

## **BRYAN CO. RURAL WATER DIST. #2 IS NOW OFFERING A WATER LEAK PROTECTION PROGRAM**

This program provides tap holders water bill protection from excessive water charges resulting from eligible water leaks up to \$5,000.00, one time per program year for a small monthly fee. An eligible water leak is defined as "unintentional water loss caused by broken and/or malfunctioning plumbing fixtures or pipes."

- This program is available to all tap holders of Bryan Co. Rural Water District No. 2. Beginning March 1, 2022, ALL tap holders will automatically be enrolled in the program, and you will see an additional charge of \$2.00/month on your monthly statement for this Leak Insurance. If you wish to opt out of this program, you must complete the form below and return it to our office. This form is also available on our website at [www.ruralwater2.com](http://www.ruralwater2.com).
- The program year will run from March 1<sup>st</sup> to February 28<sup>th</sup> (29<sup>th</sup>) and will renew on March 1<sup>st</sup> of each year.
- Bryan Co. Rural Water District #2 will be required to maintain a balance of \$30,000.00 in the Water Loss Protection Account to be used for the program. Funds over \$30,000.00 may be used for improvements in the district.
- Any tap holder not enrolled in or opts out of the program will be responsible for the full amount of their water bill with no adjustment being made.
- Rental properties in the Bryan Co. Rural Water District #2 will be automatically enrolled in the program. Only the Benefit Unit holder (landowner) will have the authority to enroll in or opt out of the program.
- The program will adjust one (1) water bill per program year with excessive water charges up to \$5,000.00 resulting from an eligible plumbing leak back to the tap holder's average water bill.
- To request an adjustment of one (1) water bill, tap holder must submit required documentation providing proof of repair.
- The program will not be obligated to make an adjustment on any bill if required documentation is not submitted within SIXTY (60) days of the billing date of water bill in which adjustment is being requested.
- Tap holder **will not** receive a check for the adjustment.
- Tap holder will not be required to participate in the program on the first occurrence (eligible plumbing leak) during the program year.
- The program will not pay for the repair of the leak. Tap holder will be responsible for the repair and all costs of the repair.
- The program **will not** adjust a water bill with excessive water charges resulting from a leak in a swimming pool or hot tub nor resulting from a tap, faucet or hydrant being left open and running.
- If tap holder has declined participation in the Water Loss Protection Program, the tap holder **will not** receive any assistance with a water bill with excessive charges resulting from an eligible plumbing leak. Tap holder will be responsible for the entire balance. There are no other leak adjustments available.
- Bryan Co. Rural Water District #2 has the right to modify and make changes to the Water Loss Protection Program as necessary with approval of the Board of Directors.

### **Water Loss Protection Program Opt-Out Form**

Account Number: \_\_\_\_\_ Member Name on Account: \_\_\_\_\_  
(Benefit Unit Holder/Landowner) PLEASE PRINT

I, \_\_\_\_\_, request Bryan Co. Rural Water Dist. #2, to remove the Water Loss Protection Program and the charge for the plan from the water bill as of the \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

#### **I acknowledge the following statements:**

1. The Water Loss Protection Program will be removed from the account listed above.
2. The fee for the protection program will be removed from my account going forward.
3. I understand signing this opt-out form prevents adjustments or any assistance on my water bill due to eligible water leaks.
4. I will not be eligible to re-enroll in the program until the next program renewal date which will be the following March 1<sup>st</sup>.

Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

