



IOWA LAKES REGIONAL WATER

Water Service Line Protection Program

YOU'RE ENROLLED

With our Water Service Line Protection Plan, we are confident you will enjoy the peace of mind that comes from the protection this plan provides you. We value you as a customer and look forward to the benefits you will gain by taking advantage of this program. We had you in mind when we created this incentive program by eliminating your risk of responsibility to pay for all water loss and repairs to your water service line in the event a leak shall occur.

We are excited to have you enrolled in the beneficial Water Service Line Protection Plan for a low monthly fee of \$4.90. This plan is designed to give you peace of mind in the event you should be threatened with a leak anywhere on your water service line.

Under the plan, when a leak occurs on your water service line, the total gallons through your meter will be adjusted to your average usage. ILRW will also cover the cost of repairs to the water service line. There will be NO cost to you for repairing the service line up to \$3,000.00. In most cases we are confident the total repair cost will NOT be over \$3,000.00. We will contact you before any work begins on service line leak repairs.

Coverage and Liability:

- Prior to this plan, and if you opt out, the member is responsible for all expenses for maintenance and liability for the entire service line. (The only exception is a one year warranty period on any service lines installed by ILRW.)
- Liability may also include the expense of water loss regardless of the location of your meter. (Some members have a meter in a pit near the property line, some have the meter in a pit just outside the dwelling, and some members have the meter installed in a basement.)

If you should decide to opt out of this plan, please contact our office at 712-262-8847. We will send you an opt out form that we will request you sign and return to our office.

We feel confident that you will enjoy the peace of mind that comes from the protection this plan will provide you. We value you as a customer and look forward to the benefits you will gain by taking advantage of this program.

What's Not Covered

The plan does not cover:

- Repair of a leak within a structure, including within an exterior structural wall.
- Any damages or reimbursement for damages within a structure.
- Leaks or water loss caused by natural acts or disasters such as earthquakes, floods, other acts of God or malfunction of equipment or appliances owned by the member.
- Repairs of appurtenances on a service line or branch line off the service line, such as sprinklers, livestock waterers, pools, hot tubs and/or outdoor systems and equipment.
- Damages or losses, whether from negligence or otherwise, caused by you, any other person or entity other than ILRW.
- Any improvement, relocation, or upgrade of your existing water service line.