



## Grayson County Public Service Authority

P.O. Box 217, Independence, VA 24348

December 8 , 2022

5:00 p.m.

### **MEETING MINUTES Of the Public Service Authority**

#### **Members Present**

John S. Fant  
Michael S. Hash  
Kenneth R. Belton  
R. Brantley Ivey  
Tracy A. Anderson

#### **Staff Present**

Paul Hoyle  
Mitch Smith

#### **CALL TO ORDER**

- Mr. Fant called the meeting to order.

#### **APPROVAL OF AGENDA/CONSENT AGENDA**

- Mr. Anderson made the motion to approve the agenda/consent agenda; duly seconded by Mr. Hash. Motion carried 5-0.

#### **PRESENTATION(S)**

- Ms. Emilie Zalfini, Southern Region Water Director for ServLine gave the following presentation:

## PROPOSAL

### SERVLINE UTILITIES PROTECTION

*We pay for high water bills caused by customer leaks*

HOMESERVE USA  
7134 Lee Highway, Chattanooga, TN 37421  
1 (866) 974-4801, info@servline.com, www.servline.com

Prepared For

**COUNTY OF GRAYSON**

PO Box 217  
Independence, VA 24348

Proposal Issued: October 18, 2022.

Proposal Valid:  
30 Days from Issue Date

This proposal shows the premiums for the general coverage described, but in no way changes or affects any terms, conditions or exclusions of policies or actually issued. Premiums shown are based on information furnished to the company. Insurance for the ServLine program is issued to utilities and placed through HomeServe USA Health Management Corp. (HSM), a licensed insurance agency. In California, HSM does business as HomeServe NA Insurance Services (California License # 0P79326). ServLine is a registered trademark.

## EXECUTIVE SUMMARY – UTILITY & COMMUNITY PROTECTION

### COUNTY OF GRAYSON

We understand that you are tirelessly working to improve and supply the best overall product while also often thanklessly striving to offer excellent customer service.

### DESPITE ALL YOUR EFFORT – CUSTOMER LEAKS STILL CAUSE

- Financial Strain
- Administrative *and* Customer Burden
- Issues to Undermine Public Perception

### MEET SERVLIN BY HOMESERVE

ServLine is a full-service customer leak solution. We pay for high water bills caused by customer leaks by insuring the Utility. More specifically, by insuring the Leak Protection Program and then administering it on your behalf.

- Financial Assistance
- Administrative Support & Customer Relief
- Public Relations Credibility

### PROTECTION PLANS PRICING SNAPSHOT

#### LEAK PROTECTION PLANS PRICING

##### WATER LEAK PROTECTION

| Limit   | Residential |
|---------|-------------|
| \$500   | \$1.75      |
| \$1,000 | \$2.00      |
| \$2,500 | \$2.35      |

#### SERVICE LINE PROTECTION PLANS PRICING

| Protection Plan                   | Limit of Protection | Homeowner Rate | Royalty |
|-----------------------------------|---------------------|----------------|---------|
| External Water Service Line Plan  | \$10,000            | \$5.99         | 10%     |
| External Sewer Service Line Plan  | \$10,000            | \$9.99         | 10%     |
| Interior Plumbing & Drainage Plan | \$3,000             | \$10.99        | 10%     |

### PROGRAM COMPARISON SIDE BY SIDE – LAP & LPP

#### COMPARISON TERMS

- LAP: Leak Adjustment Policy
- LPP: Leak Protection Program
- Frequency: Determined by the number of times an adjustment can be filed in a given time
- Qualifications: Determined by whether or not there is a limit that must be met prior to allowing for an adjustment
- Benefits are reflective of your current Leak Adjustment Policy & data
- Benefits are determined by how customer leaks are being adjusted. Unprovided benefits will not be covered

