

Leak Protection Program FAQs

What is the purpose of this program?

In the event of a leak, this program is intended to protect citizens from financial impacts of a high water bill. Customers cover costs associated with typical usage plus the first \$100 of the leak. The remaining water/sewer charges are waived.

Does this program cover damage to property such as wet carpet when I have a leak?

No. This program only covers charges associated with your water/sewer bill only.

How do I get into the Program?

If you are a residential customer you are automatically enrolled. If you are a commercial customer, you will need to contact our Utility Billing Office (515-433-0600) and ask to be enrolled. There is an application form included on our website www.boonegov.com

I do not want to be in the Program. How do I get out?

On each utility bill there is a statement that you will need to read and initial, then return that portion of the bill with your payment and you will be removed from the program. Please note that after you are removed from the program you will be responsible for all water/sewer charges regardless of the reason for the leak or accidental usage.

I need to fill my pool. Do I qualify for benefits for the month when I have a large bill?

No. The program covers leaks only. Filling a pool is a purposeful use of water.

If I am not in the program and I have a leak, why should I still have to pay sewer charges if my water did not go down a drain?

If water leaks outside of the home there is still likely chance the water will go through the perimeter drain tile system of your home and ultimately end up in the sanitary sewer system. Also, all sanitary sewer revenues are based upon water usage. We do not have a separate meter to detect the amount of waste water leaving your home or business. Finally, the Leak Protection Program is a means to help rate payers while also reducing the number of appeals to the Utility Committee.

I have real bad luck and I may have multiple leaks. Will the City drop me from the program if I have multiple leak events?

Dropping a customer from the Program would be based on illegal activity such as a rate payer providing purposeful false information. If you simply have multiple leaks the only drawback is that your calculated average will begin to increase whereby you will become responsible for a larger and larger percentage of the leak.

How will you determine my average usage?

We will look at your past monthly usage (12 months rolling average). If you have been an account holder for less than 12 months we will use your monthly usage from the time you started an account. If you are a new account we will use our "typical" average based on your household makeup.

If I am landlord, do I qualify?

For most situations; yes, as long as you are the primary account holder. To confirm please contact the Utility Billing Supervisor.

If I am a renter/tenant, do I qualify?

Yes, as long as you are the primary account holder.