CHANGE IS COMING

Committed to our customer experience while maintaining affordability

"To improve is to change; to be perfect is to change often."
- Winston Churchill

NEW SMART METERS HELP US HELP YOU!

Recently the Fayette County Water System installed a new "smart" meter at your home. This NEW technology allows for <u>enhanced monitoring</u> of water supplied to your home. By using our new "EYE on WATER" software, you can set leak and usage alerts to receive anywhere, anytime. Check it out!

This <u>enhanced monitoring</u> feature also allows Water System staff to notify you within 24-48 hours of abnormal water usage instead of waiting to the end of a billing cycle. This saves you money and helps everyone conserve valuable drinking water.
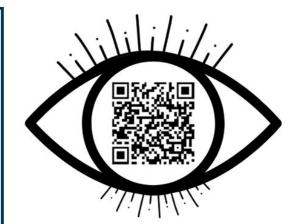
To support this service to our customers, effective July 1, 2025, we are introducing a $2/month <u>Enhanced Monitoring Fee.</u> At the same time we are REDUCING our <u>Leak Protection Program</u> fee by $2/month. These changes represent a "no increase in cost" for residential customers enrolled in the <u>Leak Protection Program.</u>

CHANGE IS COMING To The LEAK PROTECTION PROGRAM

Our <u>Leak Protection Program</u> provides financial assistance in the event of large, unintended water leaks. Eligible customers enrolled will only be charged the average of their previous six months water bills in the event of such a leak. The program provides up to $1,000 in protection within any twelve (12) month period.

This fee is being REDUCED to $1/month. This change combined with the introduction of the <u>Enhanced Monitoring Fee</u> results in "no increase in cost" for residential customers enrolled in the Leak Protection Program.

ENROLL in EYE ON WATER

Step 1: Scan the QR Code or visit eyeonwater.com

Step 2: Enter your Account Number and Customer ID with a hyphen (e.g., 123456 - 789)

Step 3: Enter your Service Address ZIP Code

FAYETTE County Water System

For questions, please contact our Customer Support team at (770) 461-1146 or visit our website at www.fayettecountyga.gov/water.