#### COUNTY OF GRAYSON - CURRENT LAP

**BENEFIT FREQUENCY**  
No Written Leak Adjustment Policy  
No billing cycle frequency allowance stated

**BENEFIT QUALIFIER**  
No Written Leak Adjustment Policy

#### SERVLIN LEAK PROTECTION PROGRAM (LPP)

**BENEFIT FREQUENCY**  
1 Occurrence / 12-month  
2 Consecutive billing cycles allowed per occurrence  
Ex. 1 billing cycle (month bill), 2 billing cycles (months)

**BENEFIT QUALIFIER**  
2X Average Bill

ADDITIONAL COVERED BENEFITS  
No Benefit Exceptions

ADDITIONAL COVERED BENEFITS  
Dripping/ Leaking Faucets  
Running Toilets/ Commodes

## PROPOSED SAMPLE LEAK PROTECTION PROGRAM POLICY (LPP)

### COUNTY OF GRAYSON

#### PROPOSED SAMPLE LEAK PROTECTION PROGRAM POLICY

County of Grayson is changing our Leak Adjustment Policy effective DATE 1, 2022.  
The following are qualifications for leak adjustments for the County of Grayson:

1. It is the customer's responsibility to keep his plumbing system in good working order.
2. No customer shall receive more than one (1) leak adjustment that could incorporate a maximum of two (2) billing cycles during any twelve (12) month period.
3. To qualify for a leak adjustment, the eligible plumbing leak must generate a minimum additional charge of at least two (2) times the average of the past twelve (12) months' bills.
4. Adjustments on water bills will NOT be made on the following:
  - a. Residential Customers who do not have their own water meter.
  - b. Commercial or Industrial Customers.
  - c. Premises left or abandoned without reasonable care for the plumbing system.
  - d. Leaks on irrigation systems or irrigation lines, leaks in water features such as fountains, etc., leaks on any water lines coming off the primary water service line, plumbing leaks in any structure other than the primary residence.
  - 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 lawns or gardens.
  - i. **Master-metered multi-habitational accounts. (OPTIONAL)**
5. In the event of a qualifying leak adjustment, the customer will be responsible for paying their average bill. The average bill will be calculated using the previous twelve (12) months' bills, excluding the high bills pertaining to the qualifying leak. The leak adjustment amount will be reimbursed up to County of Grayson's chosen protection limit less the customer's average bill.
6. The County of Grayson shall not be obligated to make adjustments of any bills not submitted for adjustment within ninety (90) days from the billing date.
7. 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)
8. In any case where a customer might incur a leak before there is three (3) months of average usage, an adjustment will not be made until they have established three (3) months of average usage.
9. Any enrolled customer may decline to participate in our ServLine Leak Protection Program by calling Phone Number. Any customer declining to participate in the program will be responsible for the full amount of their water bill with no adjustments being made. Our new County of Grayson ServLine Program is the only way qualifying leak adjustments will be made for leaks occurring after DATE 1, 2022.

### LEAK PROTECTION PROGRAM

*Imagine what you could do if you were paid for every customer's high water bill – and no longer had to manage their frustration over having to pay for it.*

### WATER LEAK PROTECTION

| Limit of Protection      | Residential Rate |
|--------------------------|------------------|
| \$500 (Per Occurrence)   | \$1.75           |
| \$1,000 (Per Occurrence) | \$2.00           |
| \$2,500 (Per Occurrence) | \$2.35           |

| Deductible                    | Waived            |
|-------------------------------|-------------------|
| Reporting Conditions          | Customer Schedule |
| Reporting & Adjustment Period | Monthly           |

#### Special Terms and Conditions

- Coverage will be designed to reflect County of Grayson's Leak Protection Guidelines and eligibility established with ServLine.
- **Master Metered Habitational (Residential Only)** \$2.50 per unit
  - Limit Applies to Property Only and does not apply to units directly.
- Charges will be applied to the customers' utility bill.
- Limit of protection to be selected by the Utility.

*Note: 10% Discount on rates if the above coverages are offered by electing to include in your base rate rather than on the utility bill.*

## SERVICE LINE PROTECTION PLANS

Consider how a customer will feel about you when they realize that you had the foresight to provide optional solutions to help with their responsibility.

