

# NOTICE TO FAYETTE COUNTY WATER SYSTEM CUSTOMERS

Effective July 1, 2014, the Fayette County Water System implemented an excessive Leak Protection Program. We have implemented this program to financially assist our customers in dealing with large, unintentional water leaks. This past year, the Water System made adjustments for hundreds of customer leaks which have dictated a change to our adjustment policy. Under the new program, should you have a large, unintentional leak, you will be charged an average of the previous six months water bills. The total amount of protection provided shall be \$1000.00 in any twelve month period. As an example, if a leak on the customer's side of the meter resulted in a water bill of \$700.00 and the average customer bill for the preceding six (6) months had been \$50.00 per month, then the maximum leak insurance allowed would reduce the customer's bill by \$650.00 to \$50.00, i.e. the amount of the average monthly bill of the preceding six (6) month period. If the Customer had another leak within the twelve months they would still have \$350.00 available for credits. No credit shall be given in any twelve (12) month period above \$1000.00; nor to anyone who has opted out of coverage. In order to apply for payment protection coverage, an eligible customer shall submit proof of repairs in writing.

"Leak Protection" as used in this policy, and as implemented by the Water System, shall mean a program by which eligible customers will be protected from inordinate and unusual charges for water service provided by the Water System in the event of an undetected leak, water pipe failure, or similar unintentional cause, which results in an abnormal discharge of water from a point commencing at the customer side of a water metering device through all the connections with the eligible customer's dwelling, building, or similar improvement.

"Eligible Customer" shall mean that this policy applies to any single family residential customer and any bona fide religious organization, which holds worship services within Fayette County, and the property of the religious institution is registered with the County as being exempt from taxation due to the property being used for religious services and/or related activities. **NO COVERAGE IS PROVIDED TO ANY SCHOOL, COMMERCIAL, INDUSTRIAL OR MULTI-FAMILY ACCOUNT ON THE SYSTEM.**

No protection is afforded to any eligible customer who allows a defective waterline leak to occur for the amount of water used within a sixty (60) day period. It shall be presumed that in the event the water usage by any eligible customer exceeds two (2) times their normal, customary usage within the preceding twelve (12) month period, and this usage occurs for more than 60 consecutive days, that the customer has failed to take adequate and necessary precautions to end any leak. In such an event, the Water System may deny leak protection coverage partially, or in its entirety.

You will notice a \$3.00 increase in your total bill amount. All "eligible customers" shall be charged the sum of \$3.00 per month on and after the effective date of this policy for leak protection afforded through this policy. Notice of this service and protection shall be provided to all eligible customers.

**Any eligible customer who does not wish to participate in the protective services granted through this policy may provide the Water System with notice in writing of the eligible customer's decision to "opt-out" of the coverage afforded by this policy. Upon such notice, on the next billing cycle for the eligible customer, the leak protection service charge of \$3.00 shall be removed from the customer's billing; provided that on and after that date, there shall be no leak protection whatsoever for that customer.**

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### Notice to Opt Out of Coverage

Customer Name: (Print) \_\_\_\_\_ Customer Account No. \_\_\_\_\_

Service Address: (Print) \_\_\_\_\_ Contact Phone Number: \_\_\_\_\_

By my signature below, I hereby "Opt Out" refusing the Excessive Leak Protection Program and desire to have the \$3.00 removed from my monthly account bill.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

- **A copy of the Excessive Leak Protection Program is available for review at the Fayette County Water System Administrative Office at 245 McDonough Road. Fayetteville Georgia**