



Residential Private

Water and Sewer Leak Protection

Water Service Line Protection

Sewer Lateral Protection



City of Bloomington, Illinois
109 East Olive Street
Bloomington, Illinois 61702

Sunbelt Insurance Group
114 Lee Parkway Drive
Chattanooga, Tennessee 37421

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Contents

What is ServLine? _____	1
How do the ServLine Programs Work? _____	2
Water and Sewer Leak Protection _____	2
Average Usage and Billing Amount _____	2
How to Report a High Water Bill Due to a Leak _____	3
City of Bloomington Water Leak Adjustment Policy _____	4
Water Leak Estimated Costs _____	7
Water Leak Protection Q&A _____	8
Water Line Protection _____	9
Sewer Lateral Protection _____	10
How to Report a Water Line or Sewer Lateral Break _____	11
Water Line and Sewer Lateral Protection Q&A _____	12
General Q&A _____	13
Why Should the City Use ServLine? _____	14
These Programs are Exclusive to ServLine _____	14
Homeowners are Responsible for their Property _____	14
Options are Limited _____	14
American Modern* _____	14
Auto Owners* _____	14
Central Insurance Company* _____	14
Nicor Home Solutions _____	14
Cincinnati Insurance Companies* _____	15
The Hanover Insurance Group* _____	15
National General Premier* _____	15
Sewer and Water Insurance Plans (SWIP) _____	15
State Farm _____	15

Table of Contents

Utility Service Partners (USP)	16
Research Notes	16
Water Leak Historical Data	17
Sewer Line Repair Historical Data	21
When Can Customers Sign Up for ServLine?	22
Timeline	22

What is ServLine?

ServLine is a specialty insurance program insured offered by Sunbelt Insurance Group that offers:

Water and Sewer Leak Protection

- Insurance program that covers excess water charges, utility taxes, sewer charges, and BNWRD charges from water leaks (required to enroll in other two programs)

Water Line Protection

- Insurance program that covers the portion of the service line between the curb stop (generally in the parkway) and the home / meter (generally in the basement / crawlspace).

Sewer Line Protection

- Insurance program that covers the portion of the sewer lateral between the sewer main, including the connection to the main, and the home.

ServLine Customer Breakdown		
Utility Number of Connections	Number of Utilities with Water Leak/Line Program	Number of Utilities with Sewer Line Program
20,000 to 30,000	3	0
10,000 to 20,000	4	0
5,000 to 10,000	19	19
0 to 5,000	100	41



How do the ServLine Programs Work?

Water and Sewer Leak Protection

The Water and Sewer Leak Protection Program is an opt-out program that uses the proposed leak adjustment policy and eligibility requirements to credit customers' monthly bill when a water leak occurs. Opt-out means that customers are automatically enrolled in the program and **must** contact ServLine to cancel. A draft Leak Adjustment Policy is listed later in this section. A customer **must** be enrolled in this program to take advantage of Sewer Lateral Protection or Water Line Protection from ServLine.

Water and Sewer Leak Program Coverages

- \$1.05 per month with 10 percent administrative fee*
- \$500 protection limit
- \$0 deductible
- Covers water, sewer, BNWRD, and utility tax charges
- 1 qualifying leak event per year

*The City of Bloomington will include a 10 percent administrative fee beyond the fee that ServLine charges. This fee will cover the cost to collect premiums, track the number of customers, and provide other background information to ServLine.

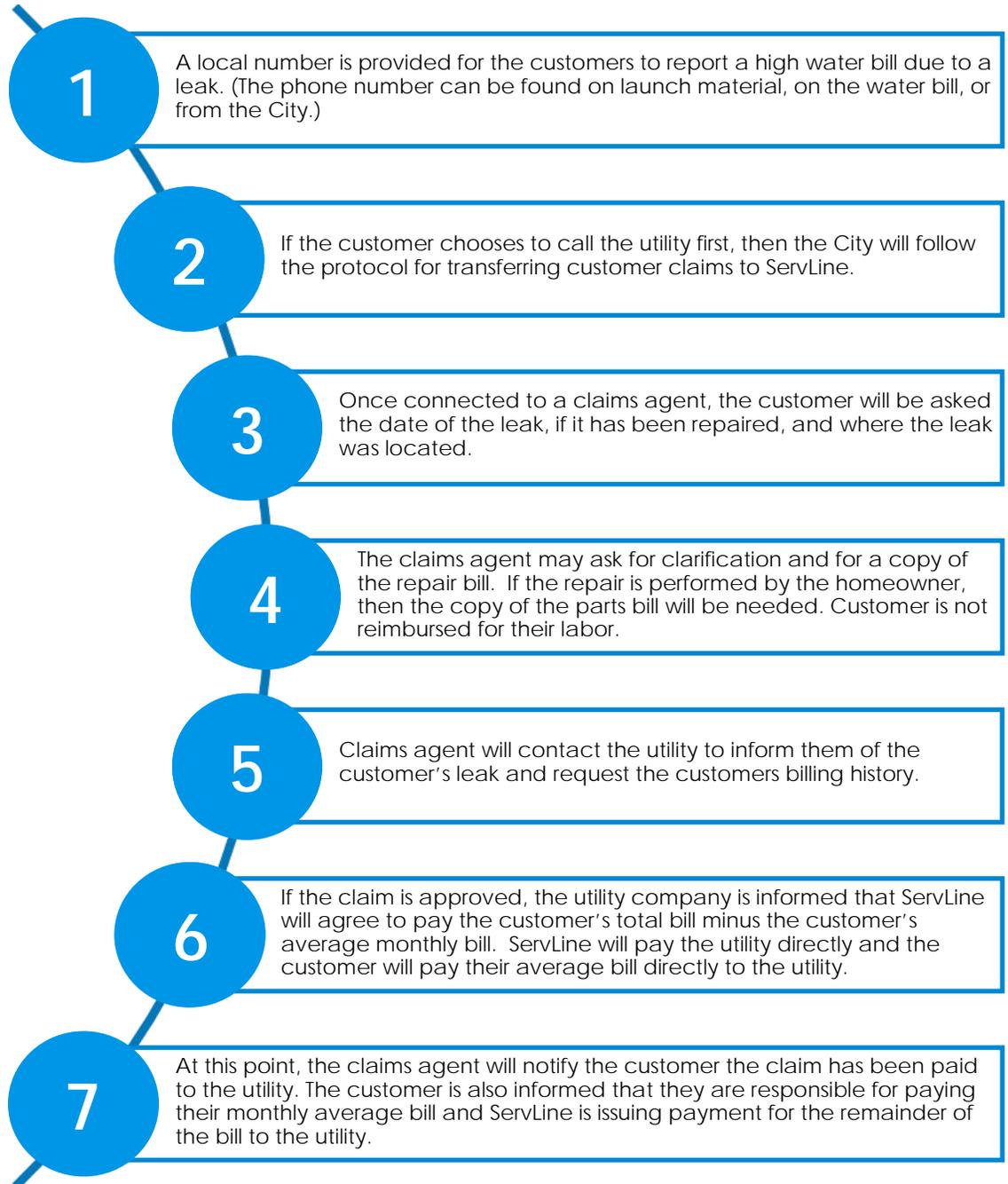
Average Usage and Billing Amount

For reference, the average City of Bloomington household uses 500 cubic feet (3,740 gallons) of potable water, a 95-gallon refuse container, and live in a single-family, medium-sized parcel. Using this information, the average total monthly bill is \$84.83 per month.