The following Service Line Protection Plans are service contracts that cover the private portion of the water and sewer infrastructure. They are separate from the Leak Protection Program and are not insurance policies. Service contracts provide the most comprehensive customer experience for our service line protection products.

### EXTERNAL WATER SERVICE LINE PLAN

|  |   |
|--|---|
| <b>Homeowner Rate:</b><br>\$5.99 per month | <b>Partner Royalty:</b><br>10% of payments received - paid annually |
|--|---|

**Description:**

Includes services to locate and repair/replace a leaking exterior water service line. Covered repairs include, but are not limited to: leaks, breaks, corrosion, blockages, and other types of damage (such as from freezing) that impair or limit the intended function of the system. Includes restoration of ground surface features after excavation for service line repair, including filling, raking, reseeding, reinstallation of existing soft landscaping and shrubbery, and patching of paved surfaces.

**Eligible Properties:**

A single structure permanently secured to the ground and the land it is located on that is used and zoned only for residential occupancy, including:

- Single-family homes
- Townhomes and apartments
- Multi-family homes

**Covers Homeowners' Responsibility:**

From the point of utility's responsibility to the water meter or main shut-off valve inside the home.

**Product Highlights:**

- Off-bill. Billing for these products is handled directly between HomeServe and the customer
- One-call solution to file a claim. No paperwork, or forms, to fill out to file claims
- Educates homeowners about their water service line responsibility
- Up to \$10,000 coverage per service call
- No annual or lifetime limits, deductibles, or service fees
- One-year guarantee on all covered repairs
- Coverage includes thawing of the frozen external water service line and repairs to non-functioning pressure reducing valves and backflow prevention devices that are part of the line

### EXTERNAL SEWER/SEPTIC LINE PLAN

|  |   |
|--|---|
| <b>Homeowner Rate:</b><br>\$9.99 per month | <b>Partner Royalty:</b><br>10% of payments received - paid annually |
|--|---|

**Description:**

Includes services to locate and repair/replace a leaking exterior sewer service line. Covered repairs include, but are not limited to: leaks, breaks, corrosion, blockages (due to fats, oils and grease), and other types of damage that impair or limit the intended function of the system. Includes restoration of ground surface features after excavation for service line repair, including filling, raking, reseeding, reinstallation of existing soft landscaping and shrubbery, and patching of paved surfaces.

**Eligible Properties:**

A single structure permanently secured to the ground and the land it is located on that is used and zoned only for residential occupancy, including:

- Single-family homes
- Townhomes and apartments
- Multi-family homes

**Covers Homeowners' Responsibility:**

From the external wall of the home to the utility's responsibility.

**Product Highlights:**

- Off-bill. Billing for these products is handled directly between HomeServe and the customer
- One-call solution to file a claim. No paperwork, or forms, to fill out to file claims
- Educates homeowners about their water service line responsibility
- Up to \$10,000 coverage per service call
- No annual or lifetime limits, deductibles, or service fees
- One-year guarantee on all covered repairs
- Coverage includes repairs to non-functioning grinder pumps that are part of the line

**INTERIOR PLUMBING AND DRAINAGE PLAN**

|                        |  |
|------------------------|--|
| <b>Homeowner Rate:</b> | <b>Partner Royalty:</b>                  |
| \$10.99 per month      | 10% of payments received - paid annually |

**Description:**

Provides coverage and repairs for the inside of the home. Coverage includes the emergency breakdown costs of repairing or replacing interior water service and drainage pipe materials, valves and other plumbing-related material, including unblocking, repair and replacement. Repair or replacement of floor drain, toilet flanges, supply or drain pipes, angle stops, P-traps and ball valves.

