



# WISE COUNTY PUBLIC SERVICE AUTHORITY

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DATE: November 30, 2017  
TO: WISE COUNTY PSA CUSTOMERS  
FROM: L. Alan Harrison, P.E., Executive Director  
RE: Servline Program

The Wise County Public Service Authority is pleased to offer to our customers the new ServLine program. This program provides protection for the cost of water that leaks after it passes through the customer's meter. An additional option that can be added to the program is the repair and replacement of exterior water and sewer lines. Accompanying this letter is a flyer with information about how ServLine works and where to learn more about the ServLine Program.

There are two parts to the program, Leak Protection and Line Protection.

## **Residential only (non-commercial) protection:**

### Water Leak and Sewer Leak Protection:

First is the water loss protection program. This protection is for leaks that occur after the customer's meter. Residential customers with water service only through the PSA will pay an additional \$3.00 per month. Residential customers not on PSA's water service but connected to PSA's sewer service will pay an additional \$3.00 per month<sup>1</sup>. This means that residential customers with both water and sewer service with the PSA will pay a total of \$6.00 per month for this program. This programs' coverage for residential customers with water loss protection only or sewer loss protection only will cover up to \$2500 of leaks annually (limited to two months where there is a qualifying leak). For residential customers with both water and sewer loss protection, the coverage would be up to \$2,500 for each (up to \$2,500 for the water loss protection and up to \$2,500 for the sewer loss protection— essentially up to \$5,000 in protection). Bills will need to be at least 50% over your average monthly rate to be eligible for protection under the program. The customers decision to use the leak protection occurs at the time they receive their water bill. You will not be able to go back at the end of a calendar year and choose which two bills to designate for leak protection; this must happen at the time of the leak. Residential customers are automatically enrolled unless they call our ServLine customer service to decline. For customers who decline the leak protection, there will be no adjustments for leaks – they will be responsible for 100% of the bill. Residential customers who are not satisfied with the water loss protection program may contact Servline to discuss their concerns and review options available within the first year of the program.

### Water and Sewer Line Protection:

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<sup>1</sup> Customers who are on wells and have PSA sewer service are not covered as they pay a flat rate per month.

Second is the water line protection program. Residential customers with water service only will have the opportunity to pay an additional \$4.40 per month if they choose water line protection. Residential customers having water service with others and sewer service through the PSA will have the opportunity to pay an additional \$6.00 per month for sewer line protection. Therefore, residential customers with both water and sewer service through the PSA will have the opportunity to pay an additional \$10.40 per month for water and sewer line protection. This will repair or replace water lines from the back of the meter to the building foundation, up to \$10,000 per incident (certain exceptions apply so please ask our ServLine customer service if you have specific questions not outlined in the flyer). For those with sewer service the program will repair or replace the sewer lateral from the property or easement line cleanout to the foundation. Residential customers may enroll for this protection by calling our ServLine customer service number. Please note that there is a 30-day waiting time for protection to begin after the initial enrollment period.

Charges for this program will first appear on the bills being issued around February 1<sup>st</sup> and due February 15<sup>th</sup>. Coverage will actually begin for residential customers starting February 1<sup>st</sup>.

For customers requesting reimbursement for line repairs, it is important that you contact our ServLine claims representatives as soon as possible. Coverage applies only to those who have enrolled in line repair/replacement (Just as a reminder the line repair and replacement is separate from protection of high water loss bills due to leaks). Processing is usually a matter of a few days, but do not wait until the last minute as late fees will still apply on the due date and cutoff fees will still apply the week following that. As always, we strongly recommend that, if customers have not received a bill by the 6<sup>th</sup> of the month, that they call us to obtain their balance due.

### **Commercial (non-residential) protection:**

#### Water Leak and Sewer Leak Protection:

Non-residential (commercial and institutional, excluding manufacturing and industrial) customers with meters sizes of 2" or smaller, are enrolled in the water loss protection program and can decline this coverage by contacting our Servline customer service.

- Coverage for \$2,500 of water loss protection costs \$7.25 per month for water-only accounts, \$7.75 per month for sewer-only accounts, and \$15.00 per month for water and sewer accounts. Leaks will need to be at least 50% above the average bill to be eligible for coverage under the program.

#### Water Line and Sewer Line Protection:

- Coverage for \$10,000 (per occurrence) of water line protection costs \$13.00 for single occupancy and \$27.00 for multiple occupancy.
- Coverage for \$10,000 (per occurrence) of sewer line protection costs \$13.00
- Coverage of both water and sewer line protection will be \$26.00 for single occupancy and \$40.00 for multiple occupancy.

We believe this program will be of great benefit to our customers. For a small amount each month, customers can be assured of substantial protection against high bills due to eligible leaks. In addition, customers who elect the line protection coverage can be assured that eligible repair costs will be covered for their underground lines. We strongly encourage all our customers to participate in these programs. Following are a number of frequently asked questions about the Servline program.

