



Bayou Liberty Water Association

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Dear Bayou Liberty Water Association Customers:

We are pleased to announce our new ServLine Leak Protection Program to all eligible Bayou Liberty Water Association water customers, effective July 1, 2024. For residential customers who see high water bills as the result of a qualifying leak, this program will offer some relief. Each eligible customer will automatically be enrolled in the ServLine program.

What are the benefits? Customers enrolled in our new ServLine Leak Protection Program will receive a benefit that will cover the water use above their average bill amount up to \$1,000, caused by a qualifying leak — such as those behind a wall, under a foundation or underground. The program allows for one (1) adjustment per 12 months over a maximum of two (2) billing cycles after leak repair. The cost of repairs is not included in this leak protection.

We hope this program will provide financial relief and encourage speedy repairs and reduced water loss. Please look for additional information in the mail. Customers may call Bayou Liberty Water Association's dedicated ServLine phone number for detailed program guidelines or questions at (985)718-1238.

We look forward to this opportunity to enhance our customer service to you.

Respectfully,

Bayou Liberty Water Association