

Convenient Account Access Options

Online Account Access

CCWA's Online Account Access helps you stay on top of your account. Once you sign up, you can check your account balance, view your billing history, set up ebill notification and make a payment through Paymentus.

All you need to sign up is a recent CCWA bill, a valid email account and to make sure the Water Authority has the last four digits of your Social Security Number (SSN) or Tax Identification Number (TIN) on file.

To make sure the CCWA has your SSN or TIN on file, just contact our Call Center at 770.961.2130. Then, log on to www.ccwa.us and sign up.

Check Your

Account Balance by Phone

CCWA's Interactive Voice Response (IVR) system allows you to check your account balance by phone - 24 hours a day, seven days a week.

The bi-lingual system provides an automated telephone attendant that allows customers the flexibility of checking their account balance and account detail, listening to frequently asked questions or making a payment through Paymentus. To utilize the IVR System, just call 770.961.2130.

Contact Us

Customer Service Locations

Headquarters Complex

1600 Battle Creek Road
Morrow, GA 30260

Forest Park Office

526 Forest Parkway, Suite A
Forest Park, GA 30297

Business Hours

Monday - Friday
8 a.m. - 5 p.m.

Drop Boxes

Hicks Water Production Complex
1693 Freeman Road, Jonesboro

Riverdale City Hall

6690 Church Street, Riverdale

Night Deposit

All offices have night drops for after-hour payments.

After Hours Emergencies

770.961.2130

If you have questions regarding your services or your bill, contact our Call Center Monday - Friday from 8 a.m.- 5 p.m. at 770.961.2130.

To learn more the Clayton County Water Authority, visit us on-line at

www.ccwa.us

Clayton County Water Authority



**QUALITY WATER
QUALITY SERVICE**

Customer Information Guide

1600 Battle Creek Road
Morrow, GA 30260
770.961.2130
www.ccwa.us

Welcome to the Clayton County Water Authority

Whether you are opening a residential or commercial account, we would like to welcome you to the Clayton County community.

We hope this brochure will be informative and will answer questions you may have about your new service or paying your bill.

Our mission is to provide reliable water services to our community through innovation, efficiency and the protection of our water environment.

Our skilled, professional workforce of approximately 375 employees takes this mission to heart and is always striving to ensure that you receive quality water, sewer and stormwater services.

Our top priorities include ensuring that you always have an adequate supply of high quality water and receive excellent customer service.

The Clayton County Water Authority is self-sustaining and does not receive any tax dollars.

Under the direction of a seven-member Board of Directors and the leadership of a General Manager, the Clayton County Water Authority continues to be recognized as an industry leader in the state of Georgia.

About Your Bill

Clayton County Water Authority customers are billed monthly for water and sewer services, plus a stormwater fee. CCWA employees read water usage on water meters each month.

The Clayton County Water Authority adopted a conservation rate structure, which is mandated by the North Georgia Water Planning District and the Georgia Environmental Protection Division.

The following fees are in effect as of August 1, 2009:

Water

Single Family Residential	
0 - 3,000	\$4.32 per thousand gallons
3,001 - 7,000	\$4.81 per thousand gallons
7,001 - 20,000	\$5.72 per thousand gallons
More than 20,000	\$6.87 per thousand gallons
Non Residential	\$4.81 per thousand gallons

Sewer

Single Family Residential	
0 - 3,000	\$4.46 per thousand gallons
More than 3,000	\$5.05 per thousand gallons
Non Residential	\$5.05 per thousand gallons

Stormwater Utility Fee

Single Family Residential	\$3.75 each month
Non Residential	Based on Impervious Surface

Customer Bill of Rights

- ◆ You have **THE RIGHT** to clean, contaminant free water 24 hours a day, 7 days a week.
- ◆ You have **THE RIGHT** to fair and equitable rates for services rendered.
- ◆ You have **THE RIGHT** to be treated with respect and in a professional manner.
- ◆ You have **THE RIGHT** to inquire about your water, sewer and stormwater services, your billing statement, and any other concerns.
- ◆ You have **THE RIGHT** to speak with individuals employed at the Clayton County Water Authority about your concerns.
- ◆ You have **THE RIGHT** to a timely response when the Authority interrupts your water or sewer services for a repair or construction project.
- ◆ You have **THE RESPONSIBILITY** of paying your monthly bill on or before the due date. Failure to do so will cost you additional charges and may mean an interruption of your services.
- ◆ You have **THE RESPONSIBILITY** to report any sewer spills, breaks in pipelines, or leaks that may occur.
- ◆ You have **THE RESPONSIBILITY** to fix and repair residential/commercial plumbing leaks in a timely manner.
- ◆ You have **THE RESPONSIBILITY** to help protect our most precious natural resource by being conscientious and conserving water where possible.
- ◆ You have **THE RESPONSIBILITY** to take part in any water use restrictions mandated by the State of Georgia EPD and obey the current water use schedules.