City Utility Monthly Billing Outline (Average Household) Beginning May 1, 2018

Water	+	Water Service	+	Utility Tax	+	Sewer	+	BNWRD	+	Refuse Fee	+	Storm Water	=	TOTAL
\$20.05		\$5.00		\$0.90		\$14.25		\$9.92		\$29.00		\$5.67		\$84.83

How to Report a High Water Bill Due to a Leak



City of Bloomington Water Leak Adjustment Policy

In accordance with Bloomington City Code Article V, Section 37, any and all requests for adjustments to City services utility bills shall be in accordance with the procedures and subject to the limitations contained within this Water Leak Adjustment Policy.

Section 1. Customer's Responsibility

The City's ownership and maintenance obligations, as outlined by City code, for the water distribution system includes the public water mains. The customer's ownership and maintenance obligations, as outlined by City code, includes the customer's tap at the water main and the water service line extending to the structure, as well as the premise plumbing and fixtures. Though City code outlines the above delineation of ownership and maintenance obligations, the City, through practice, has maintained residential service lines from the public water main to and including the curb stop. Based on this practice, the residential customer is responsible for the water service line from the curb stop to the structure, as well as the premise plumbing and fixtures. It is the customer's responsibility to keep his or her water lines and plumbing system in good working order. That said, water leaks do occur from time to time resulting in unexpectedly high City services utility bills.

Section 2. Water Leak Adjustment Protection

The City of Bloomington has partnered with Sunbelt Insurance Group, herein referred to as "ServLine," to provide the City's residential water customers with water leak adjustment insurance coverage for one (1) adjustment of up to \$500 each year. This coverage provides payment of unexpectedly high City services utility bills due to qualifying leaks. See item H below for services impacted by this protection. The following conditions, provisions, and limitations apply:

- (A) **Qualifying Leaks** – Any leak, other than those non-qualifying leaks listed below, that generates a minimum additional charge resulting in a City services utility bill that is twice the average water bill of that customer calculated over a twelve (12) month period, up to a maximum adjustment of five hundred (500) dollars during any twelve (12) month period. For water customers who have been on the City's water system for less than twelve (12) months,

a water leak adjustment will not be made until at least three (3) months of average usage has been established.

- (B) **Non-Qualifying Leaks or Usage** – The following leaks or use of water do not qualify for a water leak adjustment under this policy:
1. Commercial or Industrial customers;
 2. Residential customers who do not have a water meter and/or who are not the responsible party for the City services utility bill;
 3. Leaks associated with structures that have been left or abandoned without reasonable care for the plumbing system (i.e. unattended homes that have not had the meter turned off and water drained from plumbing system or homes that have been left for any period of time without heat);
 4. Leaks on irrigation systems or irrigation lines;
 5. Filling of water features, such as fountains or fish ponds, or leaks associated with water features;
 6. Filling of, leaks associated with, and/or general water usage associated with outdoor recreational activities such as, but not limited to, hot tubs, pools, slip-n-slides, and sprinklers;
 7. Negligent or intentional acts such as leaving water running (i.e. leaving the outside water faucet on, interior faucets left running, and/or any other water left on in the home without a faulty plumbing issue), meaning there must be an actual break and repair for leak reimbursement;
 8. Leaks in any structure other than the primary residential structure, such as, but not limited to, detached garages or storage buildings;
 9. Filling swimming pools or leaks in swimming pools;
 10. Watering of lawns or gardens; and
 11. Washing or pressure-washing driveways, cars, windows or siding of any structure.
- (C) **Submission of Claims** –
1. Claims must be submitted to ServLine within ninety (90) days from the billing date.
 2. Claims must be accompanied by proof that the leak has been repaired before an adjustment will be made (i.e. copy of invoice for materials, bill from plumber, receipt for repair parts

utilized by the homeowner for repair, meter consumption information (when available)).

3. Call ServLine to initiate a claim.

- (D) **Limitations** – A leak adjustment can encompass no more than two (2) billing cycles. No customer shall receive more than one (1) leak adjustment during any twelve (12) month period. Water leak adjustment coverage assists with the payment of high City services utility bills due to qualifying water leaks but does not provide any reimbursement for the repair or replacement of water lines or plumbing fixtures.
- (E) **Monthly Fees** – Monthly fees shall be established by the City for residential customers. Monthly fees will be established by adding a ten (10) percent City administration fee to the ServLine established monthly fees. Customers are obligated to pay the monthly fee for the water leak adjustment policy unless the customer has properly declined protection as provided herein.
- (F) **Enrollment** – Residential customers are automatically enrolled when a new account is established. There is a thirty (30) day waiting period for water leak adjustment coverage to take effect after the new account is established. Water leak adjustment coverage fees will be included on the monthly City utility services bill.
- (G) **Customer Option to Decline Program** – Water customers are entitled to decline the water leak adjustment protection set out in this policy by calling ServLine. Customers that have opted out of this program will not be entitled to any adjustment to their City services utility bills and the water customer will remain fully responsible for any and all amounts due. Customers may re-enroll in the water leak adjustment program after they have opted out of the program. There is a thirty (30) day waiting period for water leak adjustment coverage to take effect after the customer is re-enrolled in the program.

- (H) **Services Impacted** – Leak adjustments approved are applicable to water, utility tax, sewer, and Bloomington-Normal Water Reclamation District (BNWRD) charges.

Section 3. Water Line and Sewer Lateral Protection

Optional coverage for water line and/or sewer lateral break coverage is available for residential water customers through ServLine. These options are voluntary and, if added, can provide up to ten thousand (10,000) dollars in coverage for repair and/or replacement of broken water lines and / or sewer laterals. For more information on these protection options or to add these coverages please contact ServLine.

Section 4. How to Contact ServLine

All questions or comments concerning this water leak adjustment policy should be directed to ServLine.

Section 5. Effective Date – This policy shall be effective beginning May 1, 2019.

Water Leak Estimated Costs

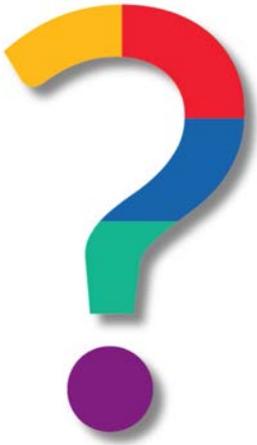
Leaking toilets are the most common cause of leaks inside a home. A running toilet can waste thousands of gallons a year, which will cost money each month. Most often, leaky toilets can be fixed with little cost and time. The Water Division of Public Works recommends testing each toilet in a home for leaks once a year.

