



City of Mountain Breezes
Cleveland, Georgia.

City of Cleveland
Leak Protection Program
Potential Adoption
June 5, 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

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- Perspective 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**

Summary

Plan:

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

Next Steps

- **To be considered during the June 5, 2023 meeting**
- **Consider all input received following hearings**
- **Resolution**
 - **Chapter 24**
 - **Chapter 58**