

CROSS ANCHOR UTILITY DISTRICT
SERVLINE LEAK PROTECTION
BEGINS SEPTEMBER 1ST 2018



LEAKS HAPPEN

A LEAKY PIPE CAN LEAD
TO A LEAKY WALLET!



WE ARE EXCITED TO ANNOUNCE OUR
SERVLINE LEAK PROTECTION PROGRAM.
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 \$1,000/LEAK*
*Call us to decline protection and
accept full responsibility for water
bills caused by water leaks*



ONLY \$1.95
PER MONTH



SINGLE OCCUPANCY
ONLY \$4.60/ MN
MULTI-OCCUPANCY
ONLY \$8.90/ MN
UP TO 2" METER

CALL TODAY: (423) 588-1555

*All leaks occurring after September 1st will only be adjusted through our ServLine Program.
* Please refer to our leak adjustment policy for guidelines and qualifications for leak adjustments.*

ENHANCED LINE PROTECTION

ENROLLMENT AFTER SEPTEMBER 1ST REQUIRES A 30 DAY WAITING PERIOD.

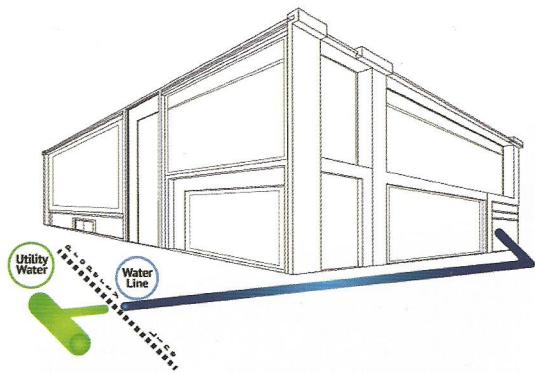


PIPES BREAK

A BROKEN PIPE ON YOUR PROPERTY CAN WREAK HAVOC ON YOUR FINANCES.



PROTECT YOUR PERSONAL WATER INFRASTRUCTURE!



Customer Responsibility

Utility Responsibility



Take Advantage of Instant Enrollment by Adding our ServLine Enhanced Line Protection.



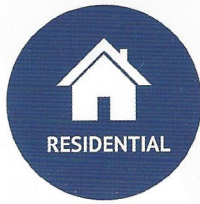
"My neighbors felt sorry for me when they saw the different companies coming out to mark the gas, electric, and water lines before the backhoe began to dig up my yard. They said it must be terribly expensive and wanted to know how much all of it was going to cost. I was able to proudly say, nothing! My ServLine Line Protection offered by the utility covered the full amount! It paid \$1,575.00 to the plumber to replace 25-feet of my water line."

- Mrs. McWherter | Home Owner -

WATER LINE PROTECTION**



UP TO \$10,000/ REPAIR FROM METER TO FOUNDATION
NO DEDUCTIBLE
NO ANNUAL LIMIT
ENROLL NOW - CALL TODAY



ONLY \$4.00 PER MONTH



SINGLE OCCUPANCY ONLY \$13.50
MULTI-OCCUPANCY ONLY \$27.00 PER MONTH

SERVLINE ENHANCED LINE PROTECTION INCLUDES \$500 FOR LANDSCAPING AND PRIVATE PAVED SURFACES.

SEP BEGINS 1ST 2018

CALL TODAY: (423) 588-1555



** Some Restrictions Apply: • Call • to request a full copy of program protections and exclusions.

**Some Exclusions Are: water meter, water pit, water vault, pumps, valves, back flow assemblies & maintenance issues.

Cross Anchor Utility District



Dedicated to Providing Quality Water and Service to its Customers

As your service provider for water service we are dedicated to providing you with reliable service and a safe water supply. Over the years we have made many improvements to our system and will continue to upgrade and maintain our equipment in order to provide you this service.

One service we presently provide is for leak adjustments. Our present policy allows each homeowner one leak adjustment per year. This unforeseen expense can cause a financial hardship on any family. Last year during the "cold spell" homeowner leaks totaled over \$30,000.

After reviewing our present leak adjustment policy and the hardship it causes for a family we looked at alternatives that would help eliminate this unforeseen hardship. Therefore, we have developed a new and broader program called CAUD ServLine. The new CAUD ServLine program will replace our old leak adjustment policy, **plus we have added protection for repair of your water line when it breaks. So it is important that you are enrolled in both programs for your protection.**

Included is a CAUD ServLine Brochure that provides homeowners with a service for leak adjustments. (Commercial is \$4.30 for single-occupancy businesses and \$8.60 for businesses who have more than one occupant. ServLine also offers water line repair / replacement services that you may wish to consider as well. The basic service we are excited about at this time is the "leak" protection program. This service replaces our present policy. This Program also provides a once per year leak protection up to \$1,000.00, with **no deductible**. So, if you have a leak costing \$1,000 or less you would pay nothing but your monthly average.

The cost for this service is only \$1.95 per month, for up to \$1,000 in protection. Under this service you would pay nothing but your monthly average.

In order for us to implement this service we will discontinue our present "leak adjustment" policy on September 1, 2018 and begin billing \$ 1.95 per month for the new ServLine "leak" service. In order for us to insure you are protected **YOU WILL BE AUTOMATICALLY ENROLLED IN THIS SERVICE**. Your protection will begin on September 1, 2018. If you do not want to participate in this service you must call the ServLine customer service number and they will document your cancellation and we will remove the charge from your bill. Remember, if you choose not to participate you will be responsible for the entire cost of a leak as CAUD will no longer adjust bills for leaks effective September 1, 2018. If you decide to cancel and want back in the program you may sign back up at any time but there will be a 30 day wait period for your service to become effective, and if you have had a leak you will be responsible for the entire bill.

CAUD is excited about this new service as it protects you as a homeowner from unforeseen cost, especially since there is no deductible. You get a \$1,000 leak policy that will pay for 1 leak per year for only \$1.95 per month. We are also excited about expanding our service to provide optional coverage for repair and/or replacement of broken water lines. We encourage you to consider adding the additional coverage for repairs. If you would like to discuss any program further please contact CAUD ServLine customer service at (423) 588-1555.

Finally, we wish to express to our homeowners that while this service is not mandatory, they are services we feel may prevent undue financial hardships should you have a leak or broken pipe. Again, we are dedicated to providing reliable service and a safe water supply for you and your family. These new services are just another way we feel improves our dedication to you.

Thank-You

Chad Wampler

General Manager

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CAUD is an Equal Opportunity Employer