



**This policy and procedures manual is to inform our customers about important information regarding utility services. Please review these policies and procedures, as receipt of our water service constitutes an agreement to be bound by the terms and conditions.**

### **Office Hours:**

We share an office space with The Property Mart which is located at 1800 Chandler Road, Statesboro, GA. We are open Monday-Friday from 9-5 with the exception of lunch hours which are 12-1 daily. We are closed for all national holidays and if any additional closings are required, they will be posted on the door one week prior to closing. For your convenience, most services including account establishment, payments, and work order requests may be managed through our website at [www.waterontapga.com](http://www.waterontapga.com) via customer portals.

### **Emergencies:**

We are available to you in the event of an emergency. A major water leak or any malfunction that causes your home to be without water is considered an emergency. Please do not call our main line after hours with questions concerning billing or administrative questions. Those questions should be e-mailed to [customercare@waterontapga.com](mailto:customercare@waterontapga.com).

### **Standard Rates/Fees**

<b>Fee</b>	<b>Amount</b>	<b>Description</b>
<b>Account Establishment</b>	<b>\$40</b>	<b>Fee to set up new accounts</b>
<b>Deposit</b>	<b>\$150</b>	<b>Required on all accounts</b>
<b>Late Fee/Penalty</b>	<b>\$12</b>	<b>Assessed on all payments received after due date</b>
<b>NSF (Returned Check)</b>	<b>\$35</b>	<b>Fee if check is returned by bank for any reason</b>
<b>Disconnect Fee</b>	<b>\$75</b>	<b>Charged if any bill is not paid by Suspension date</b>
<b>Repair Customer Damage</b>	<b>\$100 + cost</b>	<b>Fee for any repair necessary caused by customer</b>
<b>Emergency Connection</b>	<b>\$100</b>	<b>Charged if not given proper notice to connect</b>
<b>Reconnect Fee</b>	<b>\$75</b>	<b>Fee to reconnect service due to non-payment</b>

## **I. Application for Service**

Anyone may apply for water and/or sewer service to a property provided they are the owner, owner's agent, or an occupant of the property to be served.

Upon request for service, the utility will require an "Application for Service" to be completed. The application must be completed either at the Water on Tap Business Office at 1800 Chandler Road by the person requesting service or online through our website [www.waterontapga.com](http://www.waterontapga.com).

An account establishment fee for setting up water service will appear on your first bill.

### **A. Fees**

If it is necessary to provide "emergency connection", customer will be charged an additional fee to establish water service. Connection requested for the same day, after 2:30 pm on weekdays, or on weekends/holidays will be charged a higher fee.

### **B. Deposits**

#### **1. Deposits are required on all accounts**

All properties require a deposit of \$150 for each property. Deposits should be paid when application is received (Check, Cash, or Money Order only). No connection will be established until deposit is paid in full.

#### **2. Refund of Deposits**

After service is disconnected, the deposit is applied to the final balance on the account. If there is no balance or an overpayment on the account, a refund check will be mailed to the account holder at the forwarding address provided.

### **C. Old Unpaid Bills**

Any balances outstanding from previously closed accounts will be transferred to the new account immediately, and payment in full on the balance will be required. The utility reserves the right to transfer the balance within sixty (60) days of the new account being opened.

## **II. Unauthorized Use of Service**

When a new customer moves into a vacated property without applying for service, the utility will issue a three-day disconnection notice. The notice requires the customer to contact the utility and apply for service with the necessary information. The notice will be posted at the most visible door of the service location. If the customer does not contact the utility by the 4th day, the service will be disconnected.

## **III. Billing**

### **A. Frequency**

Each account will receive one bill per month, following a schedule set by the utility company.

## **B. Information**

This bill will provide the following minimum information to the customer:

- Beginning and ending dates of the period
- The due date by which payment must be made
- Penalty rate and when penalties will be assessed
- Previous Meter Reading, Current Meter Reading, Date read, & Consumption for period
- The current services being billed and the amount due for each
- The delinquent balance that has carried forward
- The total balance due on the account
- Address and telephone number for the Water & Sewer Business Office

Customers are responsible for their account balance and should be aware of their billing schedule. Failure to receive a bill does not relieve the customer of his/her obligation for its payment, nor from the consequence of non-payment. If customer does not receive a bill, it is the customer's responsibility to contact us and request a bill. Monthly bills can be e-mailed if you sign up for E-billing. This service is free of charge and we highly recommend this method.

## **C. Services**

### **1. Water**

Water meters are read monthly. Each account will be billed for consumption in hundreds of gallons based on the meter reading acquired. The stationary zero at the end of each meter reading is omitted for billing purposes to save time and make bills easier to read. This means when your bill shows usage of 600 the usage is actually 6,000 gallons. A minimum charge will be assessed to accounts using 6,000 gallons or less. Minimum charges will not be prorated on initial and final bills.

