



## Hart County Water and Sewer Authority

A POLICY ESTABLISHING WATER AND SEWER RATES AND RULES FOR THE HART COUNTY WATER AND SEWER AUTHORITY (HEREINAFTER REFERRED TO AS “HCWSA”), PROVIDING FOR PENALTIES AND FEES FOR DISCONNECTION AND RECONNECTION OF SERVICE, FAILURE TO PAY BILLS AND FOR OTHER PURPOSES. THIS POLICY DOES NOT CONSTITUTE A CONTRACT BETWEEN HCWSA AND THE CUSTOMER AND IS SUBJECT TO AMENDMENT AT ANY PUBLIC MEETING OF HCWSA. NOTHING IN THIS POLICY SHALL BE CONSTRUED TO GUARANTEE UNINTERRUPTED SERVICE TO THE CUSTOMER.

### Section 1 – Rate schedule.

#### Water Rates

#### Sewage Rates

Water Meter Size	Base Fee (First 0-1000 Gallons)	Price per 1000 After Base*	Base Fee (First 1000 Gallons)	Price per 1000 After Base
¾”	\$19.00	\$3.30	\$19.00	\$5.50
1”	\$27.00	\$3.30	\$27.00	\$5.50
1½”	\$55.00	\$3.30	\$55.00	\$5.50
2”	\$80.00	\$3.30	\$80.00	\$5.50
3”	\$160.00	\$3.30	\$160.00	\$5.50
4”	\$215.00	\$3.30	\$215.00	\$5.50
6”	\$295.00	\$3.30	\$295.00	\$5.50
8”	\$375.00	\$3.30	\$375.00	\$5.50
10”	\$500.00	\$3.30	\$500.00	\$5.50

\* Residential customers using over 10,000 gallons per month will be billed for usage over 10,000 gallons per month at the rate of \$4.95 per 1000 for water and \$8.25 per 1000 for sewage.

Sewage charges are based on water usage.

HCWSA will not under any circumstances furnish water free of charge to any location or for any purpose, except for actual fire-fighting, fire personnel training, and hydrant flow testing.

The base fee does not apply to any customer using at least 2,000,000 gallons per month.

### Section 2 – Penalties and fees.

**Late fee.** There will be a late charge of 10% of the current month’s balance added to the bill if the bill is not paid by the due date.

**Non-sufficient funds check fee.** There will be a charge for all returned checks to the maximum authorized by O.C.G.A. Section 13-5-15(b).

**Account set-up fee.** There is a \$10.00 fee payable by any new customer for any location where HCWSA has an existing meter. This fee is in addition to the security deposit. New service can generally be set up for an

existing meter within one business day. The customer must pay the entire base fee for the month during which the account is set up. The new customer shall apply for water service prior to using any water and failure to do so will make them liable for paying for the water consumed since the last meter reading.

**Service disconnection and reconnection fee.** A customer can request to have his water service disconnected at any time at no cost to the customer; there will be no minimum monthly charge during the time the service remains disconnected. Service can generally be disconnected within one business day. There is a \$35.00 reconnect fee for any existing customer whose service has been disconnected. The customer must pay the entire base fee for the month during which the service is disconnected and shall be responsible for all water consumed up to the time HCWSA disconnects the service. If a customer requests after 4 pm service reconnection for that same day, HCWSA will charge an additional fee of \$35.00 (after hours fee).

**Tamper fee.** If any of HCWSA’s equipment or materials have been tampered with, the customer’s service will be disconnected. Service will be reconnected after the customer pays a \$100.00 fee, plus the cost of any repairs that may be required, plus the applicable deposit if HCWSA does not have. Repeated acts of tampering may be subject to criminal charges.

**Re-Read Fee.** A customer can request a re-read of their meter for a fee of \$20.00. This fee will be waived if the meter was originally read in error by the HCWSA.

**Section 3 – Extraordinary rates.** The rate schedule set forth above contemplates a single user, such as a one-family dwelling, a one-farm dwelling and operation, or a one-commercial or one-industry operation on one lot. Any extraordinary circumstances, such as multiple dwelling units on a single lot, shall be governed by special written agreements as approved by HCWSA. Water furnished for a specific lot shall be used on that lot only.

