



Fannin County Water Authority

Identification Form / Residential Application

Picture ID is required to obtain service!

Name-

Address: (Billing/Invoice)

Address of Location-

Phone Numbers-

Home-

Office-

Cell Phone-

Email Address-

Previous Client Name-

1. The FCWA office is located: 400 West Main St., Suite 101B Blue Ridge Ga 30513

2. The Office is opened Monday-Friday 9:00 -5:00

3. Email is- fcwa@fannincountyga.org

4. Phone 706-258-5160 After hours emergency-770-894-7655

5. Payments may be made in person or on our website www.fannincountyga.org/fannin-county-water-authority to establish automatic payments with debit or credit card.

6. There is a minimum monthly fee regardless of usage or days of service. Bills will be mailed prior to the 1st day of each month so that you receive them on or before the 1st. The bill will be past due after the 20th of every month, at which time a late fee will be automatically added to the account. The bill must be paid by the end of the month it is due to avoid disconnection.

7. Disconnection starts the first business day of every month for the bill still outstanding from the month before. Once the disconnect list is created you will be charged a \$35 administrative fee for being on the list. Once you are disconnected you will then be charged a \$50.00 fee. If you have been disconnected, you must pay your bill plus the associated fees in order to be turned back on. You will only be turned on after the meter reader finishes his disconnects for that day. If you are not in the office to pay before 4:00, you cannot get reconnected that day without paying the after-hours service fee of \$100.00.

8. All meters are the property of the Fannin County Water Authority. There is a fee of \$150.00 for tampering with our meter. Only authorized personnel are allowed inside the meter box. If someone other than a Fannin County Water Authority employee damages the meter box or its contents, the customer of record will be held responsible. Any maintenance, turn on, turn off, or re-reads will be done per customer's request or during regular maintenance and reading schedules. Duly authorized agents of the Authority shall have access at all hours to the premises of the consumer for the purpose of installing or removing Authority property, inspecting piping, reading and testing meters, or for any other purpose in connection with the water service and its facilities.

9. Any water that goes through the customer's meter is the responsibility of the customer, even if it is unintended water usage. If for some reason you think your bill may not be correct, please check your usage first. If your usage is higher than normal, you will need to check out a few things:

- Check all faucets for drips; listen carefully to your toilets to see if you have one running. A running toilet can run up 30,000 gallons in usage in a month. Please continually take notice if toilets do not flush or stop running as they should. You will need to get that fixed. Check your hot water heater.
- If you know where the meter is located, you can check it yourself by getting a reading, then waiting at least 2 hours without using any water in your home, then get a second reading. If the reading goes up then you have a leak. You will need to get someone familiar with plumbing to help you.
- If you need assistance from the FCWA there will be a \$25 service charge for our meter reader to come out, however he does not locate the leak for you. He will only verify if he believes that you have a leak or not. If for some reason he has misread the meter, there will not be a service charge.

10. Do not landscape or otherwise cover the meter box.

11. Customers may desire to have a pressure regulator installed on the customer's side of the meter.

12. It is your responsibility to notify us in writing when you need services cancelled or account information updated. You may do this in person at the office; via mail or email.

13. After the applicant has vacated the premises and the final bill has been paid in full, the deposit will be refunded. If a new contract is not received within 48 hours of the date of transfer, service will be disconnected and a \$75.00 reconnection fee charged.

14. Service will be established after the application is processed, deposit has been made, and all other necessary information has been provided and approved by our office. If the meter has been locked or pulled for any reason, our office will notify you and make arrangements for the water to be reconnected. Customers must insure all inside plumbing is shut off. Any damage as a result of open faucets or leaks inside the residence is the customer's responsibility.

15. The applicant understands that it is a violation of state law to obtain water services without paying for them and that it is further a violation to destroy, damage, deface, or otherwise tamper with water infrastructure, including meters or any piping associated therewith. The applicant further understands that if it is determined by the Authority that there has been unauthorized use, misuse, theft, destruction, damage, defacement or tampering with water or sewer infrastructure owned by the Authority, the applicant or any resident user can and will be required to pay the Authority liquidated damages ranging from \$1000 to \$5000 (1st violation \$1000; 2nd \$2500; 3rd \$5000), may have service disconnected and be required to pay a service reconnection fee and an additional deposit.

----- Date -----

Customer's Signature