



WATER SERVICE POLICY, CITY OF CEDARTOWN

201 East Avenue
Cedartown, Georgia 30125

Phone: 770 748 3220
www.cedartowngeorgia.gov

A policy establishing terms, conditions, rates and charges associated with the rendering of municipal water service.

Section 1.

Application shall be made for any water service request on such form as approved by the City Clerk. **Applicants must provide a valid photo I.D. at time of application.** Service may be declined to a customer who is indebted to the City for utility service at a former location, or where such indebtedness was incurred by a member of the applicants or customers household, either under the name of the applicant or customer or another name when the application was made, except, by making payment by certified check or cash in an amount equal to the net balance due or in dispute.

Applications for service at rental properties must be accompanied by an affidavit of the property owner stating the responsible party or a copy of the rental agreement. In order to secure prompt payment of accounts and charges for services and facilities provided, and as a condition precedent to the rendering of such services **each residential customer shall pay an advance deposit as follows:**

Ownership	\$100.00
Lease / Rental	\$150.00 (includes a \$50.00 non-refundable fee)

The deposit shall be paid before water service connection.

Inspection: Approval must be granted to the Water Department by the City of Cedartown Building Inspector or his authorized representative before a service connection may be made or reinstated to any business, manufactured home, permanent service or new service, or as otherwise required by the Building Inspection Department.

If property is located outside of the corporate limits of Cedartown, then an annexation application will be required. Failure to annex into the city limits will result in termination of services.

Section 2.

When service is requested at a new location where service (s) have not previously existed whether for residential, irrigation, commercial or industrial service the appropriate tapping fee must be paid prior to service connection. Tapping fees are as follows:

Water Tap Size	Inside City, Min.	Add'l. Costs	Outside City, Min.	Add'l. Costs
¾ inch	\$1,500	Cost, plus 100%	\$1,750	Cost, plus 100%
1 inch	\$1,775	Cost, plus 100%	\$1,975	Cost, plus 100%
1.5 inch	\$1,900	Cost, Plus 100%	\$2,100	Cost, plus 100%
2 inch	\$3,000	Cost, Plus 100%	\$3,200	Cost, plus 100%

- Additional costs may include contracted tapping costs for taps greater than 2 inches, or any additional costs due to exceptional circumstances.
- Applicants for taps assessed at cost, plus 100% basis shall pay the minimum base cost at the time of application with final costs to be billed when the tap has been installed and connected.
- Contractor installed water meters and fire lines must meet city specs and pay 50% of tap fee as administrative fee

Sewer Tap Size	Inside City, Min.	Add'l. Costs	Outside City, Min.	Add'l. Costs
4 inch	\$1,800	Cost, plus 100%	\$2,000	Cost, plus 100%
6 inch	\$3,600	Cost, plus 100%	\$3,800	Cost, plus 100%

- Additional costs may be incurred for any of the following circumstances: Rock removal, DOT permit and special specifications, special orders, splitting, reducing, upsizing, extensions beyond normal, pressure test requirements, leak test requirements, special level determinations, wet tapping above 2", required meter vaults, additional valving requirements, developer's additional specifications, plus, any additional circumstance or requirement that adds additional tapping cost to the city.
- Tap fees for cost-plus taps will be assessed at a non-refundable minimum rate upon application, with final cost being due and payable upon billing.
- Estimates for cost-plus taps are approximate. Actual billing will reflect itemized actual cost, plus 100 percent.
- Type and size meter/service shall be at the discretion of the City Manager or Water Maintenance Superintendent.
- Sewer taps outside the city must have the approval of the City Commission at a special or regular meeting thereof before tap application can be approved or initiated. An annexation application is required as per Section 1.

Section 3.

A meter shall be installed for each connection and shall be read each month by a duly authorized agent of the City, who shall have access to the premises of each customer for such purposes at all times as well as for the purpose of removing or repairing any equipment owned by the City located on the premises. Each customer accepting service from the City shall, by acceptance of such service(s) agree and consent to such access for repair, maintenance and removal. Water Department identified employees shall have access to customers premises at all reasonable times for the purpose of reading meters, testing, repairing, removing or exchanging any or all equipment belonging to the City.

Section 4.

Bills for services shall be provided on the basis of the meter reading on the day of the month selected therefore. The rates for service are net and the current monthly bill is due when rendered and becomes delinquent after fifteen days from the date thereof. Failure to receive a bill does not relieve the customer's responsibility of paying the bill when due. Customers will receive a bill on approximately the same date each month and if the customer fails to receive a bill within two (2) days of that date the customer should notify the water office to obtain a copy of the bill. For initial and final billings, a service period of ten (10) or more days shall constitute a full billing period with no proration of any applicable rate. For initial or final billings of less than ten (10) days the recorded consumption will be added to that of the next or previous billing respectively.

Section 5.

If full payment is not received by the City on or before the due date shown on the bill, a late penalty will be added to the customer's bill. The late penalty shall be ten percent (10%) of the amount of the billing. If full payment is not received within 14 (fourteen) days of the due date water service may be terminated without notice and an additional delinquent payment fee will be added to the customer's delinquent account in accordance with the attached Schedule of Fees and Charges (SFC). All delinquent payment fees and late penalties must be paid prior to service being restored. Reinstatement of service after regular business hours will be done only in case of emergency (example: Doctor certified medical need), and an after-hours charge of \$40.00 will be added to the customer's account. The City reserves the right to increase the deposit fee requirement for any customer whose service has been discontinued due to non-payment on more than one occasion. The delinquent fee must be paid with past due amount even though service has not be disconnected or before services will be restored to any customer. Advance service fee increases may only be authorized by the City Manager, City Clerk or Water Department Head. Additionally, the City Manager, City Clerk or Water Department Head are authorized to extend the cut-off date where customers have made advance arrangement to clear any delinquent accounts by an approved date. Failure to pay arrangements as scheduled will result in an additional delinquent payment fee of \$25.00. The delinquent cut-off date(s) for all utilities shall be on or about the 25th day of the month. The City reserves the right to use licensed collection agencies at its discretion for the collection of past due accounts.

