



Clayton County Water Authority Customer Service Frequently Asked Questions

*The following information is current as of 12/23/09
and is subject to change without any notice.*

Q. How often will I be billed?

A. CCWA customers are billed monthly.

Q. What is the minimum bill?

A. For Water Only (for customers with septic tanks): The minimum bill for water only is based on 3,000 gallons and billed at the rate of \$4.32 or \$12.96 per month.

For Water and Sewer: The minimum water and sewer bill is \$26.34 with the sewer bill rate at 3,000 gallons at \$4.46 or \$13.38.

All customers are billed a monthly Storm Water fee. Residential customers are billed \$3.75 each month. Non-residential properties are billed based on the actual amount of impervious surface on their property. See last Q&A for more details.

Q. How much is the deposit for new service?

A. The deposit for a water only account is \$80.00. The deposit for a water and sewer account is \$160.00. If the customer maintains a good payment history for 2 years, or 24 months of service, the customers' deposit will be refunded at the end of the 24 months.

Q. What determines a good pay record?

A. CCWA defines a good record of pay as an account with no more than two (2) late fees charged within the latest 24 month period. There should be no returned checks or disconnection of service for failure to pay the monthly bill.

Q. Do I need to be at home to have my new water service connected?

A. CCWA customers do not have to be at home for their water service to be connected. A Field Representative will come to your home and connect your service at the water meter. **However, you need to turn off everything (such as water faucets, etc.) that uses water prior to your new service being connected.** If anything that uses water is left on, the water meter dials will be turning indicating that something has been left on that uses water. The CCWA Field Representative will not leave the water meter on and will leave a door tag for the customer to contact our Customer Service.

Q. What forms of payment do you accept? Can I make payments over the phone?

A. We accept cash, check and money order with no fee. We also accept debit cards, Master Card, Visa and Discover over the phone through a third party service provided by Paymentus. This third party does charge a fee of \$2.75 for this service. The toll free phone number to make payments is 1.877.822.9198.

Q. Where are your Customer Service locations?

A. We provide two convenient locations for customer transactions. Our Headquarters building is located at 1600 Battle Creek Road, Morrow, GA 30260. We also have a satellite office at 526 Forest Parkway, Suite A, Forest Park, GA 30297. **All customer service transactions (including establishing new service or reconnecting service) can be handled at either location from 8 a.m. – 5 p.m. Monday through Friday.** Drop Boxes are located at the Terry R. Hicks Water Production Complex at 1693 Freeman Road, Jonesboro, GA 30236 and Riverdale City Hall, 6690 Church Street, Riverdale, GA 30274.

Q. What documents are acceptable forms of identification to establish new service?

A. All new services require a landlord lease agreement, real estate broker firm lease agreement or settlement statement and a social security number. For new Clayton County Water Authority customers with two names on their lease or settlement statement, both social security numbers will be required for new service. One person can come in to start service, but they will have to provide ID and social security numbers for both parties. We also require photo identification. International customers will need to provide a valid ITIN, plus two other forms of documentation (such as a valid passport, valid international driver's license or valid work visa). As part of a new federal mandate, known as the Red Flag Rule, CCWA must verify a customer's social security number when a new account is established or service is transferred to a new location.

Q. How long does it take to establish service if I walk into either of your locations?

A. Please allow for 10-15 minutes for us to process your application for service. During this time, a Customer Service Representative will need your completed application, a form of picture identification, social security number, proof that you own or are leasing the property, and the appropriate deposit for service. For new Clayton County Water Authority customers with two names on their lease or settlement statement, both social security numbers will be required for new service. One person can come in to start service, but they will have to provide ID and social security numbers for both parties. Your information will then be entered into our system and a work order will be processed to connect your service the next business day. If you are applying for new service via fax, please return the completed and signed Application for Service and Service Agreement to 770.960.5894. It will take 3-5 business days to process any New Service Agreements that are faxed or emailed to Customer Service. If you have any questions regarding new service, please call 770.960.3606.

Q. I paid a deposit for new service today, so why can't I have my service connected today?

A. CCWA establishes new service accounts by dispatching a field representative to your residence or business to obtain a reading of your meter. CCWA must coordinate the service request schedules of all customers. In order to meet all new service requests, we need one (1) business day from the time of the request to connect your service.

Q. Why am I charged a \$20 new service fee to establish service?

A. The new service fee is a "one time" charge which covers costs associated with sending a field representative to your residence or business for reading and/or connecting service.

Q. Why can't I just be billed for water service only and not water and sewer service?

A. The type of service received from CCWA is determined by whether your home is on a septic system or the county's water/sewer system. If your home is on a septic system, then CCWA supplies your residence or business with "water only". If your residence or business is connected to the water/sewer system, then we provide both "water and sewer," for which both services are billed.

Q. What date should I use as the due date to pay my water bill?

A. CCWA bills are to be paid by the "Due Date" listed on the return portion of your bill. If there is a previous balance on the account, this amount is reflected at the top of the bill (underneath the account address). To the right of the "Previous Balance," you will find a disconnection date. If the "Previous Balance" is not paid by the disconnection date, the water service will be turned off and a reconnection fee totaling the outstanding balance for the account must be paid before service is reconnected.

Q. My water service was disconnected due to non-payment on my account. Can I turn the water back on myself?

A. No. CCWA requires that once service has been disconnected due to non-payment, the customer must pay the past due balance on the account. If your service has been disconnected due to non-payment, you must make your reconnection payment before 3 p.m. for your service to be reconnected on the same day. Disconnect and reconnect fees will be 'shown' on your next monthly bill. The forms of payments accepted are cash, debit or credit cards. Checks are not accepted for this type of service. Any one caught tampering

with a CCWA water meter will be fined \$500 per incident for a single family residential account and \$1,500 per incident for a multi-family or commercial account.

Q. Do you give discounts to Senior Citizens?

A. In order to assist our Senior Citizens (those who are age 62 or older) who may be on fixed incomes, CCWA has put in place a policy to bill our identified Senior Citizens on the 30th of the month. This billing date is scheduled to coincide with retirement or other sources of income they may receive around the first of every month. To be placed on our Senior Citizens billing plan, you need to come into one of our two Customer Service locations and provide identification. One of our Customer Service Representatives will then be able to enroll you in our Senior Citizens plan.

Q. I had or have a water leak and didn't use the water. Why do I have to pay for this water?

A. CCWA requires that all water meters be read every month and that each account be updated with the reading for the month. If the residence or business has experienced a water leak, it is up to the residence or business to repair the leak. Once the leak has been repaired, the customer can bring a Customer Service Representative a receipt of supplies or services completed to fix the leak. At that time, CCWA will review the account and determine if a credit adjustment is appropriate. There are significant costs in producing clean water and delivering it on a continuous basis to your home or business, therefore, any water that passes through your meter must be paid for.

Q. What is the stormwater fee on my bill for and how was it determined?

A. CCWA developed a stormwater utility at the request of Clayton County Government and the Cities of Clayton County to address stormwater pollution, flooding and maintenance of the stormwater infrastructure. This monthly fee began in 2007 shortly before CCWA took responsibility for all stormwater related management and maintenance activities from the County and Cities. The fee is based on the amount of impervious surface on a property (rooftops, parking lots, driveways, etc.) that does not allow rainfall to penetrate into the ground, but instead causes it to runoff into our streams and rivers. Single family residential properties are being billed a flat rate of \$3.75 per month, while non-residential properties are billed based on the actual amount of impervious surface on their property. Please refer to the Stormwater Section on our Web site (www.ccwa.us) for more information about this fee.