

Opt-Out Program Notice

This notice is to inform you that Cleveland Utilities' (CU) operates two opt-out programs: Project Round-Up and Cleveland Utilities' Water Loss Program. Both programs operate as a separate line item on the monthly utility bill all CU customers receive, operate independently of one another, and neither are a condition for utility services. Customers may opt out of either or both programs at any time. If a customer does not want to participate in one or both programs, it is their responsibility to inform CU by calling 423-472-4521 or by mailing a written notice to P.O. Box 2730, Cleveland, TN 37320. Please be advised if a customer opts out of said programs, they do so with the understanding that they are removed from any and/or all benefits associated with being part of either program. Additionally, both programs operate under Tennessee State law and are in accordance with Cleveland Utilities' Rules and Regulations and the City of Cleveland's City Ordinances. For additional information related to either program, please visit www.clevelandutilities.com. Thank you for being a valued customer of Cleveland Utilities.