Section 6.

Excessive bills for water/sewer consumption due to water line leaks will be adjusted according to leak protection policy (see attached) by the City Manager, Water Department Head or City Clerk.

Section 7.

In the event any utility service is disconnected due to hazardous conditions through no fault and beyond the control of the customer, reconnect charges shall not apply. In the event of extenuating circumstances determined to be out of the customers control the City Clerk or City Manager are authorized to waive any portion or all of any delinquent fees or penalties

Section 8.

Personal checks will normally be accepted for payment of bills. If the check is not honored at the bank for any reason the customer must redeem the check in cash and pay a thirty dollar (\$30.00) returned check fee. If the returned check is for a water deposit or on a closed account, the services will be disconnected immediately and reconnection fees will be applied to the account. The City reserves the right to refuse payment by personal check for any customer whose checks are returned two or more times in any twelve month period. The City reserves the right to pursue collection of bad check payments and fees through a licensed collection agency or prosecution of criminal charges as it deems necessary. When using the Night Depository for payment of current monthly utility bills payment may be made by cash or check, however, either the entire bill or the payment "stub" must accompany the payment in a sealed envelope. Use of the Night Depository for water payments is entirely at the sole risk and responsibility of the customer.

SCHEDULE OF FEES AND CHARGES

1. Unauthorized use of water service: \$50.00
Tampering or damaging of water meters: \$ 300.00
Theft of services by any means will result in criminal prosecution.
2. Utility delinquent fee for nonpayment of bill : \$25.00
3. Fees for restoration of utility service
After 5:00 p.m., an additional fee of \$40 will be charged to account.
4. Unauthorized use of water service: Cost plus 100% for any necessary repairs
5. Water deposit for delinquent bills shall be equivalent to the user's average two month bill, or minimum deposit, whichever is greater.
6. Application for water service:
 - Ownership
\$100.00
 - Lease / Rental
\$150.00 (includes a \$50.00 non refundable fee)
7. Transfer fee (paid at time of transfer): \$15.00
8. Temporary Service (property cleanup/landlord): Minimum bill or actual use, whichever is greater.(9 days or less constitutes a pro-rated bill.)
9. Fire Hydrant Meter deposit: \$1,200
Refundable upon return of meter



LEAK PROTECTION, CITY OF CEDARTOWN

201 East Avenue
Cedartown, Georgia 30125

Phone: 770 748 3220
www.cedartowngeorgia.gov

Cost of Service Opt-Out

A. All eligible residential customers shall be charged the sum of \$3.00 per month on and after the effective date of this policy for leak protection. All commercial customers shall be charged the sum of \$10.00 per month on and after the effective date of this policy for leak protection.

B. Notice of this protection service shall be provided to all eligible customers. Any eligible customer who does not wish to participate in the protective services granted through this policy may provide the Cedartown Water Department with the notice in writing of the eligible customer's decision to "opt-out" of the coverage afforded by this policy. Upon such notice, on the next billing cycle for the eligible customer, the leak protection service charge of \$3.00 or \$10.00 shall be removed from the customer's billing; provided that on and after that date, there shall be no more leak protection whatsoever for that customer.

Coverage Provisions

A. In order to apply for payment protection coverage, an eligible customer shall submit such information, as required by the City of Cedartown on forms provided by the City Water Department for that purpose. Proof of repairs or other bona fide evidence must be provided in writing to the City Water Department for coverage to apply.

B. The total amount of protection provided shall be \$750.00 in any twelve (12) months billing period. The computation of the credit amount shall be based on the average water billings for an individual customer for the six (6) month period immediately preceding the leak's protection and repair.

EXAMPLE: If a leak on the customer's side of the meter resulted in a water bill of \$950, and the bill is adjusted by the maximum amount of \$750, then the customer will be required to pay the \$200 difference. The customer is also required to pay his/her monthly bill during the leak period based on an average usage from the customer's previous six (6) month billing period. No credit shall be given in any twelve (12) month period above \$750.00, nor to any customer who has opted out of coverage. No further adjustments for leak protection shall be made, unless the amount of water usage for a single billing cycle exceeds \$1,000.00. In such circumstances, any water customer may present such evidence as they deem appropriate to the Cedartown Water Department Head to determine what adjustment, if any, shall be afforded that customer due to the inordinate magnitude of the leak.

C. In the event the eligible customer has had water service for less than six (6) months, then an average over the usage time of the customer shall be computed by the Cedartown Water Department to determine the appropriate average amount for credit pursuant to this coverage.

Exceptions from Coverage

A. In the event the Cedartown Water Department has reasonable grounds to believe that an eligible customer failed, or wantonly disregarded evidence of leakage that caused the amount of potable water being wasted on the customer's property to exceed two (2) times their bill on an average monthly basis, then the Water Department Head may deny any claim for protection payments.

B. Customers with large storage facilities, such as swimming pools, hot tubs, or water storage tanks shall provide the City of Cedartown with advance written notice of the customer's intention to use Cedartown water to fill, refill or otherwise store water on the customer's property.

C. Coverage may be denied, if the eligible customer fails to notify the City of Cedartown of its request for leak protection within three (3) consecutive billing cycles of the leak.

All laws and parts of law in conflict herewith are specifically repealed.

This policy is effective as of September 1, 2012 for all billing of eligible customer, on and after that date.