

## **NOTICE TO CITY OF ROCKMART WATER SYSTEM CUSTOMERS “WATER LEAK PROTECTION PROGRAM”**

Effective May 1, 2018, the City of Rockmart 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 in 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 \$750.00 in any twelve month period. As an example, if a leak on the customers side of the meter resulted in a water bill of \$450.00 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 \$400.00 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 credits shall be given in any twelve month period above \$750.00; nor to anyone who has opted out of coverage. In order to apply for payment protection coverage, an eligible customer shall submit proof 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’s side of the 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 organizations, which holds worship within the City of Rockmart or by connection to the City’s water distribution system, and the property of the religious institution is registered with the City 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 UNLESS THE MUTI-FAMILY ACCOUNT IS METERED SEPARATLEY PER HOUSEHOLD AND IS IN THE NAME OF THE INDIVIDUAL RESIDING THERE.**

No protection credit shall be afforded to any eligible customer until they submit proof that the waterline leak has been repaired (e.g. paid invoices and statement from repair person as to the cause of the leak). 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 must complete the “opt-out” form and provide an eligible picture ID at the time making the request, to the Utility Billing Office at City Hall. The customer’s decision to “opt-out” of the coverage afforded by this policy will then be removed from the program. 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 future billing. NOTICE: that on and after that date, there shall be no leak protection whatsoever for that customer.**

**POOL Filling Adjustments**

To be eligible to receive an adjustment when filling a swimming pool, the customer must first register that they have a pool, including the size and gallons if known. Only one adjustment will be allowed per year and it will only be on the amount of sewer fees based on the gallons used. The customer does NOT have to be participating in the “Water Leak Protection Program” to be eligible for this adjustment since it does not relate to water fees.

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**CUSTOMER NOTICE TO “OPT-OUT” OF LEAK PROTECTION PROGRAM**

ACCOUNT HOLDER NAME: \_\_\_\_\_

ACCOUNT NUMBER: \_\_\_\_\_

By signing this wavier, I choose to “OPT-OUT” of the Leak Protection Program offered by the City of Rockmart. I understand that I am solely responsible for payment of all water bills for my account and that I am NOT ELIGIBLE for any leak adjustments due to leak(s) that occur at my residence.

\_\_\_\_\_  
ACCOUNT HOLDER SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
CUSTOMER SERVICE REPRESENTATIVE

\_\_\_\_\_  
DATE:

**\*\*\* A copy of the Excessive Leak Protection Program is available for review at the City of Rockmart’s Administration Office at 316 Piedmont Avenue, Rockmart, Georgia 30153**

**POOL REGISTRATION**  
**CITY OF ROCKMART**

ACCOUNT HOLDER NAME: \_\_\_\_\_

ACCOUNT NUMBER: \_\_\_\_\_

POOL SIZE: \_\_\_\_\_

GALLONS TO FILL: \_\_\_\_\_

By signing this registration, I understand that the adjustment offered by the City of Rockmart is a “one time” adjustment per year to give credit when a pool is filled for those gallons that normally would not go through the sewer treatment process when filling a pool, therefore will only be credited for those gallons billed as sewer fees and will be limited to the gallons based on the pool size and normal, average usage. I also understand the need and allow the City of Rockmart to photograph and measure the pool to verify the size and gallons.

\_\_\_\_\_  
ACCOUNT HOLDER SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
CUSTOMER SERVICE REPRESENTATIVE

\_\_\_\_\_  
DATE: