

## **Leak Protection Program Guidelines**

### **Definition**

Leak Protection covers excess water and wastewater bill charges caused by a qualifying leak on the customer's side of the meter/point of responsibility. WaterPro<sup>SM</sup> is a Water Leak Protection Plan developed by Louisville Water Company for residential customers. The plan is underwritten and administered by third-party vendors working with Louisville Water.

### **Coverage Information**

- \$3 per month
- Coverage is optional
- Policy remains active until cancelled by customer or Louisville Water Company

### **Enrollment Eligibility**

- Must be a Louisville Water residential customer. Only single residential units occupied as a residence are eligible.
- Meter size must be 2" or less
- 30-day waiting period after enrollment. No leak starting prior to the 30-day waiting period will be eligible for a claim.

### **Benefit Information**

- Coverage limit up to \$3,000 per 12-month period
- 1 leak occurrence per 12-month period
- 2 consecutive billing cycles allowed per leak occurrence

### **Benefit Qualifier**

- Overage amount must be 50% or higher than average bill with a \$40.00 overage minimum.

### **Covered Benefits**

- Crack or break in private plumbing infrastructure on customer's side of the meter/point of responsibility
- Dripping/ Leaking Faucets
- Running Toilets/ Commodes
- Water Heaters
- Unattended Homes
- Faulty Customer Plumbing
- Irrigation Systems
- Vandalism

### **Program Qualifications**

Louisville Water Company is providing a Leak Protection Program available to qualifying customers beginning November 1, 2021. The plan is being offered in lieu of any other courtesy adjustment Louisville Water might otherwise consider. The following are qualifications for leak adjustments for the WaterPro<sup>SM</sup> Leak Protection Program:

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 additional charge of at least fifty percent (50%) over the average of the past twelve (12) months' bills, with a minimum overage of forty dollars (\$40).
4. 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 in water features such as fountains, etc., leaks on any water lines coming off the primary water service line, plumbing leaks in any structure other than the primary residence.
  - Negligent acts such as leaving water running.
  - Excess water charges not directly resulting from a qualifying plumbing leak.
  - Filling of swimming pools or leaks in swimming pools.
  - Watering of lawns or gardens.
  - Theft of water. Please refer to Louisville Water Company for further information.
  - 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 Louisville Water Company's chosen protection limit less the customer's average bill.
6. Louisville Water Company 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.

Any qualifying residential customer may elect to enroll in the WaterPro<sup>SM</sup> Leak Protection Program by calling (888) 977-7481. The Louisville Water Company WaterPro<sup>SM</sup> Leak Protection Program will be made available to customers on November 1, 2021.