Toilet Usage and Leak Rates*			
Leak Rate	Water Wasted Per Month	Water Wasted Per Year	Annual Cost for Water, Sewer, BNWRD, Utility Tax†
300 gal/day (silent leak)	9,000 gal	108,000 gal	\$1,026.63
500 gal/day (audible leak)	15,000 gal	180,000 gal	\$1,711.05

Sink, Shower, and Faucet Usage and Leak Rates*			
Drips Per Minute, Trickle	Water Wasted Per Month	Water Wasted Per Year	Annual Cost for Water, Sewer, BNWRD, Utility Tax†
10	43 gal	516 gal	\$4.91
60	259 gal	3,108 gal	\$29.54
300	1,296 gal	15,552 gal	\$147.83
1/16" Trickle	24,667 gal	296,000 gal	\$2,813.73

*Based on Water, Sewer, BNWRD, and Utility Tax rates effective February 1, 2018

†Leak rates vary based on water pressure and size of drips



Water Leak Protection Q&A

Why would I want water leak protection?

In the past, the City of Bloomington offered bill credits for water leaks. If ServLine is adopted, the city will no longer offer bill credits, meaning that ServLine is the only way to receive a credit if your bill goes up as a result of a leak.

Does my homeowners' insurance include water leak protection?

Homeowners' insurance typically does not provide water leak protection.

How much is the deductible when I make a claim?

There is no deductible for water leak protection. The coverage limit per occurrence has not been determined at this time.

How many times per year can I make a water leak protection claim?

Leak Protection follows the guidelines of our leak adjustment policy, which allows for one claim every 12 months.

Does Leak Protection pay for excess water bills from leaks that happen because of plumbing leaks inside my house?

Leak Protection follows the guidelines of our leak adjustment policy, which means the program will pay for excess water bills resulting from leaks that occur in interior plumbing. These leaks, along with leaks from the water line, must be repaired quickly.

Are irrigation system leaks or other connection exterior water line leaks covered?

Excess water charges from leaks on sprinkler water lines, irrigation system water lines, water lines to swimming pools, water lines to other structures, or other water line connections to the main water line from the meter to the house are not covered.

How do I opt out of the water leak protection program?

You can opt out of the water leak protection program by calling ServLine within one year of the program start to receive a refund for up to twelve months of fees, depending on when you cancel. Once a year has passed, refunds for monthly fees for water leak protection will not be issued. Please keep in mind that any high water bills that result from water leaks will have to be paid out-of-pocket by the person who is listed on the city utility bill. A customer must be enrolled in the Water Leak Protection program to take advantage of Sewer Lateral Protection or Water Line Protection from ServLine.

What is the waiting period for leak protection to take effect?

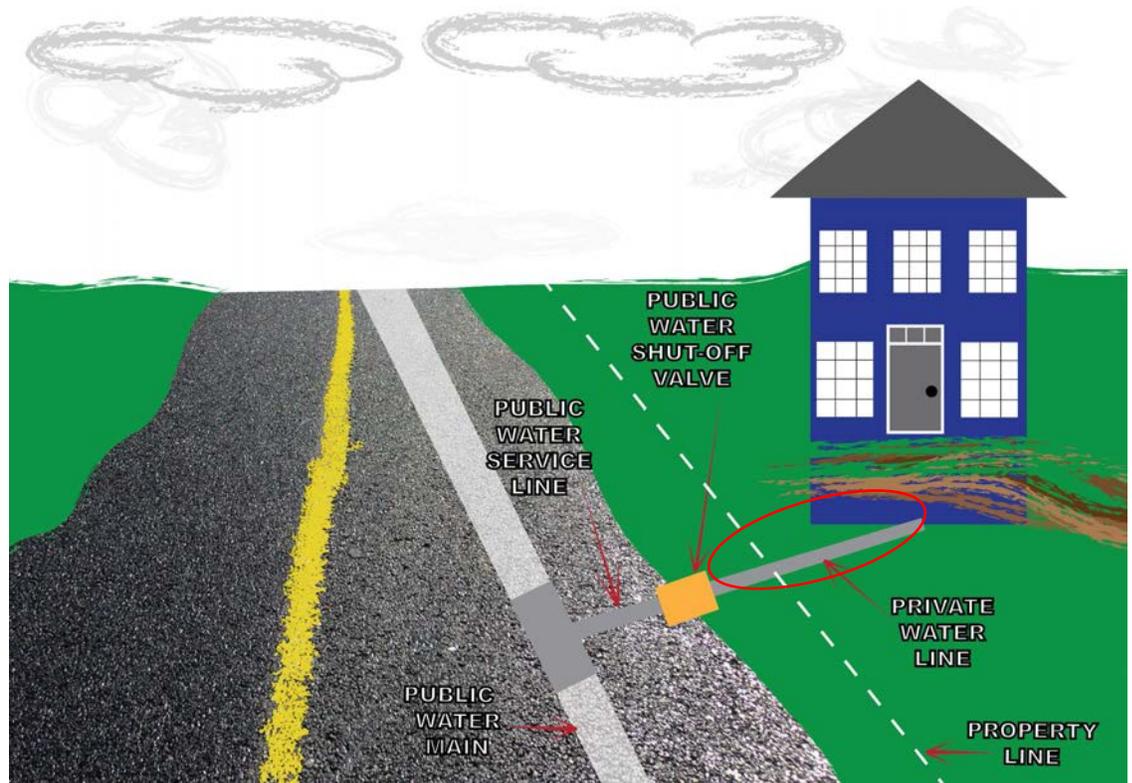
Water Leak Protection will have a 30 day waiting period, with limited exceptions, unless you sign up before the initial start date.

How do these programs differ from a service line warranty?

These insurance programs offered through the City of Bloomington and Sunbelt Insurance Group, unlike warranty programs, are funded and supported by an insurance agency, which is regulated by the Illinois Department of Insurance. If you receive a letter regarding a service line warranty, it is not being offered by the City of Bloomington and Sunbelt Insurance Group.

