



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

Website: www.whitecountywater.org
 E-Mail Address: customerservice@whitecountywater.org
 Office Hours: Monday – Friday 8:00 a.m.- 4:30 p.m.

DATE: _____

NAME (S): _____

ADDITIONAL PHONE #: _____

CELL PHONE #: _____

Would you be willing to receive **Text Messages** from WCWA? (data charges may apply) Yes _____ No _____

BILLING ADDRESS: _____

SERVICE ADDRESS: _____

E-MAIL ADDRESS: _____

How would you like to receive your billing statement? Paper _____ E-Mail _____ Both _____

Subdivision? _____

OWN / RENT ? IF Renting, Owner's Name: _____

Phone Number _____

TYPE OF SERVICE:
 Residential _____ Commercial _____ Industrial _____ Short Term Rental _____
Initials

FOR OFFICE USE ONLY

Receipt of Payment

Tap Fee	Amount	\$ _____	Check #	_____	Cash
Development Charge	Amount	\$ _____	Check #	_____	Cash
Administrative Fee	Amount	\$ _____	M.O. #	_____	Cash
Security Deposit	Amount	\$ _____	M.O. #	_____	Cash
Signature			Date		

Booster Pump Charges: Yes _____ No _____

Account Transfer: Yes _____ No _____

If Yes, Account # _____

New Meter? Yes _____ No _____

If Yes, Short Side _____ Long Side _____

Date: _____

Meter #: _____

Unlock Turn Water On Unlock ONLY

Reading: _____

Work Performed By: _____

White County Water Authority

Subscription Contract

GEORGIA, WHITE COUNTY

THIS AGREEMENT, made and entered into on this date _____ between the White County Water Authority (hereinafter called the "Authority") and _____ (hereinafter called the "Subscriber").

WHEREAS, the Subscriber desires to be provided water service to the property that the Subscriber owns/rents at: _____.

WHEREAS, the Subscriber paid to the Authority all funds required by the Authority for construction and installation of a water distribution line to service said property; and

WHEREAS, the Subscriber agrees to comply with all the rules, policies and regulations of the Authority which are in existence as of the date of the execution of this agreement and further agrees to comply with any changes, amendments or alterations made to said rules, ordinances and regulations by the Authority after the date hereof; and

WHEREAS, the Authority desires to provide water service to said Subscriber as long as the Subscriber complies with the terms of this agreement and the rules, ordinances, and regulations of the Authority;

NOW, therefore, for and in consideration of the mutual covenants hereinafter stated, it is agreed between the two parties as follows:

1.

The Subscriber hereby pays/former Subscriber has paid to the Authority the tapping fee of \$ _____, and a Development Charge of \$ _____ which is a non-refundable fee for the installation of a water meter and backflow valve to serve the above described property. Said meter and all appurtenances thereto shall remain the property of the Authority. The subscriber will be liable for any damage to the Authority's equipment including the cost of repair and/or replacement.

initial

2.

The Subscriber hereby pays to the Authority the cash deposit of \$ _____ which is a security deposit and shall be applied on unpaid water bills of the Subscriber and on the cut off fee charged Subscriber upon discontinuances of water service to the Subscriber. A \$50.00 Administrative Fee is charged and is Non-Refundable. The balance, if any, shall be refunded to the Subscriber without interest.

initial

3.

Subscriber shall pay promptly on a monthly bill the full amount billed for water usage and/or other charges as properly assessed by the Authority. Failure to make payment in full within (10) ten days of the payment due date of the monthly bill subjects the Subscriber immediate termination of service for non-payment. All payments are due in the Authority office by 4:30 PM on the twenty-eighth (28th) of the month. **No further notices of disconnection will be given to Subscriber.**

initial

4.

If water service is discontinued for non-payment of a bill, the Authority will not resume water service to the Subscriber until the water bill, all late fees, and a \$50.00 non-refundable cut off fee and a \$50.00 reconnection fee have been paid in full to the Authority by the Subscriber. All disconnected accounts not paid in full by 2:00 PM will be reconnected the next business day.

initial

5.

Upon first offence of tampering with a meter which has been locked or disconnected for non-payment, a \$300.00 tampering fee will be assessed. Upon second offence of tampering with a meter criminal charges will be brought against Subscriber.

initial

6.

There will be a \$30.00 fee charged on all returned checks.

initial

7.

Subscriber shall have fifteen (15) days to detect and notify the Authority in writing of any errors in Subscriber's bill. Failure to notify will result in waiver of any rights of claim for refund or credits.

initial

8.

The Subscriber shall install and maintain at his own expense a service line, cut off valve and pressure reducing valve on the Subscriber's side of the meter. The Authority shall designate the place where the service line and meter will be connected to the Authority's water distribution system. There will be no wells connected to service line.

initial

9.

A backflow preventer will be installed as part of the Authority’s meter assembly for your premises resulting in a closed plumbing system for the premises. It is the Subscriber’s responsibility to install an auxiliary relief valve or expansion chamber to limit the thermal expansion of water being heated to not more than 80 psi static pressure at any fixture on the plumbing of the premises. Section 1112.8 of the Georgia State Plumbing Code.

initial

10.

