

The City of Monticello's ServLine® Protection Program

Beginning October 1, 2025

Leak Loss Protection Program*

The City of Monticello offers protection against costly service bills caused by unexpected leaks. The City of Monticello offers up to \$500 coverage per occurrence.

Water Leak

Residential	\$1.30 per month
Residential Master-Metered Multi-Habitational	\$2.50 per unit/per month
Commercial Single Occupancy	\$3.60 per month
Commercial Multiple Occupancy	\$7.20 per month

Combined Water and Sewer Leak

Residential	\$2.20 per month
Residential Master-Metered Multi-Habitational	\$5.00 per unit/per month
Commercial Single Occupancy	\$6.10 per month
Commercial Multiple Occupancy	\$12.20 per month

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

All eligible City of Monticello customers are automatically enrolled in our optional expanded Water and Sewer Leak Loss Protection Program and charges will appear on your utility bill. Call us at 574-808-4043 to decline protection and accept full responsibility for all excess water and sewer charges caused by a leak.

Contact us Today
Call 574-808-4043

***Information for the City of Monticello Leak Loss Protection Program:** Leak Loss Protection Program covers pipes up to 2" diameter. High water and sewer bills due to leaks occurring after 10/1/25 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 the City of Monticello's dedicated ServLine phone number at 574-808-4043 for more information and to request a copy of the full terms and restrictions for any of the programs.

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

CITY OF MONTICELLO LEAK PROTECTION PROGRAM POLICY

City of Monticello is changing our Leak Adjustment Policy effective October 1, 2025.
The following are qualifications for leak adjustments for the City of Monticello:

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) consecutive billing cycles per occurrence 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. Premises left or abandoned without reasonable care for the plumbing system.
 - c. 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.
 - d. Negligent acts such as leaving water running.
 - e. Excess water charges not directly resulting from a qualifying plumbing leak.
 - f. Filling of swimming pools or leaks in swimming pools.
 - g. Watering of lawns or gardens.
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 twelve (12) months' bills, excluding the high bills pertaining to the qualifying leak. The leak adjustment amount will be reimbursed up to City of Monticello's chosen protection limit less the customer's average bill.
5. The City of Monticello 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 enrolled customer may decline to participate in our ServLine Leak Protection Program by calling (574) 808-4043. 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 City of Monticello ServLine Program is the only way qualifying leak adjustments will be made for leaks occurring after October 1, 2025.

Approved by:

Date: