

# Leak Protection Program

Effective July 1, 2014, the Fayette County Water System implemented the Leak Protection Program to financially assist customers with large, unintentional water leaks. "Leak Protection" as used in this policy, shall mean a program by which eligible customers will be protected from unusually high charges for water service in the event of an undetected leak, water pipe failure, or similar unintentional cause. Coverage begins at the customer's side of the water meter and includes all plumbing to and within the home or building.

"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 has tax-exempt property used for religious purposes. **NO COVERAGE IS PROVIDED TO ANY SCHOOL, COMMERCIAL, INDUSTRIAL OR MULTI-FAMILY ACCOUNT.**

Under this 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 (12) month period. For example, if a leak on the customer's side of the meter resulted in a water bill of \$700.00 and the average bill for the preceding six (6) months has been \$50.00 per month, then the maximum leak coverage allowed would reduce the customer's bill by \$650 to \$50, i.e. the average bill of the preceding six (6) month period. The customer would still have \$350.00 available coverage in that 12-month period. No more than \$1,000 in coverage shall be given in any twelve (12) month period; nor to anyone who has opted out of coverage. To apply for coverage, an eligible customer shall submit proof of repairs in writing.

No protection is afforded to any eligible customer who allows a leak to occur for the amount of water used within a sixty (60) day period. If water usage by any eligible customer exceeds two (2) times their normal amount, 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 \$1.00 increase in your total bill amount. All "eligible customers" shall be charged the sum of \$1.00 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.

Eligible customers who do not want leak protection must provide written notice to the Water System to "opt-out" of the coverage afforded by this policy. Upon such notice, the leak protection charge of \$1.00 shall be removed starting with the next bill. Customers who opt out of the program are not eligible for credits. Mail "Opt-Out" request to: [water@fayettecountyga.gov](mailto:water@fayettecountyga.gov) or PO Box 190, Fayetteville, Georgia 30214

A copy of the Leak Protection Program is available upon request or at the Fayette County Water System Business Office.

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## Enrollment Status

Customer Name: (Print) \_\_\_\_\_ Account & Customer #: \_\_\_\_\_ -

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

Service Type(s) and Size(s): \_\_\_\_\_

☐ **Opt-Out of Leak Protection** By my signature below, I hereby "Opt-Out" refusing the Leak Protection Program and desire to have the \$1.00 per service removed from my monthly bill.

☐ **Opt-In to Leak Protection** By my signature below, I hereby "Opt-In" requesting coverage under the Leak Protection Program and the desire to have the \$1.00 added to my monthly bill both which will be effective July 1. **Eligible customers are automatically enrolled in the Leak Protection Program and will only need to "Opt-In" if they have previously "Opted Out".**

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