## FREQUENTLY ASKED QUESTIONS

Q: I AM A LANDLORD AND WANT TO HAVE MY RESIDENTIAL RENTAL PROPERTY COVERED UNDER THE LINE PROTECTION BUT KEEP UTILITIES IN THE NAME OF MY TENANT. WHAT DO I DO?

A: Most landlords make enrollment in the line protection a requirement of the rent and either reimburse the tenant or reduce the rent by the cost of the protection

Q: CAN I ENROLL IN THE LINE PROTECTION W/O ENROLLING IN THE LEAK PROTECTION?

A: Yes, although we recommend enrolling in both.

Q: MY LEAK CAUSED ME TO HAVE A BILL(S) EXCEEDING THE \$2500 LIMIT. CAN I GET ANY HELP BEYOND THIS PROGRAM?

A: This is a rare event, typically only happening on one or two customers a year at most. The Board of Directors has determined that these situations will be handled on a case-by-case basis. Customers in this position should work through our ServLine Program first to get the maximum reimbursement under our program. Then they should submit thorough documentation to the Executive Director, who will take it to the Board's Leak Adjustment Committee for discussion. The Committee may allow for additional adjustment by the PSA for amounts beyond the \$2,500, in part or whole, and may also stipulate further conditions on the account holder. However, for any consideration of a leak adjustment the customer must be participating in the leak protection of our ServLine Program.

Q: I HAVE MY WATER SERVICE WITH TOWN X BUT MY SEWER SERVICE IS WITH THE PSA. WHAT DO I DO?

A: In this case if your water service is provided through the town and not the PSA then your water service will not be covered through ServLine; only the sewer service which is through the PSA. The town's rules would apply to any potential adjustment for water.

Q: I HAVE MY SEWER SERVICE WITH TOWN X BUT MY WATER SERVICE IS WITH THE PSA. WHAT DO I DO?

A: In this case if your sewer service is provided through the town and not the PSA then your sewer service will not be covered through ServLine; only the water service which is through the PSA. The town's rules would apply to any potential adjustment for sewer. The PSA will provide average monthly usage to the town upon their request so that the town can calculate any adjustment that the customer may be eligible for under town rules.

Q: I HAVE HAD A HIGH BILL DUE TO A LEAK. WHAT DO I DO?

A: Simply call ServLine and they will guide you through the process. ServLine will pay the excess water charges from eligible leaks (bills will need to be at least 50% over your average monthly rate in order to qualify for coverage) up to \$2500. This coverage allows for two months coverage for qualifying leaks per year.

Q: I HAVE THE LINE PROTECTION AND NEED REIMBURSEMENT FOR THE REPAIRED LINE. WHAT DO I DO?

A: Call our ServLine number and press the option for claims and they will guide you through the required documentation.

Q: I DO NOT WANT THE LEAK COVERAGE. WHAT DO I DO?

A: Call our ServLine customer service number and indicate that you wish to decline the leak protection. They will record the call and log in your refusal of coverage. Be advised that declining this protection will make you responsible for 100% of the bill in the event of a leak.

Q: I HAVE PREVIOUSLY OPTED OUT OF THE LEAK COVERAGE. CAN I OPT BACK IN?

A: Yes, you can re-enroll at any time by calling our ServLine customer service number. Be advised that any leaks prior to re-enrollment will not be covered, only those afterward. There is also a 30-day waiting period once you decide to enroll in the program for coverage to begin.

Q: I HAVE HAD A HIGH BILL(S) DUE TO A LEAK BUT I AM NOT COVERED BY THE LEAK COVERAGE. CAN I GET AN ADJUSTMENT?

A: No. Customers electing to decline the leak coverage will be responsible for 100% of the high bill(s).

Q: I HAVE HAD TWO HIGH BILLS IN A ROW DUE TO A LEAK THAT OCCURRED OVER TWO BILLING PERIODS. CAN I GET REIMBURSEMENT FOR BOTH BILLS?

A: Yes, up to \$2500 total.

Q: I HAVE ALREADY BEEN COVERED FOR TWO HIGH BILLS DUE TO LEAKS WITHIN THE LAST 12 MONTHS, BUT NOW I HAVE ANOTHER HIGH BILL DUE TO A LEAK. THE TOTAL OF THREE BILLS WILL BE UNDER THE \$2,500 LIMIT. CAN I GET REIMBURSED?

A: No, only two months of leak expenses may be claimed in a rolling 12-month period even if the \$2,500 cap has not been reached. Remember, if you want coverage you must choose at the time of the leak to decide if you would like to use your coverage available.

Q: I HAVE THE LINE PROTECTION AND HAVE INCURRED A SECOND LEAK REQUIRING REPAIR IN A YEAR. CAN I GET REIMBURSED?

A: Yes. There is no annual limit on repairs/replacements. As always, contact ServLine prior to initiating repairs (unless you have an emergency or after-hours situation) to ensure the scope of work is covered.