**Creek County Rural Water District No.2 2425 W 121st ST. Jenks, Ok**

## (P) 918-299-4448 (Fax) 918-299-5712

**Website:** [**www.ccrwd2.com**](http://www.ccrwd2.com/)

## TDD #711

WATER LOSS PROTECTION PROGRAM

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."*

* The program is available to all tap holders of Creek County Rural Water District No. 2.
* All tap holders will be automatically enrolled in the program beginning December 1, 2021. Members not wishing to participate can sign form to opt -out at that time.
* The program year will run from December 1st to November 30th of each year.
* The program will renew December 1st of each year.
* The monthly fee in the amount of $1.00 for the program will be placed on the water bill each month.
* Rural Water District No. 2 will be required to maintain a balance of $60,000.00 in the Water Loss Protection Account to be used for the program. Funds over

$100,000.00 will be rebated to the members yearly, after the initial investment is paid back.

* All tap holders will have the option to decline participation in the program.
* Any tap holder declining to participate in the program will be responsible for the full amount of their water bill with no adjustment being made.
* To opt out of the program tap holder must sign and date a program opt-out form. Forms are available at the Rural Water District No. 2 office. *Tap holder will not be eligible to re-enroll in the program until the next program renewal date which will be the following December 1st.*
* When a Benefit Unit is transferred to a new tap holder from the sale of property, the new tap holder will automatically be enrolled in the program at the time of transfer.
* When a new Benefit Unit is purchased, the new tap holder will automatically be enrolled in the program at the time of purchase.
* Rental properties in the Rural Water No. 2 district will be automatically enrolled in the program. Renters will not have the authority to opt out of the program. Only the Benefit Unit holder (landowner) will have the authority to opt out of the program.
* The program will adjust one (1) water bill per program year with excessive water charges up to $5,000.00 resulting from an eligible plumbing leak back to the tap holder's average water bill.
* To request an adjustment of one (1) water bill, tap holder must submit required documentation providing proof of repair.
* The program will not be obligated to make an adjustment on any bill if required documentation is not submitted within ninety (90) days of the billing date of water bill in which adjustment is being requested.
* When all required documentation has been submitted and approved, one (1) water bill with excessive water charges up to $5,000.00 resulting from an eligible plumbing leak will be adjusted back to the tap holder's average water bill.
* Tap holder will not receive a check for the adjustment.
* Requests for additional adjustments of water bills with excessive water charges resulting from an eligible plumbing leak in the same program year will be denied.
* Tap holder will not be required to use the program 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.
* The program will not adjust a water bill with excessive water charges 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.
* Creek County Rural Water District No. 2, has the right to modify and make changes to the Water Loss Protection Program as necessary with approval of the Board of Directors.

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**TDD #711**

# Water Loss Protection Program Opt-Out Form

Account Number:

Member Name on Account:

(Benefit Unit Holder)

I, (name), request Creek County Rural Water District No.2, to remove the Water Loss Protection Program and the charge for the plan from the water bill as of the day of . .

**I acknowledge the following statements:**

1. *The Water Loss Protection Program will be removed from the account listed above.*
2. *The fee 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 December 1st.*

Member Signature:

Date:

Printed Name:

Creek County Rural Water District No. 2, acknowledges your decision to be removed from the Water Loss Protection Program.

**CCRWD No. 2**

Representative: Date: