

## WATER & SEWER DIVISION

Paulding County Water System  
3844 Atlanta Hwy  
Hiram, GA 30141  
Telephone: 770-222-6868  
Fax: 770-222-6867

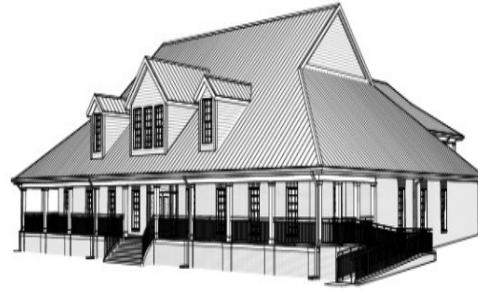
Christine Santonil, Customer Service Manager  
(Water & Sewer Billing / Service Connections)  
Email: [pcwater@paulding.gov](mailto:pcwater@paulding.gov)  
770-222-6868

Mike Hensley, Operations Supervisor  
(Emergencies, Leaks)  
Email: [leaks@paulding.gov](mailto:leaks@paulding.gov)  
770-445-2761

### OFFICE HOURS & HOLIDAYS OBSERVED

Monday – Friday 8:00 am – 4:45 pm

New Year's Day  
M.L.K. Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day & Day After  
Christmas Eve & Christmas Day



## PAULDING COUNTY WATER SYSTEM

3844 Atlanta Hwy  
Hiram, GA 30141

P.O. Box 16007  
Atlanta, GA 30321-0007

Water & Sewer Division  
770-222-6868

Engineering Division  
770-222-6850

Visit us online at [www.paulding.gov](http://www.paulding.gov)

## WATER & SEWER DIVISION

The Paulding County Water System is committed to providing its customers with quality water and reliable service. Our department serves more than 49,000 customers by maintaining a 750-mile distribution system and distributing an average of 9 million gallons of water daily. The System purchases its water from the Cobb County-Marietta Water Authority.

### WATER & SEWER RATES (Effective 01/01/20)

We bill in a tiered rate structure.

#### Residential Water Rates:

Tier One (0 - 8,000 gals)	\$9.38 per thousand
Tier Two (8,001 – 16,000 gals)	\$10.31 per thousand
Tier Three (above 16,000 gals)	\$11.27 per thousand
Base Rate	\$7.00

**Example:** 6,000 gals of usage \$63.28

#### Residential Sewer Rates:

Sewer rate charged per 1,000 gals	\$8.38 per thousand
Base Rate	\$3.00

**Example:** 6,000 gals of usage \$53.28

#### Commercial Water Rates:

Water charged per 1,000 gals	\$9.38 per thousand
Base Rate	\$10.00

**Example:** 6,000 gals of usage \$66.28

#### Commercial Sewer Rates:

Sewer charged per 1,000 gals	\$8.38 per thousand
Base Rate	\$6.00

**Example:** 6,000 gals of usage \$56.28

#### All Irrigation Meters:

Water charged per 1,000 gals	\$10.31 per thousand
Base Rate	\$10.00

**Example:** 6,000 gals of usage \$71.86

### ESTABLISHING SERVICE

You can establish service in person at our office located at 3844 Atlanta Hwy, Hiram, GA 30141 or an application can be downloaded from our website at [www.paulding.gov](http://www.paulding.gov), completed and e-mailed to [pcwapp@paulding.gov](mailto:pcwapp@paulding.gov) along with a copy of your valid photo ID and your signed rental/lease agreement, if you

don't own the property. Proof of ownership may be required. Once the application is received and the information is verified you will receive an email confirmation which will include your account number, customer id number, amount to pay and a link to make your payment with a Visa, Mastercard or Discover. When we receive the confirmation of payment we will process the application and mail you a copy. These steps must be followed to insure prompt service connection.

If an unpaid balance is found for the "Customer" applying for service or anyone on the rental/lease agreement, it must also be paid before the "County" can establish a new account. Whoever establishes the service must be on the rental agreement.

