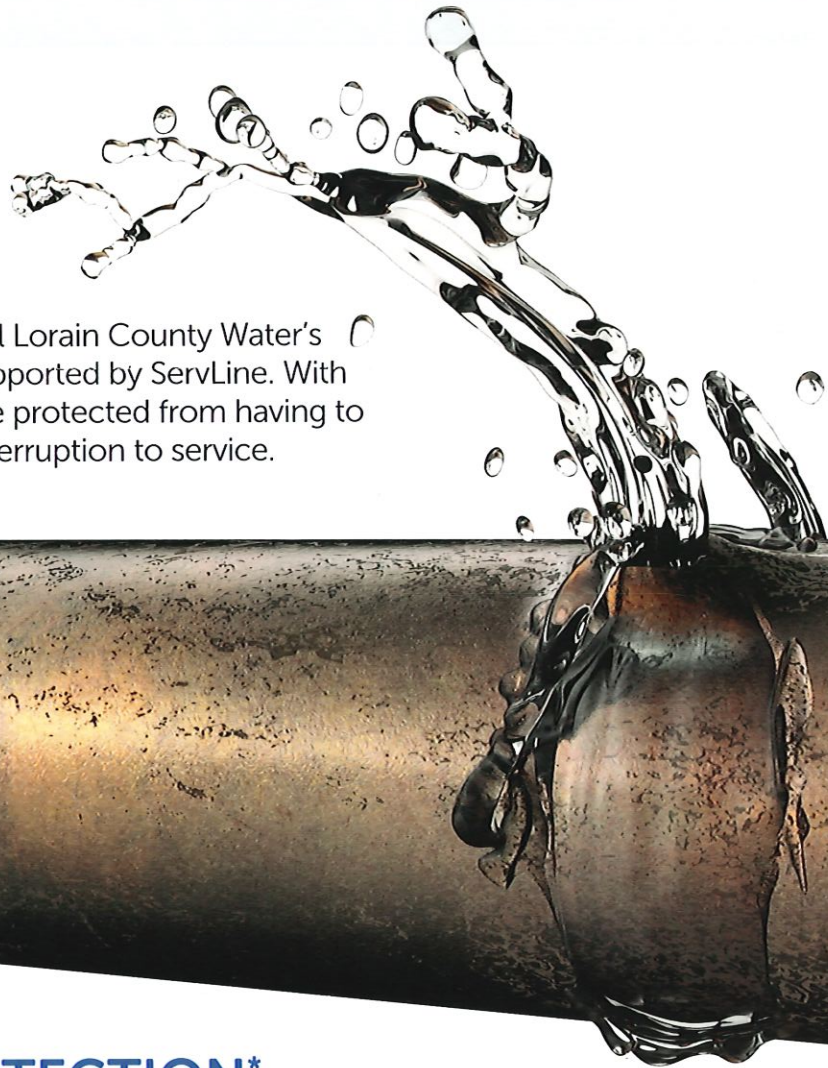




Rural Lorain County Water Leak Protection Program BEGINS JANUARY 1, 2021

LEAKS HAPPEN A leaky pipe can drain your wallet

We are excited to announce Rural Lorain County Water'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

Only: \$0.55
Per Month



COMMERCIAL

\$0.55 Per Month

Single occupancy
up to 2" meter

CALL TODAY: 1-440-723-5556

All leaks occurring after January 1st will only be adjusted through our Leak Protection Program.
* Please refer to Rural Lorain County Water's Leak Protection Program policy for guidelines and qualifications for leak adjustments.

Rural Lorain County Water Authority

Dear Rural Lorain County Water Authority Customers:

We are excited to announce a new service to all qualifying customers of the Rural Lorain County Water Authority called Leak Adjustment Protection. This service 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 service will be financially backed by an insurance policy procured as part of the ServLine program and becomes effective January 1, 2021. Again, the service will be made available to all residential and small business customers. Each customer will be billed \$0.55 per month with their regular monthly billing.

As a Rural Lorain County Water Authority customer, you may decline the service at any time by calling us at 1-440-723-5556. However, customers who decline the service 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 ranging from two times your average bill up to \$2,500. The service allows for one adjustment per year over a maximum of 2 billing cycles upon proof of the qualifying leak. The cost to repair the water line is not included in this protection. We look forward to providing this much needed service so your high water bill from a qualifying leak can be paid, saving you from an unexpected financial burden.

On behalf of the Rural Lorain County Water Authority we look forward to this opportunity to enhance our customer service to you. Again, the effective date of this service is January 1, 2021.

42401 State Route 303 LaGrange, OH 44050

*INFORMATION FOR THE RURAL LORAIN COUNTY WATER AUTHORITY LEAK LOSS PROTECTION PROGRAM: HIGH WATER BILLS DUE TO LEAKS OCCURRING AFTER 01/01/2021 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 HOMESERVE FOR MORE INFORMATION AND REQUEST A COPY OF THE FULL TERMS AND RESTRICTIONS. SERVLINER[®] IS A REGISTERED TRADEMARK OF HOMESERVE. THE RURAL LORAIN COUNTY WATER AUTHORITY LEAK LOSS PROTECTION PROGRAM'S FINANCIAL OBLIGATIONS ARE BACKED BY AN INSURANCE POLICY PROCURED AS PART OF THE SERVLINER PROGRAM.