

**PAULDING COUNTY WATER SYSTEM**

3844 Atlanta Hwy  
Hiram, GA 30141  
Phone: 770-222-6868  
Fax: 770-222-6867

**Office Hours**

Monday – Friday  
8:00 am to 4:45 pm

Ray Wooten  
Water System Director  
Email: [rwooten@paulding.gov](mailto:rwooten@paulding.gov)  
770-222-6850

Christine Lazaro  
Customer Service Division Manager  
(Billing, Customer Service, Meter Reading)  
Email: [pcwater@paulding.gov](mailto:pcwater@paulding.gov)  
770-222-6868

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

John Minch  
Engineering Division Manager  
Email: [jminch@paulding.gov](mailto:jminch@paulding.gov)  
770-222-6850



**PAULDING COUNTY WATER SYSTEM**

**3844 Atlanta Hwy  
Hiram, GA 30141**

**Water & Sewer Division  
770-222-6868**

**Engineering Division  
770-222-6850**

[WWW.PAULDING.GOV](http://www.paulding.gov)

**OUR WATER AND SEWER SERVICES**

Paulding County Water System has 2 sources of water. We purchase water from Cobb-Marietta Water Authority and we treat water from our Richland Creek Reservoir. Both sources are supplied from the Etowah River and Lake Allatoona.

Paulding County has 3 wastewater treatment plants. One is near Pumpkinvine Creek in the northern part of the county; one off Bill Carruth Parkway in the central part of the county; and one off Highway 61 in the southern part of the county.

**BILLING**

Paulding County Water System operates on a monthly billing cycle. Bills are due within 15 days of the billing date. If bills are not paid in the allotted time there will be a 10% penalty added to the current balance due. Failure to receive a bill does not alleviate obligation to pay.

When you receive your bill, if you feel that it is either too high or too low, please take a reading from your meter and call our Customer Service office at 770-222-6868 so we can determine if there is a possible error.

If you are interested in receiving your monthly bill electronically please go the following link: <https://ipn.paymentus.com/cp/pldc> to register your account and elect paperless billing.

Paulding County Water bills for street light services 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 established for the water and sewer service. If you need to report a street light outage please call your local power company.

Paulding County Water bills for the City of Dallas sewer in several locations where we supply service. If your sewer is serviced by the City of Dallas and you need to report a back-up please call 770-443-8110.

*City of Dallas 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



## WATER AND SEWER RATES

Effective 1/1/23

Our rates are calculated per thousand gallons of usage.

### Residential Water Rates:

Tier One (0-8,000 gals)	\$10.57
Tier Two (8,001-16,000 gals)	\$11.63
Tier Three (16,001 +)	\$12.71
Base Rate	\$ 8.60

Example: 6,000 gallons of usage = \$72.02

### Residential Sewer Rates:

Sewer per thousand gallons	\$ 9.16
Base Rate	\$ 3.60

Example: 6,000 gallons of usage = \$58.56

### Commercial Water Rates:

Water per thousand gallons	\$10.57
Base Rate	\$10.50

Example: 6,000 gallons of usage = \$73.92

### Commercial Sewer Rates:

Sewer per thousand gallons	\$ 9.16
Base Rate	\$ 6.00

Example: 6,000 gallons of usage = \$60.96

### All Irrigation Meters:

Water per thousand gallons	\$11.63
Commercial Base Rate	\$10.50
Residential Base Rate	\$11.60

## PAYMENT OPTIONS

For your convenience, we offer several different payment options. Meter Technicians cannot accept payments.

### Automated System

- Pay through our free automated phone system 24 hours a day with Visa, Mastercard, Discover or electronic check. Dial 1-855-570-0996. You must have your Account Number and Customer ID number to gain access.
- Pay on-line at <https://ipn.paymentus.com/cp/pldc>. There is a \$2.45 processing fee for credit card and e-check payments.
- We offer Automatic Bankdraft at no charge; you may download the form by visiting <https://www.paulding.gov/226/Documents-Forms-Links>

### Mail

Paulding County Water  
PO Box 168  
Dallas, GA 30132

### In Person

- Pay at our office or through our drive thru, with a bill stub, located at 3844 Atlanta Hwy, Hiram, GA 30141 during normal business hours; Monday – Friday 8 am to 4:45 pm.
- If you are using a card in the office, it must have your name on it and you must provide a valid photo id or we cannot accept it.

- Drop your payment off in our depository 24 hours a day, located in the first lane of our drive thru. Payments put in the depository after 8 am will be posted the next business day. **Please do not put cash in the depository.**

### Kiosk – A new payment option is available at PaySite kiosks.

- Located on the side of our porch at 3844 Atlanta Hwy, Hiram, GA 30141 available 24 hours a day.
- Located inside the Paulding County Administration building at 240 Constitution Blvd Dallas, GA 30132; Monday – Friday 8 am to 5 pm.
- You must have your Account Number and Customer ID number to gain access and follow the prompts to make your payment.
- Kiosks will accept cash, checks, credit or debit cards. The kiosk **does not** give change, overpayment will be credited to your account.



### Returned Checks

In the event that a check is returned, for any reason, the account will incur a \$37.00 service fee and payment options may be limited.

## Reporting Leaks

To report a water leak between the water meter and the road, please call our Operations Department at 770-445-2761. They are available 24 hours per day.

## Water Theft

Any person, firm, or corporation who is found obtaining un-metered water from Paulding County Water will be punished according to the penalties established in the Paulding County Outdoor Water Use Ordinance, Section 19-5.

## Non-Payment

Water service will be disconnected upon delinquency. When the water has been disconnected for non-payment, or we have made a trip to disconnect the service, the **total bill** plus a \$50.00 disconnection fee must be paid in our office by 4:00 pm for service to be restored the same business day. If you require same day service please call Customer Service at 770-222-6868. Meter Technicians cannot accept payments.

Final bill balances that go 30 days past the due date will be forwarded to a 3<sup>rd</sup> party collections agency. The collection agency does report to all credit bureaus.

## Drought Periods

Paulding County Water follows the state guidelines for water restrictions. Please go to the following link for additional information: <http://www.paulding.gov/index.aspx?NID=235>