



**March 1, 2026**

Dear Customer,

We are writing to inform you of important upcoming changes to your ServLine protection with Rockwood Water, Sewer & Gas, effective April 1, 2026.

Following an underwriting review by the program insurer, Rockwood Water, Sewer & Gas will **no longer** offer line repair protection through the ServLine Program after April 1, 2026. Additionally, there will be a rate increase for the Leak Adjustment Program, also effective April 1, 2026.

### **What This Means for You**

- **Line Repair Protection** billing will automatically be updated for all enrolled customers effective April 1, 2026.
- The **Leak Adjustment Program will continue**, with updated rates effective April 1, 2026.

### **Interested in Line Repair Coverage?**

Customers interested in private line repair protection may explore options through **HomeServe USA**:

- Visit: [www.homeserve.com](http://www.homeserve.com)
- Call: **(855) 336-2465**

Please note: HomeServe plans include a **30-day waiting period** for all new enrollments, even if you were previously enrolled in ServLine.

### **Leak Adjustment Program Details:**

- **Eligibility:** Residential and Commercial Customers
- **Qualifier:** Two (2) times the customer's average bill
- **Adjustment Limit:** Up to two (2) adjustments every 12 months (covering up to two billing cycles)
- **Maximum Adjustment:** Up to \$2,500

### **Monthly Fees (Effective April 1, 2026)**

#### **Residential Water & Sewer Combined Leak Protection**

- \$1.48 per month

#### **Commercial Water & Sewer Combined Leak Protection**

- \$1.48 per month (single occupancy)
- \$2.58 per month (multiple occupancy)

If you previously opted out of the Leak Adjustment Program and would like to opt back in, or if you have questions regarding your coverage, please contact us at (865) 245-1060.

Thank you for being a valued customer. We appreciate your trust and continued support as we work to provide reliable, high-quality service to our community.

Sincerely,

Rockwood Water, Sewer & Gas