Water Line Protection

ServLine offers the opt-in Water Line Protection Program at a cost of **\$4.84 per month** (including a 10% admin fee) that helps pay for repairs when a residential, private water line fails. A customer must be enrolled in Leak Protection to take advantage of Water Line Protection from ServLine. The red circle in the graphic below indicates the limits of the water line that would be covered by this protection:



This Water Line Protection Program features:

\$0 deductible

Up to \$10,000 per occurrence for total repair cost, including:

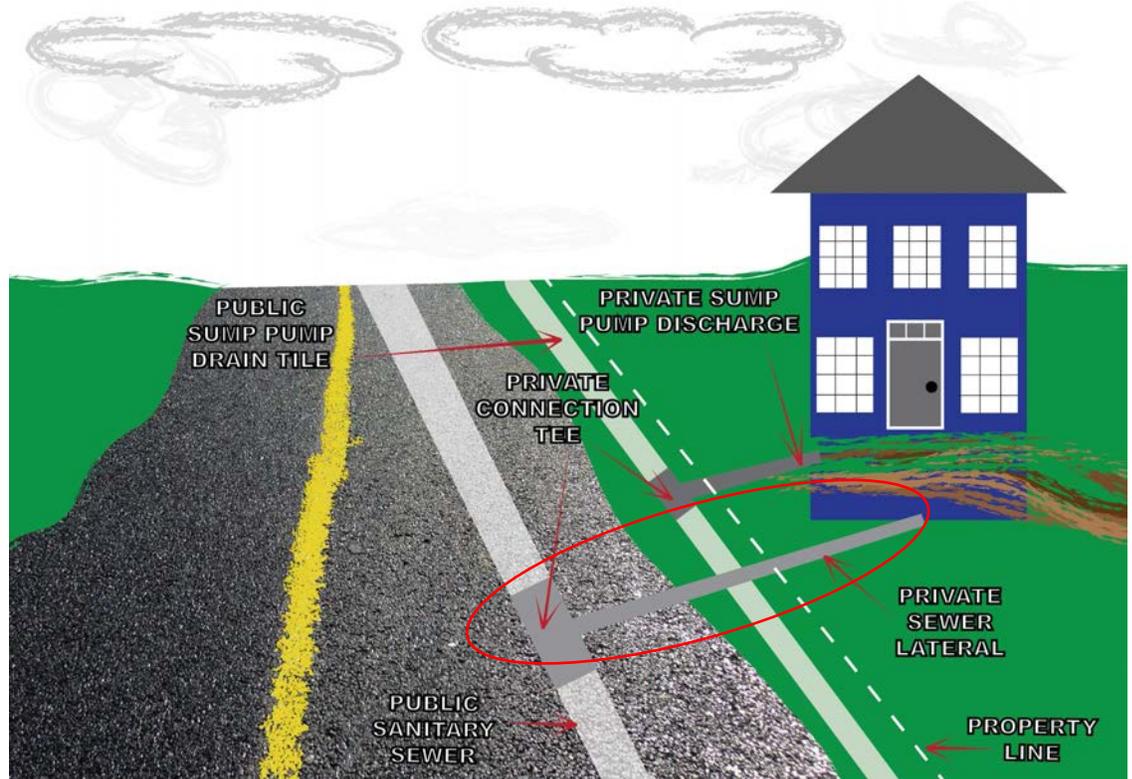
- Up to \$500 for re-seeding and landscaping
- Up to \$500 for restoration of private paved surfaces
- Value of covered property based on replacement cost without depreciation

No limit on number of repairs per year

30-day waiting period to begin coverage

Sewer Lateral Protection

ServLine also offers a Sewer Lateral Protection program, which is an opt-in program offered for **\$6.60 per month** (including a 10% admin fee) that helps pay for repairs to private sewer laterals and private sewer connection tees on residential property. A customer must be enrolled in Leak Protection to take advantage of Sewer Lateral Protection from ServLine. The covered pieces are circled in red in the graphic below:



The Sewer Lateral Protection Program features:

\$0 deductible

Up to \$10,000 per occurrence for total repair cost, including:

- Up to \$500 for re-seeding and landscaping
- Up to \$500 for restoration of private paved surfaces
- Value of covered property based on replacement cost without depreciation

No limit on number of repairs per year

30-day waiting period to begin coverage

How to Report a Water Line or Sewer Lateral Break





Water Line and Sewer Lateral Protection Q&A

Why would I want coverage for the water line or sewer lateral connected to my house?

The City of Bloomington is only responsible for public water and sewer infrastructure within the city. Property owners are responsible for the private water line and private sewer lateral that connect from their home to the public infrastructure.

Does my homeowners' insurance include coverage for the water line or sewer lateral connected to my house?

In most cases, homeowners' insurance does not cover water lines and sewer laterals.

If I choose to purchase water line and sewer lateral protections, how much is the deductible when I have a repair?

There is no deductible for water line and sewer lateral protection, which offers up to \$10,000 of insurance coverage per incident with certain exclusions.

Is \$10,000 enough coverage for a water line or sewer lateral?

In most cases, \$10,000 will be enough to cover a water line or sewer lateral repair or replacement. In rare cases, repair or replacement costs could be \$15,000 or more. Unfortunately, ServLine does not offer coverage limits above \$10,000. However, you may supplement the coverage with additional coverage from a private insurance provider or utility.

How many repairs or replacements can I claim before coverage runs out?

There is no limitation on the number of claims that can be made under the water line and sewer lateral coverages.

Can I make a claim if my water line or sewer lateral is damaged while digging?

Breaks that result from digging will be covered as long as you or the person who performed the digging called the JULIE number prior to digging, received a ticket number, and had the line marked.

Does the Water Line Protection include repairs to internal plumbing, sprinkler system water lines, other irrigation lines, water lines to my swimming pool, or other structures?

Water Line Protection covers the portion of the service line between the curb stop (generally in the parkway) and the home / meter (generally in the basement / crawlspace).

Are my water line and sewer lateral covered for absolutely everything that might make them leak or break?

Unfortunately, no. Certain events such as sewer backups, plugs, clogs earthquakes, floods, or landslides are excluded from the Water Line and Sewer Line Protection Programs. For a complete list of coverage and exclusions please call (309) 585-3671.

Are "wild cat" private sewers covered by the sewer lateral protection program?

A "wild cat" sewer, or a pipe that connects multiple homes to a public sewer, would be covered by ServLine's sewer lateral protection program.



General Q&A

What is the waiting period for protection to take effect?

Water Leak Protection, Water Line Protection, and Sewer Lateral Protection will have a 30 day waiting period, with limited exceptions, unless you sign up before the initial start date.

How do these programs differ from a service line warranty?

