



As your service provider for water service, we are dedicated to providing you with reliable service and a safe water supply. Over the years, we have made many improvements to our systems and will continue to upgrade and maintain our equipment in order to provide you with this service.

One service we presently provide for is leak adjustments. For those who are not familiar with this program, it provides a mechanism to reduce high water and/or sewer bills due to a fault or failure in a home's plumbing system. While most utilities provide little or no assistance for this type of incident, our program was quite liberal and very heavily utilized.

Over the past few years, we have been studying how other utilities located in the vicinity of our systems treat water leak credits with their customers. Most water utilities provide small, partial credits, or no credit at all. In reviewing our options, we have determined the best and most fair way to handle this issue is through the creation of a water leak protection program. PWC is offering two (2) new options to our residential customers to protect them against certain charges on their water bill that occur as a result of certain eligible water leaks: 1) Water Leak Protection Plan; and, 2) Irrigation Water Leak Protection Plan. **These plans are replacing our previous Leak Credit Policy in full.** Both options will be administered by PWC personnel as a way of keeping costs to the customer as low as possible.

The Water Leak Protection Plan, subject to certain terms and conditions, is designed to offer protection to you against certain water usage charges on your water bill that occur as a result of eligible water leaks in your home's plumbing, excluding any leak in an irrigation system. To administer the Water Leak Protection Plan, an additional \$2.00 will be added to your monthly bill. All residential customers will be automatically enrolled in the program effective with your May 2018 bill. Please note that you may opt out of the Water Leak Protection Plan by returning the attached form by email to protect@piedmontwater.com, or by fax at 404-235-4977. By opting out of the Water Leak Protection Plan, you will not incur an additional \$2.00 charge on your monthly bill. **YOU MUST OPT OUT OF THE WATER LEAK PROTECTION PLAN IF YOU DO NOT WISH TO BE BILLED THE ADDITIONAL \$2.00 MONTHLY CHARGE.** Further, by opting out you agree to pay any and all water usage charges including those caused by water leak(s).

The Irrigation Water Leak Protection Plan, subject to certain terms and conditions, is intended to offer protection to you against certain water usage charges on your water bill that occur as a result of eligible water leaks in your irrigation system. The cost to administer the Irrigation Water Leak Protection Program will be \$3.50. However, unlike the Water Leak Protection Plan, you will **NOT** be automatically enrolled in the Irrigation Water Leak Protection Plan. To participate in the Irrigation Water Leak Program, you must return the attached completed form by email to protect@piedmontwater.com, or by fax at 404-235-4977.

The terms and conditions for each protection plan are available on our website at:

<http://www.piedmontwater.com/lossprotection.html>

THESE PLANS ARE REPLACING OUR PREVIOUS LEAK CREDIT POLICY IN FULL. Any customer that has received a leak adjustment under the old policy will be eligible for loss protection as outlined in the terms and conditions on our website, provided they are enrolled, and have paid the monthly recurring charges for the Loss Protection Plan(s).

Loss Protection Selection Form

Instructions: Use this form to either opt-out of the Water Leak Protection Plan, or to add the additional Irrigation Leak Plan to your account. **If you wish to stay enrolled in the Water Leak Protection plan only, you do not need to do anything with this form.**

Water Leak Protection Plan Opt-out (use this section if you wish to decline the Water Leak Protection Plan)

I hereby decline protection under the Water Leak Protection Plan for the Piedmont Water Company account listed below and do not wish to be billed for such coverage. I certify that I have authority to make this change to the account, and I further acknowledge I am responsible for any and all charges incurred on my water bill.

Name on Account: _____

Account Number: _____

Service Address: _____

Authorized Person Signature: _____

Irrigation Leak Plan Opt In (use this section if you would like to enroll in the Irrigation Leak Plan in addition to the Water Leak Protection Plan)

Please enroll me in the Irrigation Leak Protection Plan. I understand that such enrollment will come with a monthly charge of \$3.50 to my monthly water bill from Piedmont Water Company. I certify that I have authority to make this change to the account listed below.

Name on Account: _____

Account Number: _____

Service Address: _____

Authorized Person Signature: _____

Please return this form in one of the following ways:

By mail: Piedmont Water Company
P.O. Box 80745
Atlanta, Georgia 30366

By Fax: 404-235-4977

Email a scanned copy to: customerservice@piedmontwater.com

PLEASE DO NOT INCLUDE WITH YOUR MONTHLY BILL PAYMENT