**Section 4 – Application for water and/or sewer service.** The customer shall make application for water and/or sewer service at HCWSA’s office and at such time shall make a deposit of the following:

Water Meter Size	Water Deposit	Sewer Deposit
¾"	\$75.00	\$75.00
1"	\$75.00	\$75.00
1½"	\$100.00	\$100.00
2"	\$100.00	\$100.00
3"	\$150.00	\$150.00
4"	\$350.00	\$350.00
6"	\$600.00	\$600.00
8"	\$800.00	\$800.00
10"	\$1,000.00	\$1,000.00

Customer must pay both the water and sewer deposit if the customer has both services. The HCWSA may at its sole discretion waive the deposit for a builder that does not intend to be the occupant of the premises.

**Section 5 – Connection fee.** Each customer requesting to use the water and/or sewage services of HCWSA shall pay connection fees as follows:

Water: ¾" meter - \$1400.00; 1" meter – \$1650.00  
 Sewer: 4" connection - \$1400.00; 6" connection - \$1650.00

The above connection fees contemplate normal situations with low-hazard backflow protection furnished by HCWSA; higher-hazard potential backflow situations will result in higher connection fees. Fees for water meters larger than 1" and sewer connections larger than 6" will be based on: the HCWSA’s cost plus 10% or; customer may furnish and install at customer’s cost, to HCWSA’s specifications, under HCWSA’s supervision

and using a contractor approved by HCWSA, in which case HCWSA will charge a connection fee of 10% of the customer's total installation cost.

**Section 6 – HCWSA's responsibility.** HCWSA shall run a service line to the customer's property line closest to the Authority's nearest distribution line. HCWSA will install its meter at or near the property line or, at the Authority's option, on the customer's property.

(A) HCWSA may make connections to service other properties not adjacent to its lines upon payment by customer of reasonable costs for the extensions of its water lines as may be required to render such service.

(B) HCWSA reserves the right to refuse or disconnect service if customer's lines are, in the HCWSA's opinion, installed in such a manner as to allow cross-connections or backflow into the Authority's system.

**SECTION 7 – Customer's responsibility.** Water furnished by the HCWSA shall be used for consumption by the customer, members of his household and employees only. The customer shall not sell water to any person or permit any other person to use said water. Water shall not be used for irrigation, fire protection, or other purposes, except when water is available in sufficient quantity to not interfere with the regular domestic consumption in the area served. Disregard for this rule shall be sufficient cause for discontinuance of service.

(A) When meter box is placed on the premises of customer, a suitable place shall be provided by the customer, unobstructed and accessible at all times to the HCWSA's meter reader.

(B) The customer shall provide and maintain a shut-off valve, pressure-reducing valve and thermal expansion relief device on the customer's side of the meter and backflow preventer. HCWSA is not responsible for damage to the customer's property if the customer does not properly install these devices.

(C) The customer's piping and apparatus shall be installed and maintained by the customer at the customer's expense.

**Section 8 – Leaks on customer's property.** HCWSA is not responsible for leaks on the customer's side of the meter and/or backflow preventer, nor is HCWSA responsible for bringing a potential leak to the attention of the customer. HCWSA will allow for one adjustment of a bill due to a leak per year and this will only be done after the HCWSA has confirmed the leak has been repaired to the HCWSA's satisfaction. HCWSA will adjust the billed amount based on HCWSA's approximate direct cost of water, and under no circumstances will the customer pay less than the base fee or the average of recent bills prior to the leak, whichever is greater.

HCWSA, at its sole discretion, may deny new service to a location where there is an existing leak and may disconnect existing service to a location with a leak without notifying the customer. The time covered by the adjustment will also be at the sole discretion of HCWSA, and in no event will HCWSA adjust a customer's bill after HCWSA has notified the customer of the leak if HCWSA so chose to notify the customer.

**Section 9 – Access to premises and extension of system.** Duly authorized agents of HCWSA shall have access at all hours to the premises of the customer for the purpose of installing or removing HCWSA property, inspecting piping, reading and testing meters, or for any other purpose in connection with the water service and its facilities. The customer must keep the meter box readily visible and easily accessible (e.g. – not covered with mulch or dirt or under a vehicle). Additional charges may be applied to customer's account if extra time is required to locate and read the meter.

**Section 10 – Meter reading, billing and payment collection.** Meters will be read monthly and bills mailed to customers on or about the first business day of the month. All bills are due by the 20<sup>th</sup> of that month, or on the following business day if the 20<sup>th</sup> falls on a Saturday or Sunday, and shall be paid at HCWSA's office. If at any

time HCWSA feels it is unsafe to read a customer's meter or the meter box is not readily accessible or visible, HCWSA may bill that customer based on the average of recent meter readings. Nonpayment beyond thirty (30) days from the date due will result in the water service being disconnected without notice to the customer, and in such event, the customer shall not be entitled to receive, nor HCWSA obligated to supply, any water to the property. Water service will not be reconnected until the customer's entire balance plus the reconnect fee and deposit if HCWSA does not have, has been paid in full via cash or money order.

