



MONROE COUNTY WATER SYSTEM

38 West Main Street / PO Box 190, Forsyth, GA 31029

Hours of Operation: Monday-Friday 8:00am – 5:00pm

(478)992-5089

WATER RATES, FEES, AND POLICIES

PLEASE READ CAREFULLY AND KEEP FOR YOUR RECORDS

Effective April 1, 2023/Updated & Adopted November 19, 2019

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TAP FEES		
Effective March 7, 2024		
Residential/Commercial		
	WITH METER BOX	WITHOUT METER BOX MINIMUM*
3/4"	\$1,000.00	\$2,000.00
1"	\$1,200.00	\$2,400.00
1.5"	\$1,450.00	\$2,900.00
2"	\$2,100.00	\$4,200.00
Any Meter over 2" TBD by Contractor		*SUBJECT TO CHANGE AFTER ASSESMENT OF BORE & TAP COSTS

WATER RATES				
Residential			Commercial	
	January-April & October-December	May - September		
Base Charge for 0-1000 Gal	\$20.00	\$20.00	Base Charge for 0-1000 Gal	\$75.00
Rate per 1000 Gal for 1001-4000 Gal	\$7.59	\$7.00	Rate per 1000 Gal for 1001-10,000 Gal	\$7.59
Rate per 1000 Gal for 4,001-10,000 Gal	\$8.97	\$8.00	Rate per 1000 Gal for 10,001-40,000 Gal	\$9.66
Rate per 1,000 Gal for > 10,001 Gal	\$10.35	\$8.25	Rate per 1000 Gal for >40,001 Gal	\$11.04

Rates and Fees are Subject to Change

(C) DEPOSIT FEES

\$75.00 for Homeowners \$150.00 Lease / Renters / Contractors

Individual security deposits will be refunded only when accounts are closed, and the final bill is paid. Deposit fees will be paid prior to installation of the tap. Tap on Fees are based on the size of meter request.

(D) BAD CHECK / NONSUFFICIENT FUND FEES

If one chooses to pay by check or by automatic bank draft and check or draft are dishonored, the customer must pay a service fee of \$30.00, or any higher amount allowed by law and their account may electronically be debited or drafted for this fee. If the

check is returned for insufficient or uncollected funds, your check may be electronically re-presented for payment. **After two (2) insufficient funds transactions, only cash or credit card payments will be accepted.**

(E) CUT OFF / LOCKING FEE / METER CHECK FEE

A \$25.00 fee will be charged when a customer requests that their water service be cut off and locked, unless disconnect is for moving/selling property. This fee will also include the removal of the lock when requested. However, the minimum monthly bill will still apply. The 1st request of the customer for the County to verify the customer meter is working properly will be free of charge. This will also apply to any request for a Data Log. There will be a \$25.00 fee for any time after that, unless it is determined that the meter is not working properly through no fault of the customer. In such case this service will be provided free of charge.

(F) TRANSFER FEES

A \$35.00 fee will be charged anytime a customer requests that their deposit be transferred to a new location, unless the customer agrees to pay a separate deposit for the new location.

(G) UNAUTHORIZED RECONNECTION OR TAMPERING POLICY

When it becomes evident that a meter or service equipment has been tampered with for the purpose of defrauding the Monroe County Water Department, then the policy will be to disconnect service immediately, and the following measures will be taken:

1. Customer must negotiate reconnection of their meter with the Monroe County Water Department Supervisor.
 2. If the amount stolen is not paid immediately, law enforcement will be contacted.
 3. Utilities will not be restored until the entire account balance, bad debts, and fees are paid in full.
 4. Customer will be responsible financially for any equipment or parts damaged during any theft attempt or act.
 5. Customer will be required to pay a tampering fee of \$50.00, damages fee of \$25.00, and any consumption charges.
 6. Customer will be required to pay a reconnect fee of \$50.00 before 5:00 PM.
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(H) WATER BILL PAYMENT POLICY

The Monroe County Water Department has 1 billing cycle. The due date will be on the 10th of each month, unless this date falls on a weekend or holiday. In such case, the payment will be due the following business day. A 10% penalty fee will be added on to the total balance due on the 11th. **Failure to receive a bill does not exempt a customer from payment or penalties for late payment.** Cutoffs will begin on or any time after the 25th, unless the cutoff date falls on a Friday, weekend, or day before a holiday. In such case the cutoff will be the following business day. We are located at 38 West Main Street on the 2nd floor where you may pay during office hours Monday-Friday 8:00am until 5:00pm, if you need to make a payment outside of office hours a drop box is located outside the building on the 1st floor. If writing a check or money order for payment please use blue or black ink. We also offer automatic bank draft, or you may pay online at www.monroecoga.org. To pay online you must have your **account** number and **pin** which can be located on the top right side of your water bill statement. You may also call the office and we will be able to look up this information for you.

(I) RECONNECT FEE

Services that have been disconnected for nonpayment will have a \$50.00 reconnect fee in addition to the full amount of the bill for the first occurrence; thereafter the fee will be \$100.00 per occurrence.

(J) WATER LEAKS

Repairs for leaks from the meter to the home/structure are the responsibility of the customer. Leak repairs between the main water line and the meter are the responsibility of Monroe County.

(K) SERVICE LINES/BACKFLOW PREVENTION DEVICES, ETC.

After payment of necessary fees, H₂O Innovations will then schedule and complete the meter assembly installation. The customer shall not relocate any portion of the meter assembly. All repair and adjustments to the meter assembly shall **ONLY** be made by the county.

Installation and maintenance of service lines beyond the meter to home/structure will be the responsibility of the customer. Installation of a pressure relief valve and customer-side shutoff valve will be the responsibility of the customer. Monroe County Water shall not be responsible for any water pressure damages due to the lack of this equipment.

Monroe County will install backflow prevention at all meter locations. This will prevent the backflow of water from a customer's service line into the County water System. Please be aware that the thermal expansion caused by a customer's water heating system may damage the customers plumbing. A licensed plumber of the customers choosing can recommend solutions if needed. Attention to the issue of thermal expansion is the customers responsibility. **The County will not be responsible for any thermal expansion damages.**

The customer will disconnect from any present water supply system prior to connecting to the County system. The customer will be required to maintain an air gap between any lines holding water from any other source other than supplied by the County's agent.

The customer will understand that the water tap is for the customer, members of the household, employees, and/or visitors **ONLY**. The customer will not allow anyone else to connect onto the water system serving the customer.

UPDATED 5/9/2024

SIGNATURE

DATE