

## Coweta County Water & Sewerage Authority Terms & Conditions

**To our Valued Customer:** These terms and conditions are provided for your benefit to communicate Coweta County Water & Sewerage's ("The Authority") policies regarding our billing procedures, payment terms, and fees. By requesting our services, you agree to all of the terms and conditions listed in this document.

**New Service:** A \$75.00 Service Processing and Activation Fee will be required at the time of new service or will be charged on the first billing statement. Proof of residency is required in the form of a Lease, Rental Agreement or Settlement Statement which should include the applicant's name and service address. Other required information includes a valid phone number and government issued photo ID.

**Activation of Service:** Upon activation of service, all customers are charged a monthly base rate per meter regardless of the amount of water consumed. No appointment will be made for a specific time to activate service. Water will be turned on between the hours of 8:00 a.m. and 5:00 p.m. For same day requests after 2:00 p.m. an additional \$50.00 service charge is required. Any request after 4:00 p.m. will be activated the next business day. The Authority assumes that the applicant's plumbing system is in good working order with all valves closed with the proper pressure reduction. **IT IS THE APPLICANTS RESPONSIBILITY TO CHECK THE PLUMBING SYSTEM FOR POTENTIAL PROBLEMS e.g., BURSTED PIPES, OPEN SPIGOTS, VALVES AND FAUCETS.** The Authority will not be responsible for any water damages inside the home due to water service activation that has been requested by the applicant. The applicant is responsible for installing and maintaining a pressure reducer valve adjacent to the water meter.

Applicants acknowledge that they are prohibited from connecting any plumbing to any other water source while connected and receiving service from the Authority including but not limited to wells located on their property or any other private water supply and are required to notify the Authority of any such source either now present or installed in the future. Furthermore, Applicants understand that they are liable for any damages to Authority equipment as a result of illegal operation, tampering, or abuse to said equipment and will be subject to a fine.

**Billing Cycle:** The Authority bills on a monthly basis. The billing date and due date is determined by the service address and these dates cannot be modified.

**Deposit:** New residential and commercial customers must provide valid social security or a tax identification number. A security deposit is required for all lease and or rental new service applications. When service is terminated, the deposit will be applied toward any outstanding balance. If there is no balance due, a refund check will be mailed to the forwarding address during the regular bill cycle.

**Disconnect Penalty:** Customer accounts two months past due will be charged a \$50.00 continuation of service fee on the 5th day following the due date and will be subject to disconnection of service. The entire account balance (both current and past due) must be paid to establish reconnection of service.

**Late Fee Penalty:** If bill is not paid by 4:00 p.m. on the due date, a 10% late fee will be added to your bill. Any reminder notification is strictly a courtesy of The Authority and not required as part of our billing procedure.

**Returned Payments:** Returned check and E-check/bank draft payments will be charged a \$30.00 fee and services are subject to be disconnected. After three returned check payments on the account, we will no longer accept checks as a form of payment. Only cash, money order, or debit/credit card will be accepted.

**Termination of Service:** Only the account holder is eligible to terminate service. The service will be disconnected on the date specified by the account holder, at least one business day after the request is made. A final reading will be taken on the requested date and a final bill or refund check will be mailed to the forwarding address provided by the customer.

**Inactive Meter Policy:** For all accounts that are inactive for 36 months (3 years) or longer the applicant will be required to pay meter installation fees prior to starting new service. This will include water meter and water capacity fees, as well as sewer capacity, for those accounts that apply. The new policy will apply even if you are the original owner of the service address and the account has been inactive for 36 months (3 years) or more.

**Any outstanding balance not paid within 90 days of the due date will be turned over to collections and additional fees, including attorney's fees and costs, will apply.**

**Reinstated Service:** Any account with outstanding balance or bad debt on file with The Authority will be required to pay the entire balance before new service can be established. Additional deposits may also be required.

**Tampering Policy:** If a meter or service equipment has been tampered with or damaged (any attempt to defraud The Authority), the service will be disconnected immediately. A Tampering Fee of up to \$300 for Residential and up to \$1,000 for Builders, Commercial and Industrial must be paid in full before service can be restored. The proper law enforcement agency will be notified.

**Additional Fees/Service Fees:**

Service Technician Fee	\$50.00
Cut on/off Irrigation Meter	\$50.00
Monthly Base Charge	Per Rate Schedule

**Water Leak Policy:** If a water leak is found and it is on the customer's side of the meter, it is the customer's responsibility to have the water leak repaired immediately and to pay for all water charges. If a water leak is found by an Authority service technician, The Authority has the right to suspend water service until the customer can have the leak repaired.

**Irrigation Meters:** Irrigation meters will be installed locked off and will remain off until a certified backflow prevention tester notifies The Authority.

**Fraudulent Transactions:** A fraudulent transaction is an unlawful misrepresentation of payment. Fraudulent transaction(s) with a debit or credit card will result in services subject to disconnection. After the fraud transaction has been reported and reversed, we will no longer accept debit/credit as a form of payment. Cash only will be accepted. Counterfeit money will immediately be returned and only money orders will be accepted.

**Payment Terms:** *Payments are due within 15 days of the bill date.* Failure to receive bill does not exempt penalties or disconnection for non-payment. The Authority is not responsible for late remittances made through the mail. Billing disputes must be made within 30 days of bill date.

**Payment Options:** Bank Draft; By Mail; Main Office Night Drop; Online ([www.cowetawater.com](http://www.cowetawater.com)); Automated Phone System; In person at our Main Office at:  
545 Corinth Road, Newnan, Georgia, 30263  
Monday – Friday from 7:30am-5:30pm

For more information on Backflow, Irrigation, Rates, Service Fees, Leak Insurance Policy, and holiday hours please visit our website.