



City of Fairburn Work Session Agenda

December 9, 2024
6:00 PM

The Honorable Mayor Mario Avery

The Honorable Mayor Pro-Tem James Whitmore
The Honorable Alex Heath
The Honorable Hattie Portis-Jones

Mr. Tony Phillips
Mr. Rory Starkey
Ms. Brenda B. James

The Honorable Linda J. Davis
The Honorable Samantha Hudson
The Honorable Ulysses J. Smallwood

City Administrator
City Attorney
City Clerk

- I. Meeting Called to Order: The Honorable Mayor Avery
- II. Roll Call: City Clerk
- III. Agenda Items:
 - 1. ServLine Leak Protection Program Update **(Utilities)**
- IV. Adjournment:

When an Executive Session is required, one will be called for for the following Issues:
(1) Personnel (2) Real Estate or (3) Litigation



CITY OF FAIRBURN WORK SESSION AGENDA ITEM

SUBJECT: ServLine Leak Protection Program Update

ITEM TYPE: Presentation

SUBMITTED: 12/04/2024 **WORK SESSION:** 12/09/2024 **COUNCIL MEETING:** N/A

DEPARTMENT: Utilities

BUDGET IMPACT: N/A

PUBLIC HEARING: No

PURPOSE:

To provide Mayor and Council with an update on changes to the ServLine Leak Protection Program.

HISTORY:

This program replaces two outdated leak protection programs that were previously managed by a third party and utility staff. The old program did not include payment to Fairburn for increased water bills due to leaks.

FACTS AND ISSUES:

The program became effective December 1, 2024 and has been updated to allow 2 leak adjustments per 12 months with no deductible for up to two (2) consecutive billing cycles.

FUNDING SOURCE:

N/A

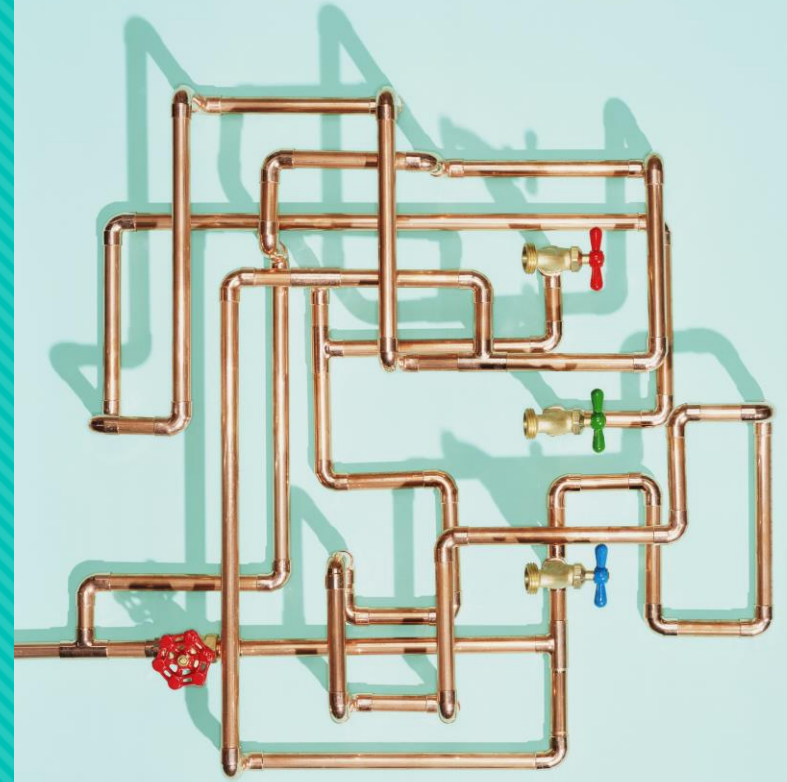
RECOMMENDED ACTION:

N/A

ATTACHMENTS:

1. SERVLIN LEAK PROTECTION PROGRAM UPDATE

ServLine Protection Program



Purpose



**SERVLINE
PROTECTION
PROGRAM**



BENEFITS



DIFFERENCES



MONTHLY COST



**WHO WILL
SERVICE THE
CUSTOMER FOR
THIS LEAK
PROTECTION?**

ServLine Leak Protection Program

Not Selling Insurance to Your Customers

- The City of Fairburn utilities is providing a leak adjustment service to our metered customers that is insured.

