

THE WEST WILSON UTILITY DISTRICT

P.O. BOX 97 • MT. JULIET, TENNESSEE 37121

PHONE (615) 758-5682

Dear Customer:

As your water service provider, 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 facilities to maintain a consistently high level of water quality and reliability.

One service we currently provide is for leak adjustments. Our present policy allows each customer one leak adjustment per year, with the customer paying approximately 50% of the leak that is above their average bill, and West Wilson Utility District writing off the other 50%. The example below shows how an adjustment currently works:

\$200.00 water bill which includes a leak

\$ 33.14 average water bill

\$166.86 overage above the average water bill

\$166.86 divided by two would be \$83.43

So in this instance, the customer would pay their normal bill of \$33.14, plus the overage of \$83.43, for a total of \$116.57 (plus tax).

The example above is actually a pretty low amount for a leak. Some customers have leaks that are well over \$1,000 just for the water bill not to mention the actual repairs that have to be made to the waterline. Wanting to help eliminate this unforeseen hardship for customers, we have developed a new, broader program called West Wilson Servline. This new program will enhance our leak adjustment policy, and can even have the added benefit of optional protection for your exterior water service line.

Our new Servline Program enhances our present leak adjustment policy for residential customers in single family homes. **Business and multi-family customers are not included in this program for now.** This Program will provide leak protection once per 12 month period for leaks up to \$2,500 with no deductible. So if you have a leak that causes your water bill to jump to \$2,500 or less, you're only going to pay your normal water bill, so the entire leak cost would be paid in full. The cost for this service is only \$1.35 per month for the \$2,500 in protection.

We will begin billing you for \$1.35 on your water bill each month beginning December 1, 2015. You will be **automatically enrolled** in this program to ensure that you are protected. If you choose not to participate in this program, you must call our Servline Customer Service number at (615) 583-5874 to be removed from the program. However, if you choose not to participate and you have a water leak, you will be responsible for the entire leak. If you decide to cancel and then want back in the program, there will be a 30 day waiting period for the service to become effective, making you responsible for any leak that might occur within that 30 day waiting period.

West Wilson Servline will also offer a water line repair/replacement service that you may wish to consider. Our water line protection program protects customers from the unforeseen and costly expense of repairing and/or replacing your exterior water service line from the meter to the foundation of your home. Eligible repairs are covered up to \$10,000, with no deductible for a cost of only \$3.35 per month, or \$40.20 for the entire year. It would take over 12 years at \$3.35 per month to catch up to the expense of just one \$500 line repair.

If you want both the leak protection and the water line protection, it will be a total of \$4.70 per month added to your water bill. Again, both are optional, but you're **automatically enrolled** for the leak protection unless you call the customer service number at (615) 583-5874. The water line protection is optional also, but you will need to call the Servline Customer Service number to enroll for it.

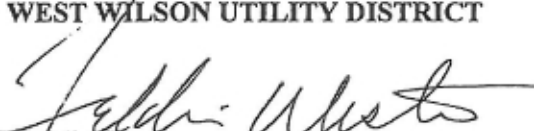
We're excited to bring these services to our customers; hopefully to help prevent those unexpected costs should you have a leak or broken pipe.

There will be an insert in next month's water bill that will help explain both programs in more detail. If you want to discuss either program, please contact our Servline Customer Service number at (615) 583-5874.

Thank you.

Sincerely,

WEST WILSON UTILITY DISTRICT



Freddie Weston,
General Manager