

EAST ALABAMA WATER, SEWER AND FIRE PROTECTION DISTRICT LEAK PROTECTION PROGRAM POLICY

East Alabama Water, Sewer and Fire Protection District is changing our Leak Adjustment Policy effective January 1, 2024.

The following are qualifications for leak adjustments for the East Alabama Water, Sewer and Fire Protection District:

1. It is the customer's responsibility to keep their plumbing system in good working order.
2. No customer shall receive more than one (1) leak adjustment that could incorporate a maximum of two (2) billing cycles during any twelve (12) month period.
3. To qualify for a leak adjustment, the eligible plumbing leak must generate a minimum of \$50 over the average of the past twelve (12) months' bills.
4. Adjustments on water bills will NOT be made on the following:
 - a. Residential Customers who do not have their own water meter.
 - b. Premises left or abandoned without reasonable care for the plumbing system.
 - c. Leaks on irrigation systems or irrigation lines, leaks in water features such as fountains, etc., plumbing leaks in any structure other than the primary residence.
 - d. Negligent acts such as leaving water running.
 - e. Excess water charges not directly resulting from a qualifying plumbing leak.
 - f. Filling of swimming pools or leaks in swimming pools.
 - g. Watering of lawns or gardens.
 - h. Master-metered multi-habitational accounts.
5. In the event of a qualifying leak adjustment, the customer will be responsible for paying their average bill. The average bill will be calculated using the previous twelve (12) months' bills, excluding the high bills pertaining to the qualifying leak. The leak adjustment amount will be reimbursed up to East Alabama Water, Sewer and Fire Protection District's chosen protection limit less the customer's average bill.
6. The East Alabama Water, Sewer and Fire Protection District shall not be obligated to make adjustments of any bills not submitted for adjustment within ninety (90) days from the billing date.
7. 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)
8. In any case where a customer might incur a leak before there is three (3) months of average usage, an adjustment will not be made until they have established three (3) months of average usage.
9. All eligible customers are enrolled and may call Servline Leak Protection Program at (866) 397-0428 with any questions about their protection. Our new East Alabama Water, Sewer and Fire Protection District ServLine Program is the only way qualifying leak adjustments will be made for leaks occurring after January 1, 2024.

Approved by:

Date: