



Madison County Water Department
94 Spring Lake Drive
Danielsville, GA 30633

Customer Notification – Leak Protection Program Update
Effective Date: May 1, 2026

March 1, 2026

Dear Madison County Water Department Customers,

We are committed to providing the highest level of service to our customers, and part of that commitment includes regularly reviewing our programs and policies to better meet your needs.

After a thorough evaluation of our current Leak Adjustment Policy, the Madison County Board of Commissioners has approved important changes. Effective May 1, 2026, we will be introducing a new Leak Protection Program called ServLine.

The Residential Monthly Base Rates will have a \$2.00 increase and be as follows:

- $\frac{3}{4}$ " Meter = \$29
- 1" Meter = \$45.20

This enhanced program is designed to give you added peace of mind by helping cover the cost of unusually high-water bills caused by qualifying leaks. With ServLine, each billed residential meter is eligible for coverage of up to \$1000 per qualifying leak. The program allows for up to one adjustment within a 12-month period, covering a maximum of two consecutive billing cycles per adjustment.

If you experience a leak, we understand how stressful and costly it can be. ServLine is here to help relieve some of that burden and support you during unexpected situations.

For full details or to speak with a **ServLine Customer Service Representative**, please call us at 706-420-2880. Our team is ready to walk you through the program and answer any questions you may have.

Thank you for your continued trust and support as we work to deliver reliable and responsive service to all our customers.

Sincerely,

Madison County Water Department