

Dear Towns County Water & Sewerage Authority Customers:

We are pleased to announce our new ServLine Leak Protection Program to all eligible Towns County Water & Sewerage Authority customers, effective January 1, 2024. For residential and small commercial customers who see high water bills as a result of a qualifying leak, this program will offer some relief. Each eligible customer will automatically be enrolled. The cost of the protection of water accounts is \$2.00/monthly for residential customers, \$5.20/monthly for small commercial customers, and \$10.20/monthly for small commercial customers in buildings occupied by multiple businesses. Customers with sewer accounts will see the same rates added separately for sewer leak protection.

This is an opt-out program, and customers must call 706-770-5776 to decline charges for the ServLine program.

What are the benefits? Customers who experience an unexpected qualifying water or sewer leak will receive financial protection that will cover the water use above their average bill amount up to \$2,500—such as those behind a wall, under a foundation or underground, or leaky toilets and faucets. The program allows for one (1) adjustment per 12 months over a maximum of (2) billing cycles after leak repair. *The cost of repairs is not included in this leak protection.*

What happens if I opt out? Customers who decline the program accept responsibility for water loss charges caused by a water leak.

We hope this program will provide financial relief and encourage speedy repairs and reduced water loss. Please look for additional information in the mail. Customers may call Towns County Water & Sewerage Authority's dedicated ServLine phone number for detailed program guidelines or questions at 706-770-5776.

We look forward to this opportunity to enhance our customer service to you.

Respectfully,

Towns County Water & Sewerage Authority