

WALDEN'S RIDGE UTILITY DISTRICT

3900 Taft Highway
Signal Mountain, Tennessee 37377

Commissioners:

FRANK GROVES, JR., PRESIDENT
J. ROBERT MCKENZIE, VICE PRESIDENT
DAVID J. FULTON, SECRETARY

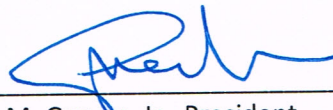
General Manager
RONALD WEST

Leak Policy

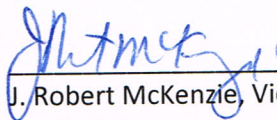
The need to adjust a utility bill may be evident by excessive billing or evidence of leakage on the customer side of the meter.

1. It is the customer's responsibility to keep his plumbing system in good working order.
2. The Utility District will consider an adjustment if the customer's current bill is greater than 150% of the average bill during the last 12 months.
3. No customer shall receive more than one leak adjustment during any twelve (12) month period and will also be limited to two consecutive billing cycles.
4. Adjustments on water bills will NOT be made on the following:
 - a. Residential customers with two (2) or more dwellings on the same meter.
 - b. Commercial or Industrial Customers.
 - c. Premises left or abandoned without reasonable care for the plumbing system.
 - d. Leaks on irrigation systems or irrigation lines, leaks on any water lines coming off the primary water service line, plumbing leaks in any structure other than the primary residence.
 - e. Negligent acts such as leaving water running.
 - f. Excess water charges not directly resulting from a qualifying plumbing leak.
 - g. Filling of swimming pools or leaks in swimming pools; and
 - h. Watering of lawns or gardens.
5. The UTILITY through our ServLine Program 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 to the District's specifications before an adjustment will be made. (ie, copy of invoice for materials or bill from plumber)
7. In any case where a customer might incur a leak before there is three months of average usage, an adjustment will not be made until they have established three months of average usage.

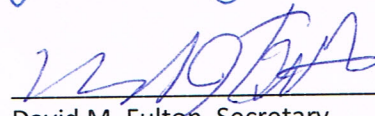
Effective this 1st day of March 2017.



Frank M. Groves, Jr., President



J. Robert McKenzie, Vice-President



David M. Fulton, Secretary