A \$25.00 non-refundable application fee is charged for setting up service. A water deposit of \$50.00 is required for service. If sewer service is available, an additional deposit of \$50.00 is required.

Customers applying for a new water tap and/or sewer tap should allow 4 to 6 weeks for the installation to be completed, it may be longer during summer months. In addition to the deposit, an additional tap fee and line maintenance fee will be due at the time application is made. You will be given a flag at the time of application; this flag must be placed at the right of way within 24 hours of applying for service, so we can start the process for the new tap. (See Tap Fee Schedule for rates.)

Builders requesting meters must make sure that the lots are properly marked and the boxes are ready for the meter to be set. If you are not ready immediately, please provide us with a connection date. If we make a trip and the property is not ready, we will not set the meter. A trip charge of \$25.00 must be paid prior to us making an additional trip to set the meter.

Landlords wishing to establish a Continuous Service Agreement can come into our office or the agreement can be downloaded from our website, completed and e-mailed to our office along with a copy of your valid photo ID. Once the application is received and the information is verified you will receive an email confirmation which will include your account number, customer id number, amount to pay and a link to make your payment with a Visa, Mastercard or Discover. When we receive the confirmation of payment we will process the application and mail you a copy. These steps must be followed to insure prompt service

connection. If multiple metered services are to be set up, an agreement must be completed for each service address/suite and a deposit paid for each. The deposits will be held for as long as the agreement is in place.

### BILLING

The System operates on a monthly billing cycle. If you have any questions concerning your bill, either too high or too low, please **take a reading from your meter** as soon as you receive your bill and then call our office. We can determine from your reading if there is an error in billing. If we come out to re-read your meter and the reading is correct, but you still disagree with our findings we can schedule an appointment to register the meter; if the meter registers correctly there will be a \$50.00 charge.

### ELECTRONIC BILLING

If you are interested in receiving your monthly statement electronically please go to the following link <https://ipn.paymentus.com/cp/pldc> to register your account and to elect paperless billing. Please contact Customer Service at 770-222-6868 for more information.

### PAYMENT TERMS

The current bill is due when rendered or before the due date shown on your bill. If you do not receive your bill for any reason, please call Customer Service at 770-222-6868, or visit our website at <https://ipn.paymentus.com/cp/pldc> to find out your balance due and due date. **Failure to receive your bill does not relieve your obligation to pay**

### MAKING YOUR PAYMENTS

Paulding County Water has several options when it comes to making your payment:

1. Pay your water bill with Visa, MasterCard, Discover or electronic check by using our free **automated system** 24 hours a day. Please dial 855-570-0996. You must have your Account Number and Customer ID number to gain access to your billing information.
2. Pay online at <https://ipn.paymentus.com/cp/pldc>. There is a \$2.45 processing fee for debit/credit card and e-check payments.
3. We also offer Automatic Bank draft, at no charge; if this is something that you are interested in, please contact our office at 770-

222-6868 to get the form mailed to you or visit the Documents, Forms, & Links section of the website at [www.paulding.gov](http://www.paulding.gov) to download the form directly.

4. Mail your payments to: Paulding County Water System, P O Box 16007, Atlanta, GA 30321-0007.
5. Pay at our office located at 3844 Atlanta Hwy, Hiram, GA 30141 during normal business hours with cash, check, credit card or money order.
6. You may come through our convenient drive-thru, with a bill stub, and pay at lanes one and two during normal business hours.
7. Drop your payment off in our depository 24/7, located in the first lane of our drive-thru. Anything put in our depository after 8 a.m. will be posted the next business day. **Please do not put cash in the Depository.**

If you are using a credit card in the office, it must have your name on it and you must provide a valid id or we cannot accept it. If you are paying by check or money order please write your account number as well as a valid phone number on it for proper processing.

### PAST DUE BILL

Your account is considered delinquent and will accrue a 10% penalty if the bill is not paid within 15 days of the billing date.

