

BRYAN CO. RURAL WATER DIST #5 OFFERS A WATER LEAK PROTECTION PROGRAM which will begin January 2024 and renew each year on January 1. 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.”*

- **ALL** tap holders of Bryan Co. Rural Water Dist. #5 **WILL AUTOMATICALLY BE ENROLLED** in the program beginning January 1, 2024, for a charge of \$2.00 per month for this Leak Insurance. **If you wish to opt out of this program, you must complete the form below by February 28th and return it to our office. This form is also available on our website at <https://bryancountyruralwater5.com/>**
- The program year runs from January 1st to December 31st and renews on January 1st of each year.
- Any tap holder who opts out of the program will be responsible for the full amount of their water bill with NO adjustment being made.
- Rental properties in the Bryan Co. Rural Water District #5 are automatically enrolled in the program. Only the Benefit Unit holder (landowner, proof of ownership will be required) has the authority to opt out of the program.
- The program will adjust one (1) water bill per tap holder within a twelve (12) month period with excessive water charges up to \$5,000.00 resulting from an eligible plumbing leak, back to the tap holder’s previous year average bill.
- Upon experiencing an eligible water leak, tap holders shall submit a claim including all required documentation prior to any water bill adjustments are made.
- Required documentation includes proof of repair, applicable receipts and/or invoices, etc.
- Tap holder **will not** receive a check for the adjustment.
- Tap holder will not be required to use the adjustment 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 nor 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.
- Bryan Co. Rural Water District #5 has the right to modify and make changes to the Water Loss Protection Program as necessary with the approval of the Board of Directors.
- **Master meters & RV Parks are not eligible for this program.**

Water loss Protection Program Opt-Out Form

Account Number: _____ Member Name on Account: _____
(Landowner) PLEASE PRINT

I, _____, request Bryan Co. Water Dist. #5, to remove the Water Loss Protection Program and the charge for the plan from the water bill as of the _____ day of _____, 20____.

I acknowledge the following statements:

1. The Water Loss Protection Program will be removed from the account listed above.
2. The fee (\$2.00) for the protection program will be removed from my account going forward.
3. I understand signing this opt-out form prevents adjustments or any assistance on my water bill due to eligible water leaks.
4. I will not be eligible to re-enroll in the program until the next program renewal date which will be the following January 1st.

Member Signature: _____ **Date:** _____

Printed Name: _____