Base Charge:	0 - 6,000 gal/month	\$50
Tier 1:	6,001 - 12,000 gal/month	\$.02/gallon
Tier 2:	12,000 - 18,000 gal/month	\$.03/gallon
Tier 3:	18,001 + gal/month	\$.04/gallon

### **2. Sewer**

These charges are included on the same bill as the water bill. Sewer charges are billed as one flat rate amount of \$35. Charges are not prorated on initial or final bills.

## **D. Penalties**

Late penalties will be charged on any balance still outstanding 10 days after the bill due date. If the account is not paid in full approximately 30 days from the initial bill date, the account will be suspended and a Disconnect Fee of \$75 will be charged. All fees and past due amounts must be paid in full in order to reinstate service.

## **E. Unoccupied Properties/Minimum Charges**

Any property where a meter is installed will be billed monthly unless special arrangements have been made with the utility. Accounts using no water (zero (0) gallons) will be billed at the minimum rate for water and the appropriate flat rate for Sewer.

#### **IV. Adjustments to Customer Accounts**

A customer may request their account be adjusted for several different reasons. In all cases, customers who wish to receive an adjustment to their bill must e-mail [customercare@waterontapga.com](mailto:customercare@waterontapga.com) to request adjustment and explain why you feel an adjustment is necessary. Be sure to include your name, service address, contact number, and other pertinent information.

Consumption may be adjusted on an account if that customer has been asked to run their water by the utility. In this case, consumption would be adjusted prior to billing and the customer would be billed only for their actual consumption, or the utility's best estimate of such based on prior usage, for both the water and sewer portions of their bill. Reasons may include (but are not limited to) the following: Flushing hydrants, water main break, Water utility construction, possibility of pipes freezing, etc. We understand that sometimes broken or damaged plumbing fixtures, irrigation equipment, or pipes may cause unintentional water loss. If that happens, the customer may be eligible for a **one-time** courtesy leak adjustment. Water adjustments will NOT be made for high usage caused by seasonal activities such as watering of lawns or gardens, filling pools, washing vehicles or negligent acts such as leaving the water running or failure to repair known plumbing issues (dripping faucets, leaking toilets, etc.).

#### **V. Collections**

##### **A. Payment on accounts**

If payment is sent by mail, the bill is considered paid on the day it is received. Customers may opt to pay in person at the Water on Tap office located at 1800 Chandler Road, Statesboro. Payments are applied to customer accounts within three business days of the utility receiving the payment. Payments are accepted in the form of cash, check, and money order. All credit/debit card payments must be made online through the customer portal.

Customers may also create an account online through our website at [www.waterontapga.com](http://www.waterontapga.com). By doing so, customers can manage whether they receive a paper bill or are billed via email. Customers can pay online by e-check or credit card. Automated ACH (bank draft) is also available as well as balance information and complete account history. We highly recommend our customers utilize this service.

Partial payments are applied to customer accounts as follows:

1. Oldest outstanding balance (by date billed)
2. Water charges first then Sewer charges
3. Late Penalties
4. Service Charges

##### **B. Delinquent Receivable Process**

All open accounts receivable with late or delinquent payment activity will be handled in a timely and effective manner to ensure maximum collection. The collection process will be performed in a professional, fair, and consistent manner. Water service may be suspended due to non-payment.

## 1. Residential/Commercial Customers

### A. Water /Sewer

Bills for customers will be mailed out on or before the 20<sup>th</sup> of each month and due on the 1<sup>st</sup> of the following month. Customers are considered delinquent when payment is not received by the 10<sup>th</sup> day of the month. A late penalty of \$12 is assessed on any balance still outstanding on the 11<sup>th</sup> of each month. If the balance is not paid in full by the 20<sup>th</sup> day of the month, service is subject to be disconnected. Any balance on the account approximately 30 days after the bill date will be suspended and subject to disconnection.

#### **Delinquent Account Timeline**

Bill Mailed by the 20<sup>th</sup>  
Bill Due on 1<sup>st</sup> of following month  
Bill Considered Late after 10<sup>th</sup>  
Late Penalties Added 11<sup>th</sup>  
Accounts balances 30 days or older subject to disconnection

### C. Fees

If a premise visit is made, the utility will charge the customer a fee for the visit, whether the water is shut off or the employee collects the balance. An additional fee is charged upon reconnection. Reconnection after 2:30 pm weekdays and on weekends or holidays will be charged a higher fee.

### E. Returned Check Process

All checks returned by the bank are subject to a \$35 NSF fee. Water on Tap will automatically redeposit checks returned by the bank. If the second attempt for deposit is returned due to insufficient funds, the utility will contact the customer and request replacement funds.

If the returned check was in payment of water service, a disconnect notice may be issued to any customer not appropriately responding to the utility's request for replacement funds. In addition, the utility will assess a returned check fee to the customer's account. The charge will be assessed for each account paid with the check.

Customers not providing replacement funds at the utility's request for a returned check, or those making payments with 'bad' checks two (2) times in two (2) years, will be prohibited from paying by personal check.

**Returned Check Disconnection**

Residential during 10-Day disconnect notice period: Immediate disconnection

Residential not during disconnect notice period: 3-Day disconnection notice issued