**Eligibility:**

A single structure or single housing unit within a structure not intended to be moved that is used and zoned only for residential occupancy, including:

- Single-family homes
- Townhomes and apartments
- Multi-family homes

**Product Highlights:**

- Off-bill. Billing for these products is handled directly between HomeServe and the customer
- One-call solution to file a claim. No paperwork, or forms, to fill out to file claims
- Up to \$3,000 coverage per service call, with up to 2 service calls per annual term
- No lifetime limits, deductibles, or service fees
- One-year guarantee on all covered repairs

## LEAK PROTECTION PROGRAM DEFINITIONS

- **Water Leak Protection**  
Water Leak Protection covers excess water bills caused by a qualifying leak on the customer's side of the meter/point of responsibility. Developed in cooperation with ServLine and set according to the Utility's newly established Leak Protection Guidelines.
- **Sewer Leak Protection**  
Sewer Leak Protection covers excess sewer bills in the event of a qualifying leak at the customer's point of responsibility. Developed in cooperation with ServLine and set according to the Utility's newly established Leak Protection Guidelines.
- **Residential**  
Residential is defined as 2" meters or less with a single residential unit occupied as a residency. A qualifying unit must have a single meter to which it can be accounted for independently.
- **Commercial**  
Commercial is defined as 2" meters or less with business or agricultural occupancy excluding master-metered habitational. A qualifying unit must have a single meter to which it can be accounted for independently.  
Single Occupancy - Building has one business occupying space.  
Multiple Occupancy - Building has more than one business occupying space.
- **Master-Metered Habitational**  
Multi-Unit residential property with a master-meter measuring usage for all units.
- **Farms**  
**Residential Farm:** Any farm that is a hobby or that does not derive additional income. There is no Agriculture meter or separate metered structures on the property and meets residential definition of the insurance company.  
**Commercial Farm:** Any Farm that has an Agriculture meter/meter that services barns, cattle troughs, or other structures. Any Farm who derives income from the activities of the farm.
- **Rates w/ Data**  
The rates furnished in this Proposal are determined by the data you have provided. It is mutually understood that the data produced, along with your explanation of how to interpret what is included in your data is done so in good faith and is complete and true to the best of your knowledge. All other factors have been determined in partnership with ServLine.
- **Leak Protection Program**  
The ServLine Leak Protection Program enhances your current Leak Adjustment Policy and acts as a superseding document which will overlay your existing policy with the given enhancements. All qualifying customer leaks would adhere first to your ServLine Leak Protection Program and then would be addressed by your existing Leak Adjustment Policy. As a recommendation - Your Leak Adjustment Policy would be updated to address unqualifying leaks rather than qualifying customers who choose to decline protection.

## SUMMARY FOR LEAK PROTECTION PROGRAM

### BILLING

Agency Monthly Reporting

### PROJECT SCOPE & PROCESS

- Approval of ServLine
- Program Implementation
- Utility Staff Training
- Announcement Materials
- Setup and Integration
- ServLine Administers Leak Protection Program
- ServLine Handles Claims, Payments and Customer Service

### TERMS AND CONDITIONS

Terms and conditions outlined in the quote may differ from the specifications submitted; please review the specific coverage part for details on coverage and exclusions.

Average claims payment is between 10 - 20 Days.  
Claims volume is due to change with seasons or other unforeseen events.  
Pricing does not include taxes.

Reports & Premium due by the 15th of the month following a reporting period.  
Example: Participating customers for month of January would be due no later than February 15th.  
Premium payments include all participating customers and are not dependent on customer payment to the utility nor pending claims payments.

*This quote is valid for thirty (30) days from the date of this letter.  
All rates are per participating customer per month.*

### THANK YOU

Thank you for your interest in becoming a valuable client of ServLine. We exist to make your Utility stronger and help you achieve your goals. One of our chief goals is to serve you and to earn the privilege of being one of your favorite service providers. The ServLine team is always looking to establish long-term meaningful relationships with the opportunity to serve your Utility and your customers with integrity and excellence.

**DISCLAIMER**

This proposal shows the premiums for the general coverage described, but in no way changes or affects any terms, conditions or exclusions of policies as actually issued. Premiums shown are based on information furnished to the company.

