

# WATER LOSS PROTECTION PROGRAM

**Effective Date:** 4/21/2026

- Cherry Tree Rural Water District, Inc. offers this program to provide participating members and their tenants with water bill protection from excessive water charges resulting from eligible water leaks up to \$3,000.00, one time per program year for a small monthly fee. *An eligible water leak is defined as “unintentional water loss caused by broken and / or malfunctioning plumbing fixtures or pipes.”*
- The program is available to all participating members of Cherry Tree RWD in Adair Co.
- All participating members will be automatically enrolled in the program beginning July 1, 2026.
- The program year will run from July 1st through June 30<sup>th</sup> of each year.
- The program will be renewed July 1<sup>st</sup> of each year.
- The monthly fee for the program will be placed on the water bill each month.
- Cherry Tree RWD will be required to maintain a balance of \$10,000.00 in the Water Loss Protection Account to be used for the program. Funds over \$10,000.00 may be used for improvements in the District.
- All participating members will have the option to decline participation in the program.
- Any participating member declining to participate in the program will be responsible for the full amount of their water bill with no adjustment being made.
- To opt out of the program the participating member must sign and date a program opt-out form. Forms are available at the Cherry Tree RWD office. *Participating members will not be eligible to re-enroll in the program until the next program renewal date which will be the following July 1<sup>st</sup>.*
- When a Benefit Unit is transferred to a new participating member from the sale of property, the new participating member will automatically be enrolled in the program at the time of transfer.
- When a new Benefit Unit is purchased, the new participating member will automatically be enrolled in the program at the time of purchase.

- Rental properties in the Cherry Tree RWD will be automatically enrolled in the program. Renters will not have the authority to opt out of the program. Only the Participating Member (landowner) will have the authority to opt out of the program.
- The program will adjust one (1) water bill per program year with excessive water charges up to \$3,000.00 resulting from an eligible plumbing leak back to the tap holder's average water bill.
- To request an adjustment of one (1) water bill, tap holder must submit required documentation proving proof of repair.
- The program will not be obligated to make an adjustment on any bill if required documentation is not submitted within ninety (90) days of the billing date of the water bill in which adjustment is being requested.
- When all required documentation has been submitted and approved, one (1) water bill with excessive water charges up to \$3,000.00 resulting from an eligible plumbing leak will be adjusted back to the participating member's average water bill.
- Participating members will not receive a check for the adjustment.
- Requests for additional adjustments of water bills with excessive water charges resulting from an eligible plumbing leak in the same program year will be denied.
- Participating members will not be required to use the program on the first occurrence (eligible plumbing leak) during the program year.
- **The program will not pay for the repair of the leak.** Participating members will be responsible for the repair and all costs of the repair.
- The program **will not** adjust a water bill with excessive water charges resulting from a leak in a swimming pool or hot tub.
- The program **will not** adjust a water bill with excessive water charges resulting from a tap, faucet or hydrant being left open and running.
- If the participating member has declined participation in the Water Loss Protection Program, the participating member will not receive any assistance with a water bill with excessive charges resulting from an eligible plumbing leak. Participating members will be responsible for the entire balance.
- **9There are no other leak adjustments available.**

Cherry Tree RWD in Adair Co. has the right to modify and amend the Water Loss Protection Program as necessary with approval of the Board of Directors.