**Section 11 - Termination of service.** When water service has been discontinued and all bills paid, the customer's security deposit shall be refunded by HCWSA. Upon discontinuance of service for nonpayment of bills, the security deposit will be applied by HCWSA toward the settlement of the customer's account and any balance will be refunded to the customer. If the security deposit is insufficient to cover the customer's account balance, HCWSA may proceed to collect the balance under any legal means at its disposal.

HCWSA reserves the right to disconnect service without notice for the following additional reasons: to prevent fraud or abuse, including unauthorized access to the water system; customer's disregard of HCWSA's rules; repairs; insufficient supply due to circumstances beyond HCWSA's control; legal processes; direction of public authorities, or; strike, riot, fire, flood or unavoidable accident.

**Section 12 – Adjustments to bills.** If the customer believes his bill to be in error, he shall present his claim, in person, to HCWSA's office, before the bill becomes delinquent. Such claim, if made after the bill has become delinquent, shall not be effective in preventing discontinuance of service as heretofore provided. The customer may pay such bill under protest and said payment shall not prejudice his claim. If in the opinion of HCWSA the meter fails to register correctly or is stopped for any cause, the customer shall pay an amount estimated from his previous bills.

**Section 13- Dedicated fire lines.** Any customer requesting HCWSA to provide a tap for a dedicated fire line to any structure on customer's property will be required at customer's expense to obtain a Georgia licensed utility contractor to connect onto HCWSA's system and install the line, meter, backflow preventer and other apparatus approved by HCWSA. All maintenance to the line and apparatus will be at customer's expense. HCWSA will charge a water deposit based upon meter size at the time of request. The monthly base fee will not be charged, however HCWSA will periodically check the meter for any usage and bill the customer at HCWSA's standard rates based on such meter reading.

**Section 14- Violations of mandatory outdoor watering restrictions.** Any customer found to be in violation of the HCWSA's and/or Georgia Environmental Protection Division's mandatory outdoor watering restrictions will be subject to the following: first violation - written warning; second violation - \$250.00 fine with written warning and disconnection of water service.

This revised policy adopted by the Hart County Water & Sewer Authority on

THIS 21<sup>st</sup> DAY OF September, 2015.

**Hart County Water & Sewer Authority Rates & Policy**  
**(Adopted July 25<sup>th</sup>, 2000)**

1. Revised: Section (8) Accesses to Premises & Ext. of System- June 18, 2001
2. Revised: Section (13) Accounting-Adopted November 19, 2001
3. Revised: Section (1) Rate Schedule- January 21, 2001
4. Revised: Section (3) Applications for Water Service- Jan.21, 2002
5. Revised: Section (4) Connection Fee-January 21, 2002
6. Revised: Section (3) Application for Water Service-June 17, 2002
7. Revised: Section (1) Rate Schedule- August 19, 2002
8. Revised: Section (1) Adopted a \$25.00 charge for returned checks
9. Revised: Section (13) Signature Clarification for Operating Acct. August 18, 2003
10. Added: Section (14) Dedicated Fire Line Pol.-Jan.19, 2004
11. Revised: Section (1) Penalties & Charges- February 16, 2004
12. Revised: Section (10) Billings-Collecting- February 16, 2004
13. Added: Section (15) Adopted Penalties for Violators of Outdoor Water Use, July 19, 2004
14. Revised: Section (3) Adopted deposit rate for 3-inch meter August 16, 2004
15. Revised: Section (4) adopted a 3-inch meter rate-August 16, 2004
16. Revised: Section (1) adopted Sewer Rates –September 20, 2004
17. Revised: Section (3) adopted Sewer Deposit- September 20, 2004
18. Revised: Section (4) adopted Sewer Connection Fee-Sept.20,2004
19. Revised: Section (10) adopted new disconnect policy-November 21, 2005
20. Revised: multiple sections removed and adopted new connection fees and deposit fees and policies- May 21, 2007
21. Revised: Section (5) adopted new connection fees- August 18, 2008
22. Revised: Section (1) adopted new rate schedule- September 15, 2008
23. Revised: Section (1) adopted fire personnel water usage-August 18, 2014
24. Revised: Section (2) adopted after business hours reconnect fee  
Section (8) adopted new leak adjustment policy-September 21, 2015