



P.O. Box 3020
Cleveland, GA 30528-0052
Phone: 706-865-0788
Fax: 706-865-0329

DROUGHT RESPONSE LEVEL 2

Utility Services

Water Waste

Preventing water waste is an important part of our community's water conservation efforts, and we appreciate your helping us to identify and correct potential water waste. Many times residents or businesses are unaware that they are wasting water, and will quickly make necessary repairs or changes in their watering habits once they are notified that they are creating water waste.

What is Water Waste?

Common examples of water waste are:

- Running a sprinkler system too long, this allows excess water that cannot be absorbed quickly by the soil to flow off private property
- Failure to repair a malfunctioning device or supply line for more than 48 hours
- Non-compliance with watering group assignments as part of the mandatory watering schedule
- Non-compliance with regulations related to washing vehicles, equipment, driveways, parking lots, sidewalks, streets or other surfaces or objects
- Non-compliance with regulations relating to ornamental water features and misting systems

Report Water Waste

You may anonymously report water waste to White County Water Authority at (706) 865-0788.

We need the location, day, time and type of water waste you witnessed in order to open an investigation. We can then assist the responsible resident or business to identify the source of their water waste, and advise them of methods for preventing it in the future.

Water Waste Notification and Fines

If White County Water Authority notifies you of water waste, you are given the opportunity to fix the problem. If you continue to waste water, White County Water Authority has the right to charge you an additional fee; which is based on meter size, the account's history of violations and the drought level condition. Then, if you continue to waste water, White County Water Authority has the right to disconnect your water service.



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This policy will be in effect only during a Level 2 or greater Drought Condition as issued by the Georgia EPD concerning White County Water Authority service area.

Purpose

White County Water Authority policy and procedures are designed to provide a structured corrective action process to improve and prevent a recurrence of water waste by customer's that are connected to the county water system.

Outlined below are the steps of White County Water Authority's policy and procedure. White County Water Authority reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated.

Procedure

Step 1: Verbal warning

Step 1 creates an opportunity for White County Water Authority to notify the customer of water waste with a verbal warning to resolve the problem. Within five business days of the warning, the field representative will prepare a written documentation to be filed in customer's account file.

Step 2: Written warning

Although White County Water Authority hopes that the customer will promptly discontinue to waste water, White County Water Authority recognizes that this may not always occur. Step 2, written warning involves more formal documentation of the issues and consequences. The Executive Director will notify customer with a written warning and at that time, will outline the consequences if wasting water continues.

Step 3: Final written warning

Step 3 will entail a final written warning with fines; fines are based on meter size, the account history of violations and the drought level conditions. The final written warning will also address that if the customer continues to waste water, White County Water Authority has the right to disconnect water service.

Step 4: Recommendation for disconnection of water service

The last and most serious step in the procedure is disconnection of water service. Generally, White County Water Authority will exercise the nature of this policy by first providing warnings, a final written warning before proceeding to a recommendation of disconnecting water service from the county water system.

APPROVED AND ADOPTED on April 13, 2017

Vice-Chairman of the Board, John Ziemer / John Ziemer

