



*City of Mountain Breezes*  
Cleveland, Georgia.

City of Cleveland  
Leak Protection Program  
Adopted June 12, 2023

# Leak Protection- Overview

## **Overview:**

**Become abundantly clear that it is mutually beneficial to our residents and the City to have some type of leak protection in place**

**Ongoing issues, but awareness heightened over the last calendar week of 2022.**

**Mayor and concerned Council members asked for a solution**

**Citizens impacted by a leak, break or rupture have expressed disappointment and questioned why this has not been addressed**

# Leak Protection- Purpose

**Purpose: To provide guidance and minimize risks for residential customers who experience water leaks on the customer side of the meter.**

# Leak Protection- Perspective Policy

## **Perspective Policy:**

- **Adjustment may occur only after all leaks and repairs have been verified with a field check of the meter by the Department of Public Works**
- **Reasonable efforts to locate the leak and initiate repairs**
- **City notifications:**
  - **Billing statement**
  - **Postcard**
  - **Courtesy call and notice left at the property**
  - **Customer Notification**
- **Customer Initiated:**
  - **Written Letter**
  - **Email**
  - **Phone or walk-in conversation documented by City Hall Administration**

# Leak Protection- Policy

## **Additional Details:**

- **Repairs must be completed within 30 days**
- **Leak adjustments must be submitted within 60 days of the original due date of the high bill**
- **Adjustments only made from the customer's side of the meter**
  - **Anything inside the house is considered household maintenance issues**
- **Water loss due to theft, vandalism or construction damage is not covered under this policy**
- **Proof of repair**
- **Up to \$1,000 reimbursement**
- **Only 1 reimbursement per calendar year**

# Leak Protection- Details

## **What It Does:**

- **Leak Protection Program for residential homes**
  - **Does not cover short-term rentals, commercial or industrial properties**
- **\$2.00 a month on all residential accounts**
- **Effective on the September 2023 billing cycle**
- **All monies will be dedicated to leak protection**
  - **Claims**
  - **Proactive Leak Protection**
  - **Leak Protection equipment**