



Rockdale Water Resources

ServLine Leak Protection Program

At a Glance

The Leak Protection Program helps Rockdale Water Resources customers avoid the financial shock of unexpected plumbing leaks. For as little as \$1.38/month on your utility bill, you get up to \$2,500 in coverage per occurrence, a fully waived deductible, and a dedicated claims team through ServLine. If a qualifying leak causes your bill to spike, ServLine covers the excess, so you only pay your normal amount.

What is the Leak Protection Program?

The Leak Protection Program (LPP) helps protect you from sky-high water and sewer bills caused by plumbing leaks on your side of the meter. The program is offered through Rockdale Water Resources and run by ServLine, with coverage backed by established insurance providers.

Why is Rockdale Water Resources offering this program?

Plumbing leaks happen, and the bills that come with them can be overwhelming. Rockdale Water Resources partnered with ServLine so you can get your leak fixed without stressing over the cost. The program helps cover qualifying leak-related charges on your behalf.

How is the Leak Protection Program different from the previous Leak Adjustment Policy?

The Leak Protection Program is a major upgrade from the old Leak Adjustment Policy. Here's what's improved:

- Broader coverage – includes dripping faucets, running toilets, water heaters, unattended homes, and faulty plumbing
- Simple qualifier – your bill just needs to be at least 2x your average monthly bill
- Example: if your average bill is \$75, a bill of \$150 or more during the leak period qualifies
- Dedicated support – ServLine handles your claim from start to finish
- Up to \$2,500 per occurrence with zero deductible

How much does the program cost?

The program fee is added as a line item on your monthly utility bill. Rates depend on your account type (applies to accounts with a 2" meter or smaller):

- Residential Water Leak: \$1.38/month (\$2,500 per occurrence)
- Residential Sewer Leak: \$1.38/month (\$2,500 per occurrence)
- Commercial Water Leak - Single-Occupancy: \$3.80/month (\$2,500 per occurrence)
- Commercial Water Leak - Multiple-Occupancy: \$7.60/month (\$2,500 per occurrence)
- Commercial Sewer Leak - Single-Occupancy: \$3.80/month (\$2,500 per occurrence)
- Commercial Sewer Leak - Multiple-Occupancy: \$7.60/month (\$2,500 per occurrence)
- Master-Metered Multi-Habitational Water Leak: \$2.50 per unit/month (\$2,500 per occurrence per property)

- Master-Metered Multi-Habitational Sewer Leak: \$2.50 per unit/month (\$2,500 per occurrence per property)

All rates are per customer per month and do not include taxes.

How is the fee collected?

It's simple – the monthly fee shows up as a line item on your regular Rockdale Water Resources utility bill. No separate payment needed.

Can I opt out of the Leak Protection Program?

- Yes. You can opt out anytime by calling (770) 278-9752. Customers that fail to opt out and have not had a leak adjustment will be eligible for a refund prior to 12/31/2027.

But keep these things in mind:

- You won't receive any leak adjustments on your water bills
- You'll be responsible for the full amount of any bill, no matter the cause
- This program is the only way to get qualifying leak adjustments for leaks after December 31, 2026
- If you opt back in later, there's a 30-day waiting period before coverage kicks in, and no leaks during that waiting period will be eligible

What types of leaks are covered?

The program covers excess water and sewer charges from qualifying plumbing leaks on your side of the meter, including:

- Dripping or leaking faucets
- Running toilets or commodes
- Water heater leaks
- Leaks in unattended homes
- Faulty customer plumbing

What is NOT covered under this program?

Some situations fall outside the program. The following are not covered:

- Irrigation systems, irrigation lines, water features, or fountains
- Swimming pool filling or pool leaks
- Lawn or garden watering
- Negligent acts (like leaving water running on purpose)
- Leaks in structures other than the primary residence
- Abandoned or neglected properties without reasonable plumbing care
- Excess charges not directly caused by a qualifying plumbing leak
- Residential customers without their own water meter

What is the maximum coverage amount?

You're covered for up to \$2,500 per occurrence. For Master-Metered Habitational properties, the \$2,500 limit applies to the entire property, not individual units.

Can I use the program more than once a year?

You can file one claim per 12-month period. Each claim can cover up to two consecutive billing cycles. Once 12 months have passed since your last claim, you're eligible again.

How do I know if my bill qualifies for a leak adjustment?

Your bill qualifies if all of the following are true:

- The leak started on or after December 31, 2026
- Your bill during the leak period is at least 2x your average monthly bill (based on the previous 12 months, excluding leak-related spikes)
- The leak has been fully repaired
- You have at least 3 months of billing history on your account

How is my average bill calculated?

Your average is based on your last 12 months of utility bills, minus any unusually high bills caused by the qualifying leak. This gives a fair baseline of your normal usage and determines what you're responsible for during the adjustment.

Do I need proof that the leak was repaired?

Yes, you may need to provide documentation. Acceptable proof includes:

- A receipt or invoice for plumbing materials
- A bill from a licensed plumber

The leak must be fully repaired before any adjustment can be processed.

How do I file a claim?

It's a quick four-step process:

- Step 1: Get the leak repaired (by a plumber or on your own).
- Step 2: Call ServLine directly at (770) 278-9752 (not Rockdale Water Resources).
- Step 3: Provide proof of repair if asked.
- Step 4: Submit your claim within 90 days of the billing date.

ServLine handles everything from there – claims processing, payments, and applying any approved adjustments to your Rockdale Water Resources account.

How long does it take to receive my claim payment?

Most claims are processed within 10 to 20 days after submission and review.

How does the payment work? Can you show me an example?

ServLine covers the excess charges above your average bill, up to \$2,500. You only pay your normal amount. Here's an example:

	Amount
Your bill during the leak period	\$2,500.00
Your average monthly bill	\$75.00
You pay	\$75.00
ServLine covers	\$2,425.00

In this example, your normal bill is \$75. Because the leak pushed your bill to \$2,500, ServLine covers the \$2,425 difference and you only pay your average amount.

Who do I contact if I have questions about a claim or my coverage?

For anything related to claims, coverage, or the program itself, contact ServLine directly:

Phone: (770) 278-9752

Who do I contact about my utility bill or water service issues?

For questions about your utility bill, water service, or account, contact Rockdale Water Resources at the number on your bill. ServLine only handles program-related claims and coverage questions.

Important Disclaimer

This page is a general overview of the Leak Protection Program and is for informational purposes only. It does not constitute a policy contract or change any terms, conditions, or exclusions of the actual policy. Program details and rates are subject to change. All rates shown are per participating customer per month.