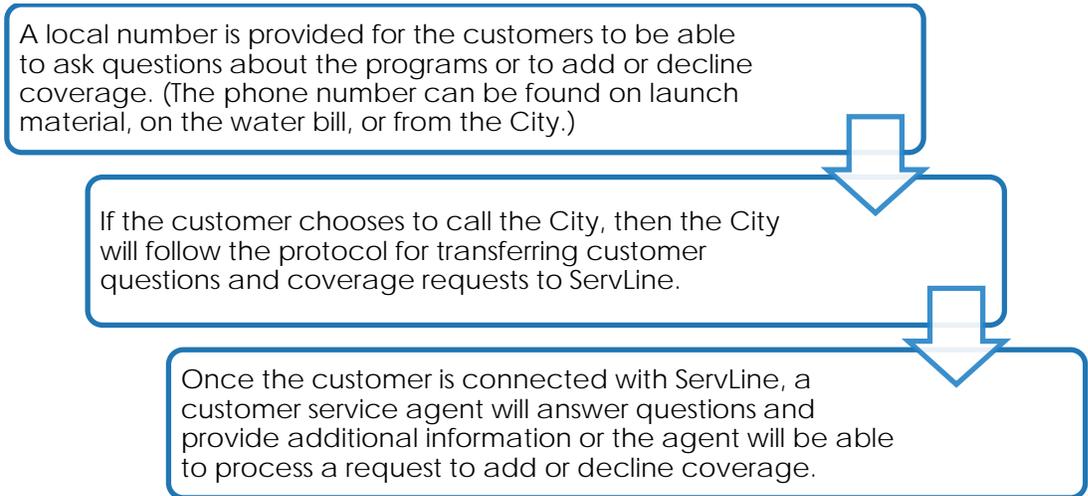
These insurance programs offered through the City of Bloomington and Sunbelt Insurance Group, unlike warranty programs, are funded and supported by an insurance agency, which is regulated by the Illinois Department of Insurance. If you receive a letter regarding a service line warranty, it is not being offered by the City of Bloomington and Sunbelt Insurance Group.

Do I have to be enrolled in all three programs?

A customer must be enrolled in the Leak Protection program to take advantage of Sewer Lateral Protection or Water Line Protection from ServLine. However, all three programs are not required.

What is the process to add or decline coverage?

The process to enroll in or cancel coverage is outlined below.



Why Should the City Use ServLine?

These Programs are Exclusive to ServLine

ServLine, offered through Sunbelt Insurance Group, is the only set of insurance programs that features leak adjustment protection and direct billing through the City's utility bill.

Homeowners are Responsible for their Property

Water leaks, water lines, and sewer laterals are the sole responsibility of the owner of a property. The City does not take any responsibility for covering water leaks, water line repairs, or sewer lateral repairs. These repairs will need to be covered by ServLine, by an outside insurance provider, or by the property owner. Typically, these items are not covered by Homeowners' Insurance (with the exception of State Farm; see below). However, some insurance providers, though limited, offer separate coverage.

Options are Limited

The following is a summary of private industry options for water line or sewer lateral insurance companies. Any rates, coverages, exclusions, or deductibles are subject to change and are not a guarantee of available coverage. Apart from SWIP and USP, these providers do not offer municipal billing. None of these providers offer water leak protection.

American Modern*

This optional coverage is available on homeowner policies in IL. The most they will pay for loss, damage or expense under this endorsement arising from any one service line failure is \$10,000.

Auto Owners*

This optional coverage provides up to \$10,000 for loss or damage to underground service lines caused by wear and tear, rust or other corrosion, collapse (not including sinkhole), electrical and mechanical or pressure systems breakdown, and freezing. A \$500 deductible applies.

Central Insurance Company*

Utility Line Coverage endorsement is now available w/ \$20,000 limit and \$1,000 DED, full endorsement, "Utility Line Covered Property" means underground piping and wiring (including permanent connections, valves or attached devices) located on the "residence premises" and the customer is legally responsible for the repair or replacement.

Nicor Home Solutions

Nicor Home Solutions offers Outside Sewer Line Protection and Outside Water Line Protection. Bundling the two together costs \$14.95 per month, but the services are offered individually at the prices listed below:

Outside Sewer Line Protection on its own is offered for \$9.95 per month for the following coverages:

- Up to \$4,000 to repair, replace, or clear clogs and blockages for outside sewer lines
- Up to \$4,000 for public sidewalk/driveway/road opening repairs
- Up to an additional \$500 for back filling, leveling, seeding and raking, due to an outside sewer repair

The company also offers Outside Water Line Protection on its own for \$6.95 per month for the following coverages:

- Up to \$4,000 per year for parts and labor to repair or replace a leaking or broken water line
- Up to \$1,000 for outside water lines in public sidewalk/driveway/road opening repairs
- Up to \$500 for landscape restoration reimbursement related to covered water line repairs

Cincinnati Insurance Companies*

Service Line Coverage is available on Executive and Executive Capstone Endorsements. Service line failure: freezing, frost heave, root invasion, rupture, breakage, wear and tear, and rust or corrosion. It will cover losses to underground utility lines between the street and an insured's home. Coverage limits: \$10k limit for \$25 annual premium and \$25k limit for \$40 annual premium.

The Hanover Insurance Group*

Coverage is available in TAP sales in the Select Plus & Select Premium packages only. The Select Plus provides \$10,000 of coverage and Select Premium provides \$20,000 of coverage.

National General Premier*

This company offers service line coverage at \$10,000 or \$20,000 limits subject to a \$500 deductible. The coverage is \$31 for \$10,000 and \$35 for \$20,000.

Sewer and Water Insurance Plans (SWIP)

SWIP offers up to \$15,000 in coverage per year for sewer lateral repairs and also offers water line coverage. The coverage includes restoration of landscaping, sidewalks, driveways, public roads, floods, landslides, and sinkholes. SWIP offers marketing and billing through the City utility bill or it can be individually marketed and billed to residents.

State Farm

State Farm customers can add Service Line Coverage to their homeowners' insurance that offers coverage for up to \$10,000 per occurrence with a \$500 deductible. The coverage includes excavation costs, expediting costs, loss of use, and outdoor property.

Utility Service Partners (USP)

This organization offers the Service Line Warranties program on a city-wide basis, but participation is optional for individual households and can be obtained for a low monthly fee of between \$4 and \$6 dollars per month for each warranty. Homeowners who participate are not required to sign a long-term contract and they may opt out of the coverage at any time.

Implementing the water and sewer line protection program in Bloomington would require a marketing agreement with USP, which includes a non-exclusive license to use the City's name and logo on marketing materials to be used in advertising, all at USP's expense and subject to the City's prior review and approval. All customer mail-outs, customer billing, plumber selection, call taking, plumber dispatching, and payments to vendors remain the responsibility of USP.

Plumbing services are provided by local, city-based vendors. USP screens and selects local plumbers based on criteria such as response times, adherence to mutually-agreed upon costs for services, and reputation with the Better Business Bureau.

