



A new ServLine Program will be implemented July 1, 2017. The program automatically enrolls every Residential Customer into the program.

Any residential customer may decline to participate in the Leak Protection Program by calling 865-245-1060. Any customer declining to participate in the program shall be documented. Any Customer declining coverage will be responsible for the full amount of their bill with no adjustments being made.

1. It is the customer's responsibility to keep his plumbing system in good working order.
2. No customer shall receive more than one leak adjustment during any twelve (12) month period. It is possible for a leak to cross over billing periods, so it is sometimes necessary to adjust two month's bills for one leak.
3. Leak adjustments are only made on underground leaks on the customer side of the meter.
4. Adjustments on water bills will NOT be made on the following:
 - a. Residential customers who do not have their own water meter.
 - b. Industrial Customers
 - c. Commercial Customers who do not qualify for Commercial Rates.
 - d. Premises left or abandoned without reasonable care for the plumbing system.
 - e. Negligent acts such as leaving water running.
 - f. Excess water charges not directly resulting from a qualifying plumbing leak.
 - g. Filling of swimming pools or leaks in swimming pools
 - h. Watering of gardens
 - i. Leaky faucets, commodes, water heaters, or other internal plumbing repairs.
5. The UTILITY through our ServLine Program shall not be obligated to make adjustments of any bills not submitted for adjustment within ninety (90) days from the billing date.
6. 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)
7. Any case where a customer might incur a leak before there is three months of average usage, an adjustment will not be made until they have established three months of average usage.
8. ServLine Coverage has a minimum benefit payable of \$1000. Customers with bills meeting our policy AND covered initially by ServLine that exceed \$1000 will be adjusted as follows (for the total maximum adjustment not to exceed \$3000). Adjusted charges will be calculated based on average bills for three-month period.
9. Any variance to this policy is at the discretion of the Board of Rockwood Water Sewer and Gas and must be presented for consideration at a regularly scheduled Board meeting.