



Rural Water District No. 6 Wagoner County
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WATER LOSS PROTECTION PROGRAM

This program provides tap holders with water bill protection from excessive water charges resulting from eligible water leaks up to \$2,000.00, one time per program year, for a small monthly fee. *An eligible water leak is defined as "unintentional water loss caused by broken and/or malfunctioning plumbing fixtures or pipes."*

- The program is available to all tap holders of Rural Water District No. 6, Wagoner County.
- All tap holders will be automatically enrolled in the program beginning July 1, 2026.
- The program year will run from July 1st to June 30th of each year.
- The program will be renewed on July 1st of each year.
- The monthly fee of \$5.00 for the program will be placed on the water bill each month.
- All tap holders will have the option to decline participation in the program.
- Any tap holder declining to participate in the program will be responsible for the full amount of their water bill, with no adjustment being made.
- To opt out of the program tap holder must sign and date a program opt-out form. Forms are available at the Rural Water District No. 6 office. *Tap holders will not be eligible to re-enroll in the program until the next program renewal period, which is July 1st-July 31st of the following year.*
- When a Benefit Unit is transferred to a new tap holder from the sale of property, the new tap holder will automatically be enrolled in the program at the time of transfer.
- When a new Benefit Unit is purchased, the new tap holder will automatically be enrolled in the program at the time of purchase.
- Rental properties in the Rural Water No. 6 district will be automatically enrolled in the program. Renters will not have the authority to opt out of the program. Only the Benefit Unit holder (landowner) will have the authority to opt out of the program.

- The program will adjust one (1) water bill per program year with excessive water charges up to \$2,000.00 resulting from an eligible plumbing leak.
- To request an adjustment of one (1) water bill, the tap holder must submit the required documentation providing proof of repair.
- The program will not be obligated to make an adjustment on any bill if required documentation is not submitted within thirty (30) days of the billing date of the water bill in which the adjustment is being requested.
- When all required documentation has been submitted and approved, one (1) water bill with excessive water charges up to \$2,000.00 resulting from an eligible plumbing leak will be forgiven.
- Tap holders will not receive a check for the adjustment.
- Requests for additional adjustments of water bills with excessive water charges resulting from an eligible plumbing leak in the same program year will be denied.
- Tap holders will not be required to use the program on the first occurrence (eligible plumbing leak) during the program year.
- The program will not pay for the repair of the leak. The tap holder will be responsible for the repair and all associated costs.
- The program will not adjust a water bill with excessive water charges resulting from a leak in a swimming pool or hot tub.
- The program will not adjust a water bill with excessive water charges resulting from a tap, faucet, or hydrant being left open and running.
- If tap holders have declined participation in the Water Loss Protection Program, the tap holder is still eligible for the once every 10-year leak forgiveness. If a tap holder has previously used the one-time leak forgiveness permitted every ten (10) years, the full balance is due by the stated date and is subject to disconnection if unpaid. No adjustments or payment plans will be granted.
- Rural Water District No. 6, Wagoner County, has the right to modify and make changes to the Water Loss Protection Program as necessary, with approval of the Board of Directors.