Research Notes

Chad Thoma, CIC, LUTCF, AFIS, who is an Insurance Consultant at Troxell Insurance, provided the research for the insurance providers listed above that have an asterisk (*) next to the company name. Their website is: www.troxellins.com

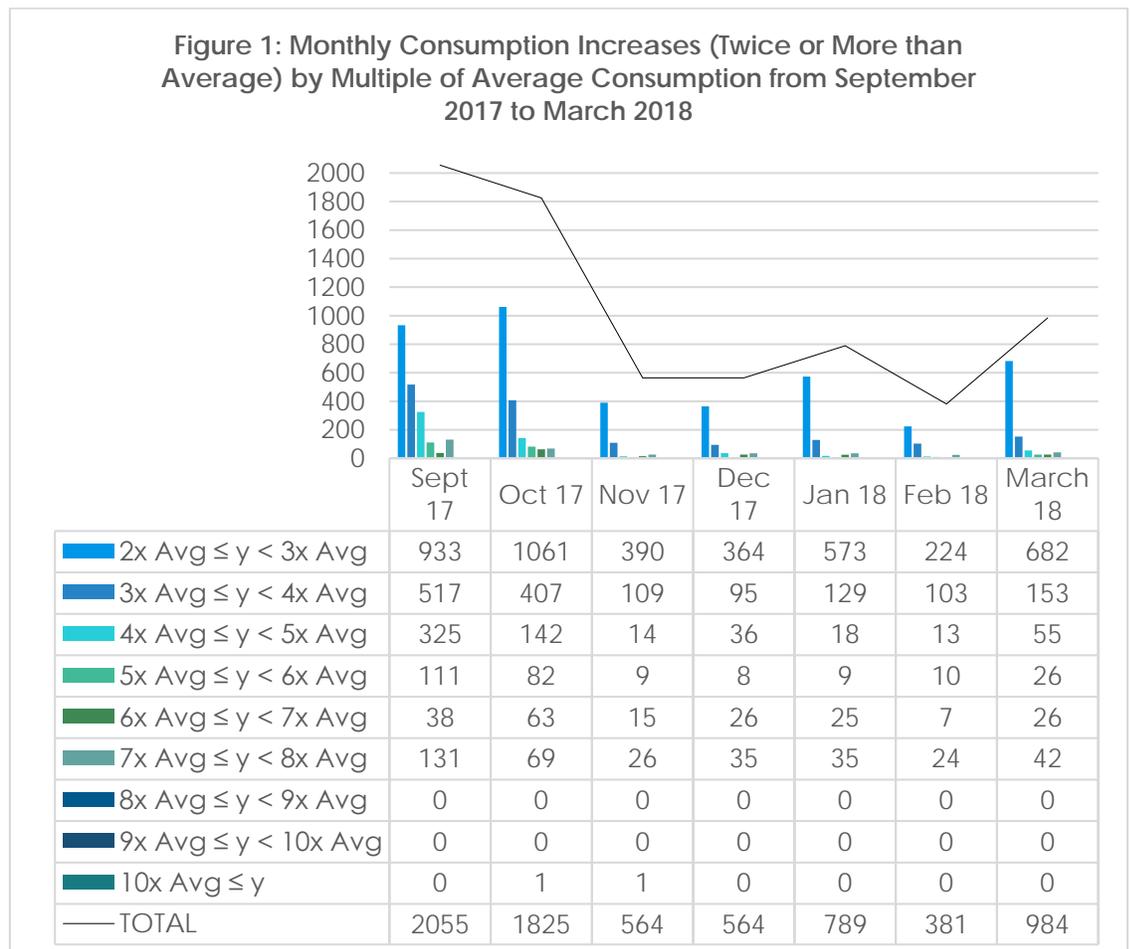
TROXELL

City staff, including Greg Kallevig, PE, Joshua Ftacek, Steve Arney, Michael Hill, and others helped provide the information for the providers without an asterisk next to the company name.

Water Leak Historical Data

The Water Division of Public Works used a seven-month date range with comparable data to examine water leak historical data. This range is from September 2017 to March 2018. Using these months helps to eliminate counting pool fill-ups, outdoor sprinkler systems, and other seasonal uses of water that may cause an increase in consumption that is not caused by a leak. The figures in this section most accurately examine increases in monthly consumption and monthly costs that could indicate a leak.

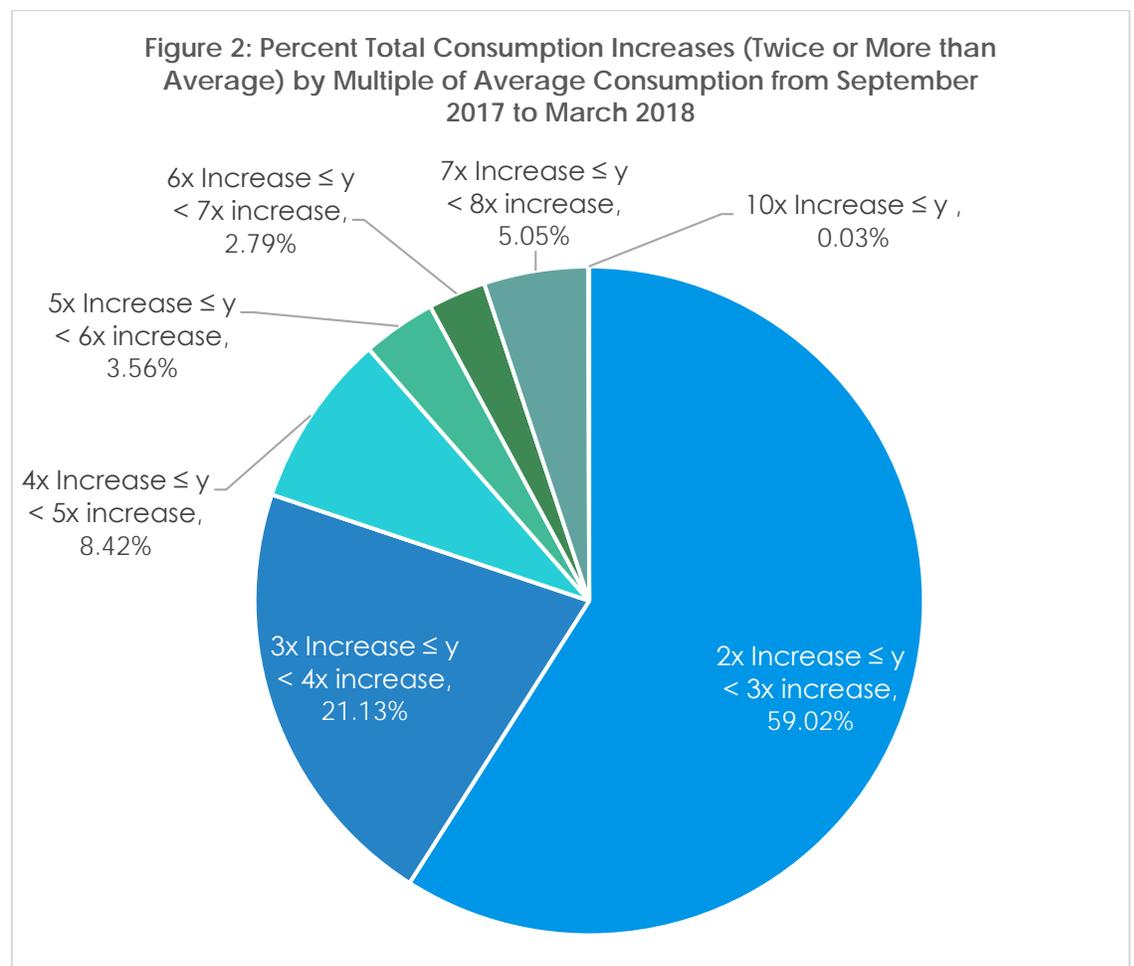
Figure 1 below shows the number of customers that had a monthly consumption increase that was at least twice or more than the average monthly consumption for the seven-month period. The data shows a decline in water leaks during fall and winter, with an incline beginning in spring.