### DISCONNECTION OF SERVICE DUE TO NON-PAYMENT

Water service will be disconnected upon delinquency. When the water has been disconnected for non-payment, the **total bill** plus a \$50.00 disconnection fee must be paid in our office by 4:00 p.m. for service to be restored the same business day. If the payment is made after 4:00 p.m., service will be restored the next business day, unless you elect to pay a same day service fee of \$75.00.

Please do not attempt to reconnect the water yourself, as it will result in tampering fees and possible legal action.

**Meter readers cannot accept payments.**

### COLLECTION OF OUTSTANDING BALANCES

Final bill balances 90 days delinquent will be forwarded to a 3<sup>rd</sup> party collection agency. The collection agency does report to all credit bureaus.

### RETURNED CHECKS

In the event your check is returned from the bank for any reason, your account will incur a service charge. Our bank automatically sends checks through twice before it is returned to us; therefore it will not be processed again. The check amount, in addition to the service charge, must be paid with cash, money order or credit card.

For the first offense there is a \$37.00 return check fee. For the second offense in one year there is a \$37.00 returned check fee and check writing privileges are revoked for one year. If we receive more than 3 returned items the account can be placed on cash only permanently.

Your water service may be subject to disconnection without further notice and an additional \$50.00 disconnection fee will be added to your account if the full balance, including the returned check fee, is not paid promptly.

### CITY OF DALLAS SEWER CUSTOMERS

The following locations are serviced and charged for sewer by the City of Dallas; however fees are billed for and collected by Paulding County Water: Macland Township, Twin Pines, Blue Ridge Park, Ivy Trace, Bartlett Square, Silver Oaks, Chestnut Hills, Brookside, Ansleigh Farms, Huntleigh Chase, Darby Farms, Saddlebrook Farms, Allens Creek, Highlands North, Kades Cove, Crown Ridge or areas in or around Industrial Blvd.

If your sewer is serviced by the City of Dallas and need to report a back-up please call 770-443-8110.

### SEWER RATES (effective 1/1/14)

	Inside	Outside	Comm. Inside	Comm. Outside
0-2000	\$10.31	\$16.28	\$16.28	\$20.94
0-6000 if over 2000	\$8.71	\$10.53	\$10.53	\$12.93
6000-10000	\$10.82	\$13.09	\$13.09	16.13
10000-14000	\$12.93	\$15.68	\$15.68	\$19.32
Over 14000	\$17.19	\$20.82	\$20.82	\$25.68

### DECLARED DROUGHT PERIODS

Outdoor water restrictions will be imposed in response levels ranging from Level I to Level IV. The response levels depend on the severity of the drought. Please refer to the following link at <http://www.paulding.gov/index.aspx?NID=235> for additional information.

### WATER THEFT

It is unlawful for any person, firm, or corporation to obtain any water from the Paulding County Water System from any fire hydrant or other un-metered taps within the unincorporated area of Paulding County unless they have received a written permit from the System and is obtaining water from a fire hydrant or other tap through a meter according to the terms and conditions of the permit. Any person, firm or corporation who is found obtaining un-metered water from the System will be punished according to the penalties established in the Paulding County Outdoor Water Use Ordinance, Section 19-5.

### REPORTING LEAKS

To report a water main leak 24 hours a day, please call the Operations Department at 770-445-2761.

If the leak is between the water meter and the house, it is the responsibility of the customer to make the repairs. A plumber may need to be consulted.

### STREET LIGHTS

The Water System bills for street light service on behalf of Paulding County and in conjunction with the local power providers. Payment of this service is subject to the same terms and penalties as that established for water and sewer service. If you need to report a street light outage please call your local power company.

### RICHLAND CREEK RESERVOIR

The Richland Creek Reservoir (RCR) is a new 305-acre reservoir that once completed, will store over **three billion gallons of water** to supply existing and future populations in and around Paulding County. For more information and updates on the reservoir, please visit <http://www.rerwater.com/>.