**SERVICE LINE PROTECTION PLAN HIGHLIGHTS**

- Off-bill. Billing for these products is handled directly between HomeServe and the customer
- No cost to the utility
- Educates customers/homeowners on their responsibilities regarding their private service lines
- Allows customers/homeowners to opt-in to the specific products they want
- 24/7/365 customer support
- One-call solution to file a claim. No paperwork, or forms, to fill out to file claims
- A national network of vetted, licensed, local area contractors is utilized to make the repairs
- No service charges, deductibles, reimbursements, or out of pocket costs.
- Affordable rates and multiple payment methods
- Plans pay contractors directly for covered work performed
- Provides peace of mind for homeowners
- Service Line Protection Plans are endorsed by the National League of Cities as well as multiple state municipal leagues

**SERVICE LINE PROTECTION PLAN AGREEMENT**

**SERVICE LINE PROTECTION PLAN AGREEMENT**

EFFECTIVE DATE: \_\_\_\_\_

This SERVICE LINE PROTECTION PROGRAM AGREEMENT is by and between the County of Grayson, Virginia ("County"), and HomeServe USA Repair Management Corp. ("Company").

1. **Plans.** Company is the administrator of the National League of Cities Service Line Warranty Program which provides services to homeowners and other consumers for the repair of domestic infrastructure and related systems ("Plans"). Such Plans may include:
  - A. **External Water Service Line Plan** (initially, **\$5.99 per month**); Homeowner responsibility: from the utility's responsibility to the water meter or main shut-off valve inside the home; Limit: Unlimited number of calls/ \$10,000 per call/Unlimited annual maximum.
  - B. **External Sewer Service Line Plan** (initially, **\$9.99 per month**); Homeowner responsibility: from the external wall of the home to the utility's responsibility; Limit: Unlimited number of calls/\$10,000 per call/Unlimited annual maximum.
  - C. **Interior Plumbing and Drainage Plan** (initially **\$10.99 per month**); Limit: 2 service calls per annual term/\$3,000 per call.
 Company may adjust the Plan fees by no more than \$.50 per month in any 12-month period, unless otherwise agreed by the parties in writing. The pricing of the Plans are based upon the currently applicable County, municipal or similar codes. In the event of an applicable code change, Company shall have the ability to reassess the pricing. Pricing does not include taxes.
2. **Informational Campaign.** From time to time, the parties will conduct informational campaigns consisting of Company materials of the Plans to be inserted into standard County mailings to homeowners.
3. **Term.** The term of this Agreement shall be for one (1) year from the Effective Date and will automatically renew for additional one (1) year terms unless one of the parties gives the other written notice of at least ninety (90) days prior to end of the term of its intent not to renew.
4. **Payment.** During the term, Company will pay County ten percent (10%) of the payments of Plan fees actually received due to enrollment from the informational campaigns, net of any discount, rebates, refunds, chargebacks, credits, and sales or similar taxes incurred or paid by Company in connection with such plans. Payments shall be made on an annual basis on January 30<sup>th</sup>. County agrees to provide a completed W-9 form to Company to facilitate payment.

|   |  |
|---|--|
| <p><b>COUNTY OF GRAYSON</b></p><br><p>Name: _____<br/>         Title: _____</p> | <p><b>HOMESERVE USA REPAIR MANAGEMENT CORP.</b></p><br><p>Name: Michael Backus<br/>         Title: Chief Sales Officer</p> |
|---|--|