Within each month in Figure 1, the number of customers within each multiple of average consumption decreases as the multiple increases, until the multiple is greater

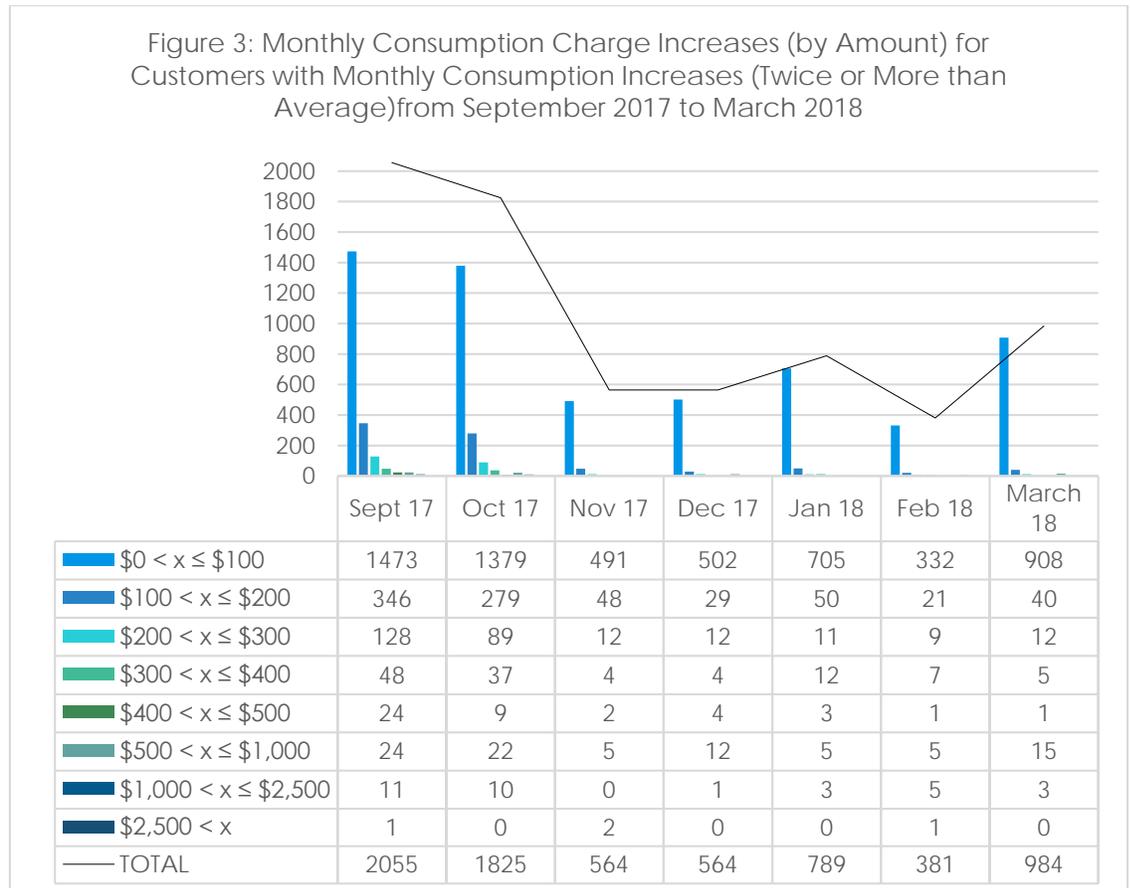
than or equal to six times the average monthly consumption but less than nine times the average monthly consumption. The numbers fluctuate within these two categories, so they are not consistently higher or lower than the previous categories. Another interesting fact is that there were zero customers that had consumption greater than or equal to eight times the average monthly consumption but less than ten times the average monthly consumption. Finally, only two customers had consumption greater than or equal to ten times the average monthly consumption.

Figure 2 shows the percent of total consumption increases that were greater than or equal to two times the average monthly consumption from September 2017 to March 2018, sorted by multiple.



As shown in Figure 2, 59.02 percent of monthly consumption increases are greater than or equal to two times the monthly average and less than three times the monthly average, while the remaining 40.98 percent are greater than or equal to three times

the monthly average. This means that it is more likely that a bill will be double the average monthly consumption rather than three times or more. This pairs with the additional cost and coverage data in Figure 3, Figure 4, and Table 1 to demonstrate the amount of coverage required to cover the majority of property owners.



When looking at the number of consumption charge increases (sorted by amount) shown in Figure 3, the majority of the charge increases are 100 dollars or less for each month. September 2017 had the highest total number of consumption charge increases, with 1,473 consumption charge increases less than or equal to 100 dollars and 582 consumption charge increases more than 100 dollars. February 2018 had the lowest total number of consumption charge increases. In that month, 332 consumption charge increases were less than or equal to 100 dollars, while the remaining 49 consumption charge increases were over 100 dollars. Interestingly, four increases were more than 2,500 dollars within the date range, and 33 increases were greater than 1,000 but less than or equal to 2,500 dollars. This data is used to figure out the amount of coverage required to cover the majority of water leak charges, which is rationalized using Figure 4 and Table 1 on the next page.

Since ServLine offers three levels of protection for water leaks: 500 dollars, 1,000 dollars, and 2,500 dollars, it's important to examine the data more closely and sort it by the ranges that fall into these protection limits. As shown in Figure 4, a coverage level of 500 dollars would provide 98.25 percent of consumption charge increases (twice or more) in the date range with \$0 in out-of-pocket expenses, a coverage level of 1,000 dollars would cover 99.48 percent of the same increases with \$0 in out-of-pocket expenses, and a coverage level of 2,500 dollars would cover 99.94 percent of the same increases with \$0 in out-of-pocket expenses. At the highest level of coverage, about 0.06 percent of water bill increases would have more than \$0 in out-of-pocket expenses beyond the ServLine coverage for water leaks.

