

# **ENTRANOSA WATER & WASTEWATER**

1330 Hwy 333 – TIJERAS, NM 87059

(505) 281-8700

## **LEAK AND WATER PRESSURE DAMAGES**

Members have a responsibility to keep their plumbing, including their yard lines, in good working order and follow uniform plumbing codes. Entranosa's responsibility terminates at the meter, and Entranosa accepts no liability for members' leaks or damages caused by high pressures. Entranosa complies with uniform plumbing codes by installing a pressure reducing valve on meters in high pressure areas that exceed 80 psi. Members are responsible to monitor pressures and notify Entranosa if pressures exceed 80 psi.

Entranosa shall not be obligated to make adjustments of any bill for leaks that are the responsibility of the member. Entranosa offers leak and yard line repair insurance that can be added to a member's monthly account. The insurance is offered through HUB - My Utility Claim, which will pay one leak claim per 12-month period, not to exceed \$1,000, and unlimited yard line repair not to exceed \$10,000 during a 12-month period, both without deductibles. The qualifications for leak adjustments are as follows:

1. No customer shall receive more than one leak adjustment that could incorporate a maximum of two billing cycles during any twelve (12) month period.
2. In order to qualify for a leak adjustment, the eligible plumbing leak must generate a minimum additional charge of two (2) times the average of the Twelve (12) month bill.
3. Adjustments on water bills will NOT be made on the following:
  - a. Residential customers who do not have their own water 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 in water features such as fountains, etc., leaks on any water lines coming off the primary water service line, plumbing leaks in any structure other than the primary residence.
  - e. Leaky commodes or 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.
  - h. Watering of lawns or gardens.
4. Entranosa shall not be obligated to make adjustments of any bills not submitted for adjustment within Ninety (90) days from the billing date.

5. Customers must present proof that a leak has been repaired before an adjustment will be made. (ie, copy of invoice for materials or bill from plumber)

6. 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.

Any residential customer may decline to participate in the HUB - My Utility Claim Leak Protection Program by calling (888) 807-8079. Any customer declining to participate in the program will be responsible for the full amount of their water bill with no adjustments being made. The HUB - My Utility Claim Program is the only way qualifying leak adjustments will be made for leaks occurring after April 1, 2016.<sup>1</sup>

Once a leak has been repaired, HUB - My Utility Claim will take into account the 2 most current months during the leak and subtract the average of the previous 10 months to calculate the payment it will make to Entranosa on the member's account. HUB - My Utility Claim will make the payment to Entranosa directly. The member will be responsible for any remaining amount due on the account.

If a member has HUB - My Utility Claim leak insurance but the insurance does not cover the full amount due, Entranosa will require the member to pay current water bills and allow the member to make up to six (6) monthly payments to pay off the account balance with an 8% interest charge.

From the time the member submits the leak claim to HUB - My Utility Claim, Entranosa will require the member to pay an average bill, based on the previous year period, until the meter is read in the following month.

**Approved by the Board of Directors April 18, 2019**

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<sup>1</sup> HUB - My Utility Claim will provide leak reimbursement from the customer's point of responsibility to the residential structure. Meaning if the residential structure has its own meter, we will provide reimbursement for any qualifying leak in the main water line or plumbing associated with that residential structure. We do not cover T-off lines (this would be inclusive of the mother-in-law suite, de-attached garage, barns, cattle troughs, chicken houses, workshops, water faucets not connected to the residence's foundation, and any other type of line coming off the residence's service line.) We do not consider these types of T-off lines a secondary residence.