## CLIENTS & PARTNERS



## ASSOCIATION PARTNERS INCLUDE

National Rural Water Association (NRWA), Tennessee Association of Utility Districts (TAUD), Georgia Rural Water Association (GRWA), North Carolina Rural Water Association (NCRWA), Alabama Rural Water Association (ARWA), Alliance of Indiana Rural Water Association (AIRWA), Illinois Rural Water Association (IRWA), Iowa Rural Water Association (IRWA), Rural Water Association of Arizona (RWAA), Arkansas Rural Water Association (ARWA), California Rural Water Association (CRWA), Michigan Rural Water Association (MRWA), Delaware Rural Water Association (DRWA), Kentucky Rural Water Association (KRWA), Maryland Rural Water Association (MRWA), New Mexico Rural Water Association (NMRWA), Mississippi Rural Water Association (MRWA), Ohio Rural Water Association (ORWA), Virginia Rural Water Association (VRWA), Rural Water Association of Utah (RWAU), Idaho Rural Water Association (IRWA), New York Rural Water Association (NYRWA), Nevada Rural Water Association (NRWA), Montana Rural Water Systems (MRWS), Louisiana Rural Water Association (LRWA).



## INSURANCE PROVIDERS INCLUDE

Hanover Insurance Company, Virginia Surety Company, Inc.



# CLAIMS PROCESS



ServLine offers both leak protection and line protection. The claims process for each is simple and straightforward and depicted in the charts below.

## LEAK PROTECTION



## LINE PROTECTION



## STRONGER UTILITIES ARE SAVING WATER, HELPING PEOPLE

### PARTNER TESTIMONIALS

*"At the end of the day, our job is to provide service to a customer with a vital need they have every day. ServLine assists the utility to do that."*

**Bob Freudenthal**, Executive Director,  
Tennessee Association of Utility Districts

*"ServLine has already been a blessing even during the very first month being on board!"*

**Sherry Walker**, Office Manager, Dade County Water Authority

*"Working with ServLine has been a win-win for our customers and the utility. It has saved both the utility and customers thousands of dollars. The process has been easy and efficient with claims being handled promptly."*

**Kenny Baird**, General Manager, LaFollette Utilities

*"The ServLine program provides great savings of both money and time dealing with leak adjustments, as well as providing greater benefit to our customers. It's a win-win!"*

**Tommy Fannin**, CFO, Ocoee Utility District

*"This program [ServLine] directly impacts our customers by eliminating the burden of a high water bill due to a leak. Our customers are very appreciative to us for providing this service."*

**Jimmy Langley, General Manager, Luttrell, Blaine, Corryton Utility District**

*"Our ServLine experience has been fantastic. It has helped us with all facets of our work. Customer interaction, customer options, revenue control, etc. I am very pleased and extremely satisfied with the product."*

**Liz Ordiales, Mayor, City of Hiwassee, GA**

*"I can't say enough about this program! ServLine is what we are all about in the top of our conversation with our new customers and current customers who ask or hear us talking about it. It has saved our municipality several thousands of dollars we would have written off. ServLine has also helped with our 'resident longevity.' Meaning, if the customer has a leak and owed a huge bill that they couldn't pay, the customer would get so behind and end up cut off and/or vacating the residence and end up on our collections list. ServLine has been a lifesaver for us and our customers and has brought tears of joy and relief. This is the best program out there!"*

**Jennie Cagle, Waterworks Department Manager, City of Niota, TN**

*"We would like to thank all of ServLine's staff members that we have had the pleasure of dealing with. They are professional, efficient, and pleasant. Thanks to all of you!"*

**Angel Fair, City Clerk, City of Morganton, GA**

**Optional Line Protection**

We can offer homeowners optional, affordable repair plans for water, sewer and interior plumbing lines through the NLC Service Line Warranty Program by HomeServe, the only program of its kind endorsed by the National League of Cities. Customers call to receive prompt emergency repairs provided by local, licensed and insured contractors.

The program includes outreach to educate homeowners about their service line responsibility, something they are often unaware of until they call their utility with a repair emergency and learn that the utility can't help them. This can lead to dissatisfaction.

**ServLine is part of HomeServe**

HomeServe is a leading provider of repair services programs in North America with an A+ Better Business Bureau rating. HomeServe is dedicated to providing best-in-class services and an exceptional customer experience.

ServLine is an affiliate partner of the National Rural Water Association and numerous State Rural Water Associations.

