



# Hallsdale-Powell Utility District Leak Protection Program BEGINS March 31, 2021

## LEAKS HAPPEN A leaky pipe can drain your wallet

We are excited to announce Hallsdale-Powell Utility District's new Leak Protection Program supported by ServLine. With Automatic Enrollment, you will be protected from having to pay a high water bill and avoid interruption to service.



## WATER LEAK PROTECTION\*

Auto-Enrolled - Up to \$2,500/Leak\* - 1 Occurrence/12-month period

Call us to decline protection and accept full responsibility for water bills caused by water leaks



RESIDENTIAL

**Residential \$1.56** Per Month  
**Residential Master-Metered  
Multi-Habitational (per unit)**  
**\$2.50** Per Month



COMMERCIAL

**Single Occupancy**  
**\$1.56** Per Month  
**Double Occupancy**  
**\$3.12** Per Month

# CALL TODAY: 1-865-914-8230

All leaks occurring after March 31, 2021 will only be adjusted through our Leak Protection Program.  
\*Please refer to Hallsdale-Powell Utility District's Leak Protection Program policy for guidelines and qualifications for leak adjustments.



# Hallsdale-Powell Utility District

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Dear Hallsdale-Powell Utility District Customers:

We are excited to announce a new program to all qualifying customers of the Hallsdale-Powell Utility District called Leak Adjustment Protection. This program will relieve our residential and small business customers of high water bills due to qualifying leaks on the customer's side of the meter. This new program will be financially backed by an insurance policy procured as part of the ServLine program and becomes effective March 31, 2021. Again, the program will be made available to all residential and small business customers. Each customer will be billed at the applicable residential or commercial monthly rate with their regular monthly billing.

As a Hallsdale-Powell Utility District customer, you may decline the program at any time by calling us at 1-865-914-8230. However, customers who decline the program will accept full responsibility for 100% of excess water charges caused by a water leak. For those customers who do not decline the leak adjustment protection, they will receive a benefit that will cover the cost of an unexpected high water bill caused by a qualifying leak up to \$2,500. The program allows for one adjustment per year over a maximum of 3 billing cycles upon proof of the qualifying leak. The cost to repair the water line is not included in this leak protection.\* We look forward to providing this much needed program so your high water bill from a qualifying leak can be paid up to the benefit amount, saving you from an unexpected financial burden. Again, the effective date of this program is March 31, 2021.

Additionally, many Hallsdale-Powell Utility District customers are not aware they are responsible for their water service, sewer/septic, or plumbing lines until they experience a problem. If a breakdown to any of these lines occurs, it is the homeowner's responsibility to arrange and pay for repairs.

For this reason, Hallsdale-Powell Utility District has selected Service Line Warranties of America (SLWA), part of the HomeServe group, to offer repair protection plans to eligible homeowners. Exterior Water Service Line Coverage, Exterior Sewer/Septic Line Coverage, and Interior Plumbing and Drainage System Coverage are available to help manage the cost and inconvenience of covered repair emergencies. These *optional* coverages are now available in your community.

Please look for additional information coming in the mail, call 1-865-914-8230, or visit [www.PlansHallsdalePowell.com](http://www.PlansHallsdalePowell.com) if you have any questions.

On behalf of the Hallsdale-Powell Utility District, we look forward to this opportunity to enhance our customer service to you.

**3745 Cunningham Road, Knoxville, TN 37918**

\*INFORMATION FOR THE HALLSDALE-POWELL UTILITY DISTRICT LEAK LOSS PROTECTION PROGRAM: HIGH WATER BILLS DUE TO LEAKS OCCURRING AFTER 03/31/2021 WILL BE ADJUSTED THROUGH THIS PROGRAM. PLEASE REFER TO OUR LEAK ADJUSTMENT GUIDELINES FOR QUALIFICATIONS. CANCEL ANYTIME. 30-DAY WAIT PERIOD FOR RE-ENROLLMENT. CALL SLWA FOR MORE INFORMATION AND REQUEST A COPY OF THE FULL TERMS AND RESTRICTIONS. SERVLINER<sup>®</sup> IS A REGISTERED TRADEMARK OF HOMESERVE. THE HALLSDALE-POWELL UTILITY DISTRICT LEAK LOSS PROTECTION PROGRAM'S FINANCIAL OBLIGATIONS ARE BACKED BY AN INSURANCE POLICY PROCURED AS PART OF THE SERVLINER PROGRAM.