



# On the Water Front

March 2023 | **A Message from John Balliew, P.E., President/CEO**

## Leak protection program builds customer resilience

Leaky pipes lead to unexpectedly high-water bills. Starting March 1, consider yourself covered up to \$1,000 for water loss charges caused by qualifying leaks.

El Paso Water customers were automatically enrolled in the new **ServLine Water Leak Protection Program** for a fee of 98 cents a month for residential customers or \$1.42 a month for non-residential single occupancy customers.



Leaky pipes can be costly.

The new program will assist EPWater customers who have high water bills resulting from certain leaks. Leaks, such as those behind a wall, under a foundation or underground, may qualify for a leak adjustment on their water bills. Adjustments only cover water that was lost in leaks and do not cover repairs.

### When leaks occur

Thousands of gallons of water a month may be lost as a result of an irrigation line leak or running toilets. Property owners are responsible for water breaks and leaks on their property, and such leaks can often result in an unpleasant surprise bill. A toilet leak may be easily repaired with an inexpensive part, but if neglected for weeks, it can result in hundreds of dollars in lost water charges. From a utility perspective, leaks cause water and revenue losses that drive up production costs.

For EPWater, it was an easy decision to work with ServLine by HomeServe to help reduce customers' high water bills when leaks occur. About 3,900 customers reach out to us annually, seeking leak adjustments. Based on a three-year average, we made \$1.6 million worth of leak adjustment requests annually, with the average adjustment at \$422 per customer, an amount that only covered a portion of the cost with the customer paying the remaining amount.

When a leak happens, our customers with the coverage deal directly with ServLine by calling 915-273-3999 and filling out their leak adjustment **form**. Coverage may be used once every 24 months. There is no need for customers with leaks to call our Customer Service representatives because ServLine takes care of it all, freeing up our Customer Service team to take other calls. This more efficient program eases the whole leak adjustment process for both EPWater and customers.

### Benefits of program

To clarify, EPWater does not receive any payment from the ServLine Water Leak Protection Program; the 98 cents that customers pay monthly goes to ServLine. All we receive is a check to cover the customer's leak adjustment.

Of course, customers may choose to opt out of the leak protection program by calling 915-273-3999 or by submitting an **online form**. If you opt out of the program, water loss charges from qualifying leaks will only be eligible for a 50% adjustment directly through EPWater.

Leaks happen, and we want our customers to be resilient if an emergency occurs. We believe once customers see the benefits for themselves, the value of the program will be apparent. With coverage from ServLine, EPWater gains lost revenue from water leaks, and our customers are protected from the costly expense of water loss.

We strive to minimize these losses because we are very aware of the value of water in our region of the Chihuahuan Desert. Thank you for your support and doing your part to conserve our resources.

For more information on the ServLine Water Leak Protection Program, please visit our **webpage**, which includes frequently asked questions, or call ServLine at 915-273-3999.



On the Water Front is a publication of El Paso Water. Contact Christina Montoya at **915.594.5596** or **cmontoya@epwater.org** with any comments or questions.

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