for the prior four months, with the ServLine insurance paying the remainder of the leak bill in full. The cost for this leak insurance will only be \$2.15 per month for the \$2,500 in protection.

We will start billing you for \$2.15 per month for the leak insurance beginning with bills due by December 10, 2017, bills which will represent water used beginning October 1, 2017. You will be **automatically enrolled** in this program to ensure that you are protected. **If you choose not to participate in this program, you must call our toll free Gladeville ServLine Customer Service number at (615) 470-0187 to be removed from the program**. However, if you choose not to participate and you have a water leak, you will be responsible for the **entire** leak - **no adjustment will be made**. If you decide to opt out of the program and then later decide you

*The Gladeville Utility District is an Equal Opportunity Provider and Employer.*

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).



want to participate, there will be a 90-day waiting period for the service to be reactivated, making you responsible for any leak(s) that might occur within that 90-day waiting period.

Gladeville ServLine will also offer a water service line repair/replacement option that you may wish to consider. Our water line protection program protects customers from the unforeseen and costly expense of repairing and/or replacing your exterior water service line **from the meter to the foundation of your home**. Eligible repairs are covered up to \$10,000, with no deductible, for a cost of only \$4.40 per month or \$52.80 for an entire year. Please consider that it would take over 9 years at \$4.40 per month to cover the expense of a single \$500 service line repair without the insurance.

If you want both the leak protection and the water line protection, the cost will be a total of \$6.55 per month added to your water bill. Again, both programs are optional, but you are **automatically enrolled** for the leak protection unless you call the toll free customer service number at (615) 470-0187 to opt out of that coverage. **The water line protection is also optional, but you will need to call the Gladeville ServLine Customer Service number to enroll in that program.**

We are excited to be able to offer these services to our customers in an effort to hopefully ease or prevent unexpected costs when you have a leak or broken service line.

There should be an insert in your water bill next month that will help explain both programs in more detail. If you want to discuss either program, please contact our toll free Gladeville ServLine Customer Service number at (615) 470-0187.

Thank you.

Gladeville Utility District