



Rural Water District No. 5 Wagoner County
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TDD #711

WATER LOSS 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."*

- The program is available to all tap holders of Rural Water District No. 5, Wagoner County.
- All tap holders will be automatically enrolled in the program beginning July 1, 2016.
- The program year will run from July 1st to June 30th of each year.
- The program will renew July 1st of each year.
- The monthly fee for the program will be placed on the water bill each month.
- Rural Water District No. 5 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.
- All tap holders will have the option to decline participation in the program.
- Any tap holder declining to participate in the program will be responsible for the full amount of their water bill with no adjustment being made.
- To opt out of the program tap holder must sign and date a program opt-out form. Forms are available at the Rural Water District No. 5 office. *Tap holder will not be eligible to re-enroll in the program until the next program renewal date which will be the following July 1st.*
- When a Benefit Unit is transferred to a new tap holder from the sale of property, the new tap holder will automatically be enrolled in the program at the time of transfer.
- When a new Benefit Unit is purchased, the new tap holder will automatically be enrolled in the program at the time of purchase.
- Rental properties in the Rural Water No. 5 district will be automatically enrolled in the program. Renters will not have the authority to opt out of the program. Only the Benefit Unit holder (landowner) will have the authority to 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 ninety (90) days of the billing date of the water bill in which adjustment is being requested.
- When all required documentation has been submitted and approved, one (1) water bill with excessive water charges up to \$5,000.00 resulting from an eligible plumbing leak will be adjusted back to the tap holder's average water bill.
- Tap holder will not receive a check for the adjustment.
- Requests for additional adjustments of water bills with excessive water charges resulting from an eligible plumbing leak in the same program year will be denied.
- Tap holder will not be required to use 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.
- The program will not adjust a water bill with excessive water charges 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.
- Rural Water District No. 5, Wagoner County has the right to modify and make changes to the Water Loss Protection Program as necessary with approval of the Board of Directors.