To learn more about the ServLine Leak Protection Program, visit [www.servline.com](http://www.servline.com) or call 866-974-4801.

Insurance for the ServLine program is issued to utilities and placed through HomeServe USA Repair Management Corp. (RSM), a licensed insurance agency in California. RSM does business as HomeServe NA Insurance Services, California license # 02795362. ServLine® is a registered trademark of HomeServe.

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**HomeServe has:**

**1,000+** municipal and utility partners

**1.7 Million** Repairs performed in the past three years


**4.7 Million+** Customers


**8.2 Million+** Service Contracts

**\$638 Million** in repair costs saved by customers in the past three years

Offering utilities and their customers ongoing protection from the high costs of customer water leaks

[www.servline.com](http://www.servline.com)






### Overview

Customer water leaks can negatively impact utility budgets, efficiency and customer perception. When a customer receives an abnormally high water bill resulting from a leaking pipe or fixture, the utility may partially adjust the bill, but the resident's portion may still be beyond their means, resulting in a long payment plan and a feeling of dissatisfaction with the water utility. The ServLine Leak Protection Program is a win-win for water utilities and their customers. Designed to protect all qualifying customers from this potentially costly expense, ServLine also helps water utilities recapture lost revenue and bad debt associated with customer leaks and unburdens the utility from the stress, effort and time involved in the administration of the leak adjustment process.

### Program Highlights

**Unique Benefits for Utilities and Customers**  
 ServLine is the only insurance-backed program that is vetted and partnered with the National Rural Water Association and multiple state associations. The program has paid **100% of claims** that have met the utility's leak guidelines.

**Customer Choice**  
 In cooperation with the utility, the customer choice process ensures that no one falls through the cracks and faces an unexpected and expensive charge for a water loss, and protects the utility from disagreements on coverage.

**Reduced Workload for Staff**  
 Once implemented, ServLine provides an extended customer service that virtually eliminates confrontation and disagreements about increased bills due to water loss. A happy customer is a supportive customer.

**Outstanding Customer Response**  
 Data documents customer satisfaction and peace of mind provided by ServLine, with a **97% customer participation rate**.

*I was, at first, skeptical about the monthly cost and wisdom of purchasing ServLine. Then I had one of those unfortunate incidents of corrosion eating through a fitting just downline of my meter. As soon as I received the first high water bill, I located the leak and repaired it. The claim process was as expected as to required information, and payment was fast. I have had several of these water line breaks over the years in various places. I believe ServLine is a great answer to cost containment for water loss beyond my control.*

**Catalan Springs-Bethpage Water Utility Customer**

### Benefits to Customers:

|  |   |
|--|---|
| <b>Financial Protection</b>            | <ul style="list-style-type: none"> <li>Up to \$2,500 in protection from excess water bill</li> <li>No deductible</li> </ul>                     |
| <b>Exceptional Customer Experience</b> | <ul style="list-style-type: none"> <li>Seamless processing of claims</li> <li>Peace of mind that unexpected expenses will be covered</li> </ul> |

### Benefits to Utilities:

|  |   |
|--|---|
| <b>Lower Costs</b>                     | <ul style="list-style-type: none"> <li>Utility recaptures lost revenue from adjustments and bad debts</li> <li>Staff workload is reduced and becomes simplified and consistent</li> </ul> |
| <b>Increased Customer Satisfaction</b> | <ul style="list-style-type: none"> <li>Enhanced public relations</li> <li>Improved customer experience</li> </ul>   |

- o Discussions included revenues, reimbursements, royalties and applies to only residential customers.
  - o Also in attendance were Mayor Richard Farmer/Jill Hill of the Town of Fries; Mayor Bill Mitchell of the Town of Troutdale and Shane Allen of the Town of Independence – will take information back to their council members
  - o Advantageous to have all homes enrolled
- Consensus of the Board to table this until the next PSA meeting.

## ADJOURN

Mr. Hash made the motion to adjourn; duly seconded by Mr. Anderson. Motion carried 5-0.