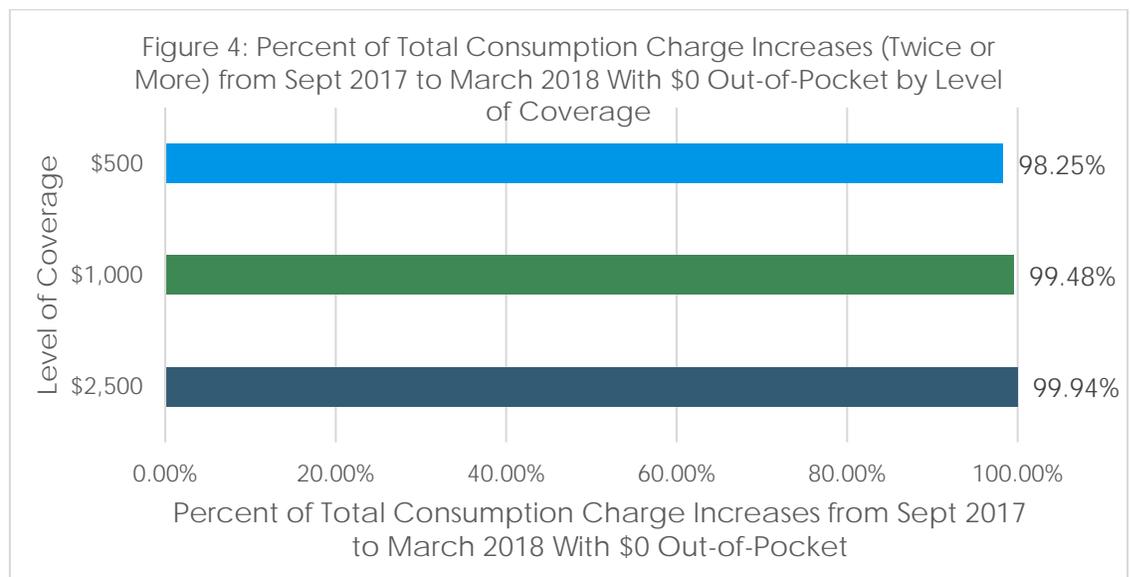


Table 1: Percent Increase in Monthly Price Based on Level of Coverage

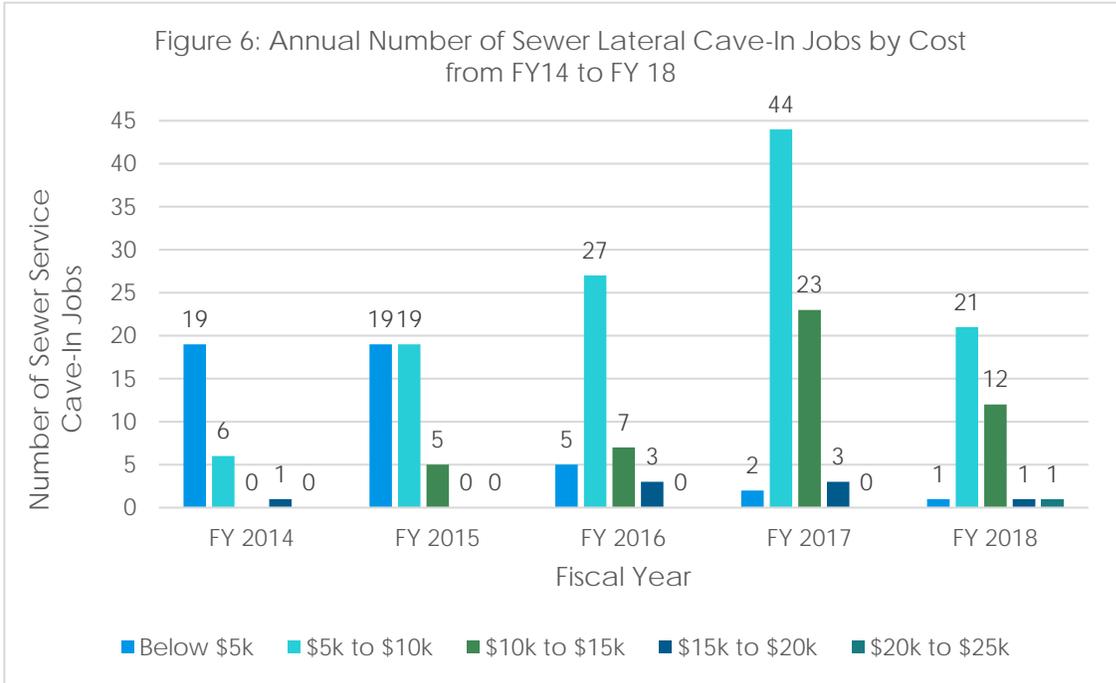
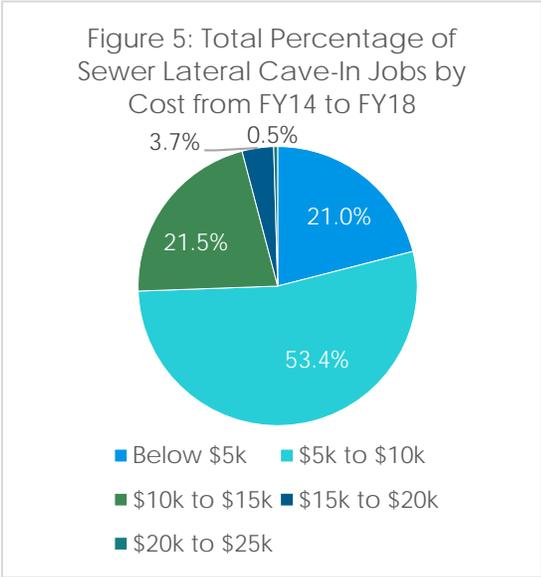
Amount of Coverage	\$500 (Base)	\$1,000	\$2,500
Price / Month	\$1.05 (Base)	\$1.32	\$1.54
% Increase from Base	-	25.71%	46.67%

Using the data in Figure 4 and Table 1, a 25.71 percent increase in monthly fees from the base coverage monthly fees would result in covering an additional 1.23 percent of consumption charge increases (twice or more) when compared to the base coverage, and a 46.67 percent increase in monthly fees from the base coverage monthly fees would result in covering an additional 1.69 percent of consumption charge increases (twice or more) when compared to the base. Therefore, the 500 dollar coverage amount would be the most equitable in terms of monthly fee and annual leak coverage.

Sewer Line Repair Historical Data

The below figures show historical data for in-house sewer line repairs. The figures do not include repairs done by contractors, and they sometimes include other work, such as manhole repairs, but they give insight into how much a typical repair costs. Based on the information gathered from Figure 5, 74.4 percent of sewer lateral repairs from FY 2014 to FY 2018 cost less than ten thousand dollars. However, that leaves 25.6 percent of repairs that cost over 10 thousand dollars. Figure 6 demonstrates that, year over year, the majority of repairs have changed from costing less than five thousand dollars to between five thousand and ten thousand dollars. For example, in FY 2014, 19 out of the 26 repairs cost below five thousand dollars. However, in FY 2018, 21 out of the 36 repairs cost between five thousand and ten thousand dollars, with 12 repairs between ten and fifteen thousand, and 1 repair in each of the other categories.

This data means that ServLine will cover the majority of repairs with their ten thousand dollar limit, but other coverage may be required for larger repairs. ServLine does not offer more than a ten thousand dollars in coverage for sewer lateral repairs.



When Can Customers Sign Up for ServLine?

Timeline

The Public Works Water Division and Engineering Division brought ServLine to the Bloomington City Council on August 27, 2018, for initial direction. Aldermen gave staff approval to move forward. The following timeline indicates the next steps if city council members approve the final ServLine proposal in December 2018.