Opt-out

- The Customer has the option *not* to participate. (770.731.8444)
- Everyone was automatically opt-in to ensure that no one missed the notice and was initially covered.

Leak Adjustments

- Limit 2 **leak adjustment** per **12 months**. No deductible.
- Up to **2 consecutive billing cycles**.

Benefits

01

Protection Limit

- City of Fairburn Customer and Utilities do not pay anything out of pocket for the high-water bill overage caused by a qualifying leak up to **\$2500**.

02

Qualifications

- **2x Average Bill**
- Crack or break.
- Qualifications for leak adjustments are in your Leak Protection Policy.

Differences



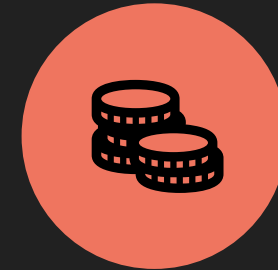
RUNNING TOILETS



WATER AND SEWAGE



CHECK PAID DIRECTLY
TO CITY OF FAIRBURN



PAY AVERAGE BILL

Cost

Rates

Water & Sewer Combined Leak Protection

Residential Customers
\$2.88 per month

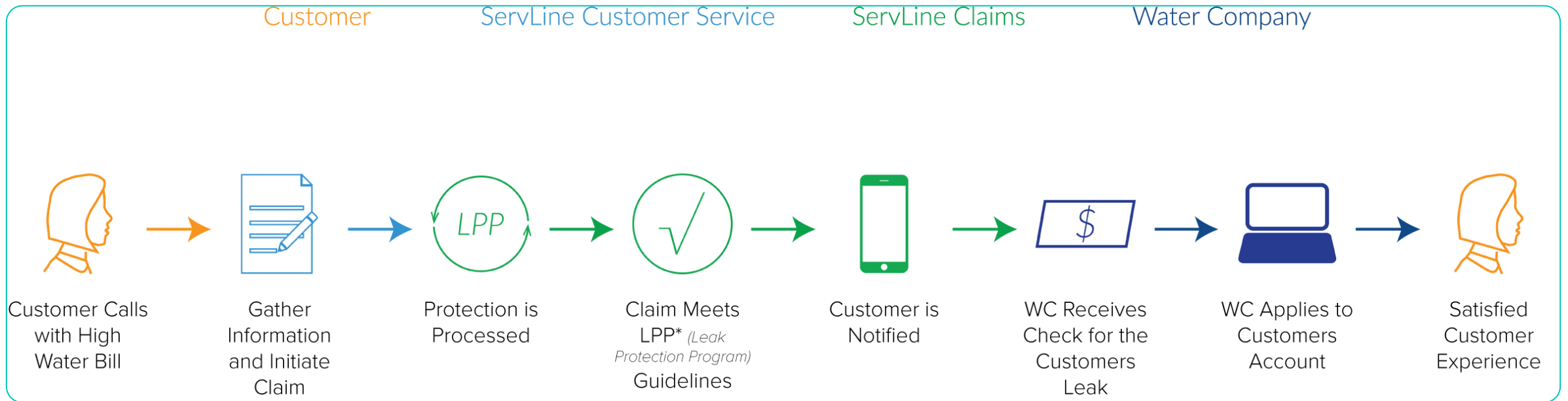
Commercial (single-occupancy)
\$8.00 per month

Commercial (multiple-occupancy)
\$16.00 per month

Master-metered Multi-Habitationl (MMMH)

Water & Sewer Combined MMMH
\$5.00 per unit per
month

Service



Questions