

## Protection for the Unexpected



CU is excited to provide a new customer service offering designed to help protect customers from potentially high and unexpected repairs and costs associated with water leaks. As your utility provider, we are committed to providing you with a safe and reliable water supply for you and your family. We are also continually striving to provide you with additional customer service options. This new service is just another way we feel improves our dedication to you.

In order for us to ensure you are protected, **YOU WILL BE AUTOMATICALLY ENROLLED IN OPTION 1** effective with your April 2020 bill as detailed below. If you do not want to participate in this service, you can call us at 423-472-4521 and we will remove the service from your bill. If you wish to enroll in Option 2, you will need to contact us to sign up. Cleveland Utilities is excited to offer this program as it protects customers from unforeseen costs and helps alleviate undue financial hardships. Feel free to contact us if you have any questions or require additional information.

### P R O G R A M   H I G H L I G H T S

#### Option 1:

- \$1.00 per month Opt-Out Program
- Covers up to \$1,000 in monthly water/wastewater bills in a rolling 12-month period
- Can be used to cover 2 months of bills during leak event
- Requires documentation that leak has been fixed, with AMI confirmation
- Available to all customers
- Location ID specific

#### Option 2:

- \$10.00 per month Opt-In Program
- Covers up to \$15,000 in property damage, water line repair/replacement, and water/wastewater monthly bills
- Can be used to cover 2 months of bills during leak event
- Requires documentation that leak has been fixed with AMI confirmation
- Can be used once per rolling calendar year from the date of payment
- Cost of repairs must be documented and supported
- Customer must obtain minimum of two written quotes for repair services; the lowest cost quoted will be reimbursed
- Cost of documented repairs will be reimbursed after repairs are made