Subscriber grants to the Authority, its agents and employees, the right to ingress and egress over, across, under and through said property for any reason related to the use, maintenance, repair or otherwise of the Authority’s facilities.

initial

11.

Subscriber shall have the right to use said water for one household/commercial site or industrial site only. Subscriber shall not allow anyone to connect or tap on to said water service line for the purpose of supplying water to another user. Violation of this paragraph of this agreement will result in immediate termination of service.

initial

12.

The Subscriber will be required to maintain an air gap between any lines holding water from any other source other than water supplied by the Authority.

initial

13.

The Authority reserves the right to determine the allocation of water to Subscriber in the event of water shortage, and the Authority reserves the right to discontinue its services without notice for the following reasons:

1. To prevent fraud or abuse.
2. Past due accounts.
3. Emergency repair.
4. Insufficiency of water supply due to circumstances beyond the Authority’s control.
5. Subscriber’s failure to comply with the Authority’s General Policies or this Agreement.
6. Legal process.
7. Direction of public authorities.
8. Strike, riot, fire, flood, unavoidable accident, actions of others, or acts of God.

initial

14.

The Subscriber releases and hereby discharges the Authority from any damage to person or property that Subscriber may suffer as a result temporary, complete or partial interruption of water services that occurs as a result of seasonable supply of water, expansion, repair and maintenance of lines and facilities, disconnection for non-payment or conditions beyond the control of the Authority.

initial

15.

The Subscriber will indemnify and hold harmless the Authority against any claim of a third party for damage to person or property at said location, which occur as a result of fluctuation of pressure of the water line servicing said Subscriber.

initial

16.

The Subscriber agrees to comply with this Agreement, rules, regulations, resolutions and policies of the Authority and all amendments, additions and changes hereto.

initial

17.

If the above described property is being rented, leased or occupied by a person other than the owner, the property owner may transfer the account to the name of the renter, lessee, or occupant.

initial

18.

Any water customer whose personal check has been returned by the bank twice within any twelve (12) month period must thereafter pay by cash, credit card or money order.

initial

19.

If meter is being installed at location where well was main supplier of water, subscriber agrees to disconnect well from dwelling. The well shall not be connected to dwelling or service line at any time after meter has been installed.

initial

20.

I understand that in the event that my account becomes 30 days past due and is turned over to a collection agency that I will be responsible for all collection expenses incurred as well as my account balance.

initial

21.

If service is requested to be disconnected, all meters larger than ¾" will be removed and locked down; to reactivate the account, the cost will be 50% of actual meter installation cost in addition to cash or money order security deposit.

initial

22.

The subscriber agrees to maintain service at this residence for six (6) consecutive billing cycles. Failure to maintain service will result in loss of security deposit. If water is requested at the same residence by the owner, a \$50.00 non-refundable reconnect fee in addition to a cash or money order deposit will be required.

initial

23.

The Authority will not be responsible to provide water to any dwelling above 1600 elevation. If homeowner is higher than 1600 elevation it is the homeowner's responsibility to get pressure to the dwelling from the meter on the customer's side.

initial

Signature / Representative of
White County Water and Sewerage Authority

Signature of Subscriber



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POLICY: RESIDENTIAL WATER LEAK POLICY

PURPOSE

This policy provides guidance and repair expectations for customers who utilize county water services. It also provides guidelines for staff to consider when evaluating account holder requests for billing adjustments to water use charges where a leak exists in the water system on the property side of the meter.

REQUIREMENTS

An adjustment may occur only after all leaks have been repaired and the repairs verified with a field check of the meter by White County Water Authority. A second meter reading may be required in order to verify whether leaks have been repaired and usage has returned to normal.

Reasonable efforts to locate the leak and initiate repairs must be taken within 30 days of the county's or the customer's initial notification of increased usage. Notification to the customer may take the form of a billing statement, a postcard delivered to the owner or occupant, a courtesy phone call or a notice left at the property. Notification to White County Water Authority may be in the form of phone conversation, a written letter or by email (customerservice@whitecountywater.org).

Repairs must be completed within 30 days after the customer was notified of the increased usage. All request for leak adjustments must be submitted within 60 days of the original due date of the high bill. Exceptions may be considered for extraordinary circumstances.

An adjustment will be for only one billing period.

GUIDELINES FOR WATER BILLING ADJUSTMENTS

An account may receive one leak adjustment covering one billing cycle only.

Water loss due to a leak on the property owner side of the meter can be adjusted based upon the water usage during the same time period of the previous year. If no history is available, the White County Water Authority will obtain meter readings to project normal usage. If a projection is not possible, the White County Water Authority will use class averages to bill the account.

Water adjustment can only be for water loss from customer's side of the meter. Anything inside the house is considered household maintenance issues.

Water loss due to theft, vandalism or construction damage is not covered under this policy. Resolving these issues is the responsibility of the account holder or property owner.

I, _____, have received a copy of the water leak adjustment policy.
Customer's Signature Date