The Hidden Cost of Water Leaks Explained



Water and sewer leaks are a constant concern for municipalities. The hidden costs disrupt the municipality's equity, affordability, and conservation efforts.

Public Relations Difficulties

 Negative press: Customers head to media and social media to voice complaints even when municipality writes off portion of bill

Time Spent by Staff

- Customer leak complaint calls take 3-5 calls to resolve—more time, more money
- Municipality's billing department fields high volume of calls more time and money
- Multiple staff members needed to resolve complaints
- Customer service follows up on payment plans when they are not followed—more time and money

A Bad Debt

- Costs of water leaks end up in the customer's bill
- Not from leaks alone: Renters facing high water bills may move, and that debt is not part of the write-off

() Staff Morale

 Dealing with angry customers' water/sewer leak calls can be draining for customer service representatives, managers, and supervisors

Municipality Forced Into Banking Role

- Set up interest-free loans for payment plans
- Delinquency and bad debt occur
- Monitor payment plans

Increased Fuel Costs

- Usage and cost of trucks, equipment, and insurance
- High cost of fuel
- Manpower required to verify meter is correct with majority of customer water leak calls

6 Overhead Costs

 All departments are affected by customer water leaks: Customer Service, Finance, Operations, Public Relations, Administration, Board/ Council/Commission

(2) Inconvenient

- municipality resources/staff focus on water leak complaints are not available for other projects/initiatives
- For both the customer and the municipality

The City has a long-standing relationship with Service Line Warranties of Canada, and highly recommends this service to other municipalities because it offers residents a low-cost solution to the problem of dealing with broken, leaking, clogged or even frozen water and sewer lines.

John Savoia, Financial Planning and Policy, City of Hamilton



of homeowners believe the municipality should educate them on repairs & preventative measures*



of Canadian homeowners do not have funds to address unexpected home repairs**



of homeowners have had an emergency repair in the last year[†]

Be a hero to the 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. The customer's high water bill gets paid, and the municipality recaptures lost revenue from adjustments and bad debts.



Improves Customer Satisfaction



higher customer satisfaction with the municipality beca of ServLine



customer satisfaction with ServLine

Reduces Costs



of partners chose ServLine to lower write-offs & bad debt[‡]



94%

of partners recommend utilities use ServLine