

## Village of Joy Leak Protection Program

Village of Joy leak adjustment policy effective December 1, 2023.

The following are qualifications for leak adjustments for the Village of Joy:

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 two (2) times 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., leaks on any water lines coming off the primary water service line, 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 Village of Joy's chosen protection limit less the customer's average bill.
6. Village of Joy 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. Any enrolled customer may decline to participate in our ServLine Leak Protection Program by calling (866) 397-0427. Any customer declining to participate in the program will be responsible for the full amount of their water bill with no adjustments being made. Our new Village of Joy ServLine Program is the only way qualifying leak adjustments will be made for leaks occurring after December 1, 2023.