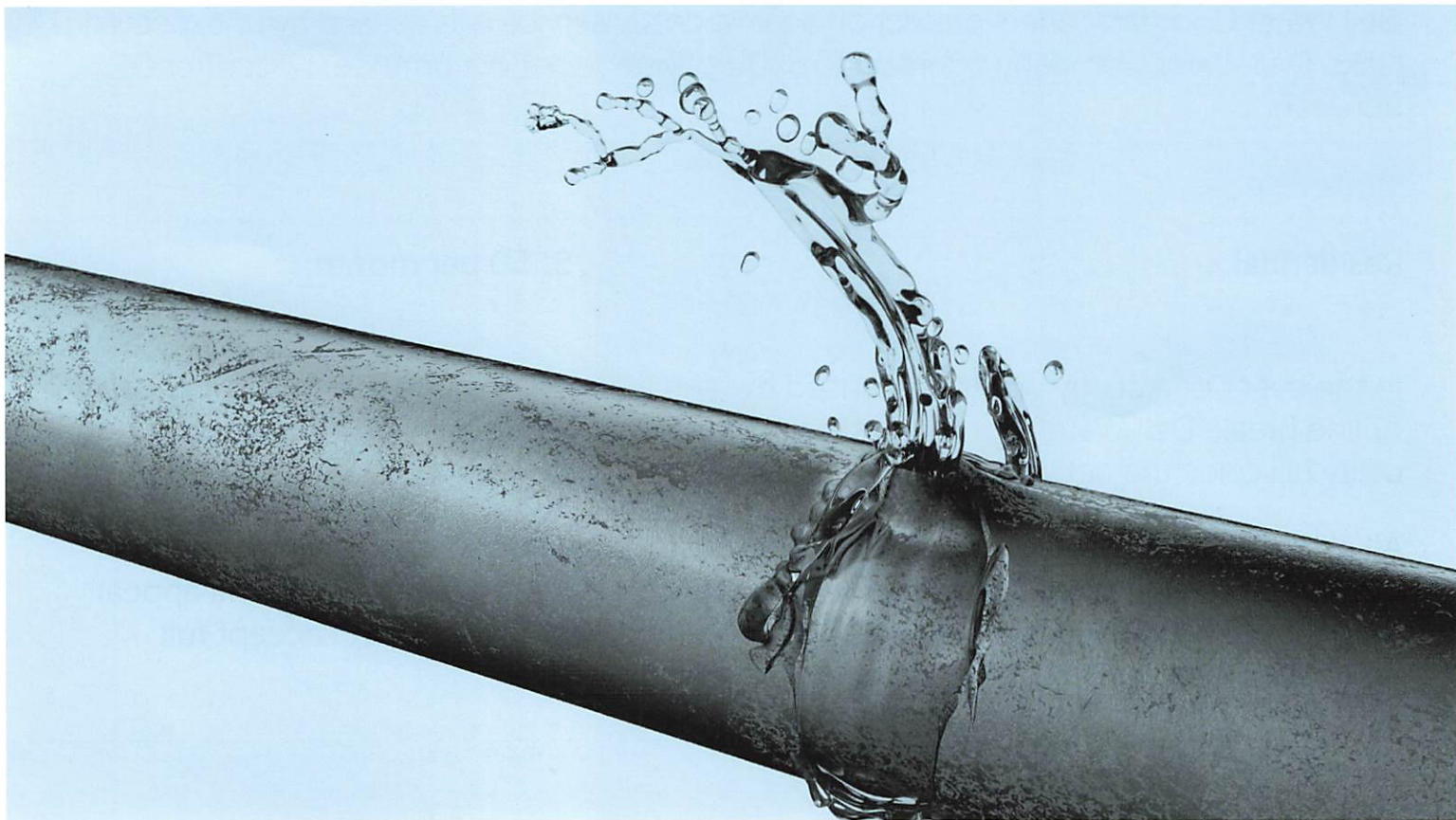


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Protection that provides  
peace of mind



Dell Water Company  
ServLine® Protection Program



————— **Contact Us Today** —————  
Call 870-493-3053

# Dell Water Company's ServLine® Protection Program

Beginning November 1, 2025

## Leak Loss Protection Program\*

Dell Water Company offers protection against costly service bills caused by unexpected leaks. Dell Water Company offers up to \$500 coverage per occurrence (1 occurrence per year).

### Water Leak

Residential

\$1.50 per month

In the event of a costly water bill caused by high water usage due to a qualifying leak or line break, Dell Water Company's leak loss protection program covers the costly utility bill once the active cause of the leak has been repaired.

All eligible Dell Water Company residential customers are automatically enrolled in our optional expanded Water Leak Loss Protection Program and charges will appear on your utility bill. Call us at 870-493-3053 to decline protection and accept full responsibility for all excess water charges caused by a leak.

Contact Us Today  
Call 870-493-3053

**\*Information for the Dell Water Company Leak Loss Protection Program:** Leak Loss Protection Program covers pipes up to 2" diameter. High water bills due to leaks occurring after 11/1/25 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 Dell Water Company's dedicated ServLine phone number at 870-493-3053 for more information and to request a copy of the full terms and restrictions for any of the programs.

The financial obligations of the Dell Water Company Leak Loss Protection Program are backed by an insurance policy procured as part of the ServLine program.



## Dell Water Company Leak Protection Program

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Dell Water Company is changing our leak adjustment policy effective September 1, 2017.  
The following are qualifications for leak adjustments for Dell Water Company:

1. It is the customer's responsibility to keep their plumbing system in good working order.
2. No customer shall receive more than one (1) leak adjustment that could incorporate a maximum of two (2) billing cycles during any twelve (12) month period.
3. Adjustments on water bills will NOT be made on the following:
  - a. Residential customers who do not have their own water meter.
  - b. Commercial or industrial customers.
  - c. Premises left or abandoned without reasonable care for the plumbing system.
  - d. Leaks on irrigation systems or irrigation lines, leaks in water features such as fountains, etc., leaks on any water lines coming off the primary water service line, plumbing leaks in any structure other than the primary residence.
  - e. Dripping faucets, leaking toilets, negligent acts such as leaving water running.
  - f. Excess water charges not directly resulting from a qualifying plumbing leak.
  - g. Filling of swimming pools or leaks in swimming pools.
  - h. Watering of lawns or gardens.
  - i. Master-metered multi-habitational accounts.
4. In the event of a qualifying leak adjustment, the customer will be responsible for paying their average bill. The average bill will be calculated using the previous three (3) months' bills, excluding the high bills pertaining to the qualifying leak. The leak adjustment amount will be reimbursed up to Dell Water Company's chosen protection limit less the customer's average bill.
5. Dell Water Company shall not be obligated to make adjustments of any bills not submitted for adjustment within ninety (90) days from the billing date.
6. Customers must present proof that a leak has been repaired before an adjustment will be made (i.e., copy of invoice for materials or bill from plumber).
7. In any case where a customer might incur a leak before there is three (3) months of average usage, an adjustment will not be made until they have established three (3) months of average usage.
8. Any residential customer may decline to participate in our ServLine Leak Protection Program by calling (870) 493- 3053. Any customer declining to participate in the program will be responsible for the full amount of their water bill with no adjustments being made. Our new Dell Water Company ServLine Program is the only way qualifying leak adjustments will be made for leaks occurring after September 1, 2017.

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Approved by:

\_\_\_\_\_  
Date: