LEADING CAUSES OF WATER LOSS

Your municipality could **save over 10,000 gallons*** per household per year by expediting line repairs. That's a savings equivalent to **nearly 1,500 Olympic swimming pools** for a 100K household city!

Average monthly losses:

26,000
gallons from a 1.5 mm hole in a water service line

22,000
gallons from a leaking toilet

264
gallons from a dripping faucet

*on average

Water and Sewer Line Leaks are Costly for Municipalities and Residents

Customers think utilities are responsible for water service lines

70% of customers don't know they are responsible for a water leak**

Utilities often absorb the costs to help their customers

50% of partners say leak adjustments represent 1-5% of their operating budget***

Customer service line leaks result in
-Unexpected high water bills
-Dissatisfaction with utility

Hidden Utility Costs of Leak Adjustments

- Bad debt
- Time spent by staff
- Utility forced into bank role
- Public relations difficulties
- Increased fuel costs
- Staff morale – stressful customer interactions
- Overhead costs
- Inconvenience

SERVLINE by HomeServe®

Be the Hero to your Customer

ServLine is the only solution that can eliminate a significant portion of your write-offs and bad debt, reduce administrative burden and provide dedicated customer support.

**State of the home survey 2023 ***HomeServe research 2020