

WEST LAUDERDALE WATER AUTHORITY
3353 COUNTY ROAD 200
FLORENCE, AL 35633

To All Customers:

Recently, the Board of Directors from West Lauderdale Water Authority (WLWA) examined our current customer Leak Adjustment Program and addressed deficiencies found in the policy. The Boards findings concluded that our current "Leak Adjustment Policy" continued to place a burden on our customers even after an unexpected above average water bill had been resolved. In an effort to provide better service from WLWA, the Board of Directors voted to replace the current Leak Adjustment Policy.

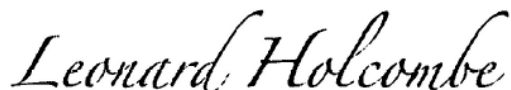
Our new Leak Protection Program will be called WLWA-ServLine: giving our customers the flexibility to cover the cost of an unexpected high-water bill by participating in the WLWA-ServLine program. Customers may choose to decline participation in the program by calling our WLWA-ServLine customer service at (256) 740-3400 and have no additional charges attached to their water bill.

Non-participating customers will be responsible for 100% of their water usage.

A customer, who chooses to decline participation in our WLWA-ServLine Program, may re-enroll in our program after a 30 day wait period has concluded. Our WLWA-ServLine customer service representatives are here to assist with all the details of the new program.

West Lauderdale Water Authority's Board of Directors and the staff want to thank you for your continued support of the authority's efforts to provide unrivaled service from your water supplier.

Respectively,



Leonard Holcombe
Board Chairman

ALL LEAKS OCCURRING AFTER FEBRUARY 1ST WILL ONLY BE ADJUSTED THROUGH OUR SERVLIN PROGRAM. * PLEASE REFER TO OUR LEAK PROTECTION POLICY FOR GUIDELINES AND QUALIFICATIONS FOR LEAK ADJUSTMENTS. *** SOME RESTRICTIONS APPLY: • CALL • TO REQUEST A FULL COPY OF PROGRAM PROTECTIONS AND EXCLUSIONS. **SOME EXCLUSIONS ARE: WATER METER, WATER PIT, WATER VAULT, PUMPS, VALVES, BACK FLOW ASSEMBLIES. DISCLAIMER: THE INFORMATION PRESENTED HEREIN IS NOT A CONTRACT, BINDER, OR AGREEMENT TO EXTEND INSURANCE COVERAGE. THE CONTENTS PROVIDED ARE INTENDED AS AN ANNOUNCEMENT WITHOUT ANY EXPRESS OR IMPLIED COVERAGE OF ANY KIND. PAYMENT OF BENEFITS ARE SUBJECT TO ALL TERMS, CONDITIONS, LIMITATIONS, AND EXCLUSIONS OF THE MEMBER'S PARTICIPATION AT TIME OF SERVICE. FOR MORE INFORMATION, CONTACT SERVLIN (256) 740-3400. CALL TO DECLINE WATER LEAKS PROTECTION AND ACCEPT FULL RESPONSIBILITY.