

## Bartow County Water Department



Dedicated to Providing Quality Water and Service to its Customers

The Bartow County Water Department is implementing a program to provide protection against leaks on the customer side of the meter. Currently, if a broken pipe or leaking toilet causes you to have a large bill, we adjust a portion of the bill, but the customer is still responsible for a large payment. The County loses money and the customer has the burden of paying an unusually large bill.

With our new program, we are enhancing our current policy to offer protection at the rate of \$2.00 per month that will cover an eligible leak up to \$2,500, with **no deductible** – you will only be responsible for your average bill. This program is called ServLine. Coming soon with your bill, you will find a ServLine brochure that provides residential customers with this service for leak adjustments (business and large meter customers are not included at this time).

In order for us to implement this service we are amending our present “leak adjustment” policy effective August 1, 2018. **YOU WILL BE AUTOMATICALLY ENROLLED IN THIS SERVICE.** Your protection will begin on August 1, 2018. If you do not want to participate in this service, **you must call the ServLine customer service number** (888) 977-9235 and they will document your request to decline and we will remove the charge from your bill. Remember, *if you choose not to participate you will be responsible for the entire cost of a leak as Bartow County will no longer adjust residential bills for leaks effective August 1, 2018.* If you decide to decline and want back in the program you may sign back up at any time but there will be a 30 day wait period for your service to become effective. Keep in mind, if you have had a leak during that time you will be responsible for the entire bill.

Bartow County is excited about this new service as it protects you as a residential customer from a burdensome unforeseen cost. You get a \$2,500 leak adjustment policy that will pay for 1 leak per 12 months for only \$2.00 per month. Additionally, our ServLine program will be offering enhanced protection for repair/replacement for fixing broken water lines, at an additional rate of \$4.00 per month. You are not being automatically enrolled in this enhanced protection. However, if you are interested in having protection for the cost of repairing broken lines, please contact ServLine customer service at (888) 977-9235 to receive more information.

Finally, we wish to express to our residential customers that while these services **are not mandatory**, they are services we feel may prevent undue financial hardships should you have a leak or broken pipe. We are dedicated to providing reliable service and a safe water supply for you and your family. These new services are just another way we feel improves our dedication to you.

Thank-You

*Gene Camp*

Water Superintendent