

WATER SYSTEM CUSTOMER REQUIREMENTS



Bartow County Water Department Customers are required to install a water shut-off valve on the serviceable side of their water meter and a pressure regulating valve (PRV) upon their internal water system to protect the structural integrity of their plumbing components from rapid pressure changes that occasionally occur within our Water Utility System. These devices should be periodically evaluated and maintained by a Professionally Licensed Plumber to ensure their proper operational performance. Customers that operate in-ground/automated sprinkler systems are also required to install a testable Backflow Prevention (BFP) Device that must be tested annually. These sprinkler systems are also required to have a rain sensor shut-off switch installed to prevent their operation during a rain event or within six (6) hours after an adequate rain event (rainfall of at least 1/2"). The installation of these devices are mandated by our department to protect the operational integrity, health and safety of the Bartow County Water Utility System and its customers to ensure the highest possible quality of water utility system resources and customer services.



WATER QUALITY TESTING



Water quality tests performed within our Utility System continue to confirm that our water resources either meet or exceed the minimum National Drinking Water Standards established by the United States Environmental Protection Agency (EPA) within the "Safe Drinking Water Act". The most recent "Bartow County Water Department Water Quality Report" can be obtained inside our Main Administrative Office, mailed upon individual request or viewed on our website @ www.bartowga.org/bcwg within our "Water Quality" webpage under the "Water Quality Testing" section.

EMERGENCY & ON-CALL SERVICE



Please contact our Main Administrative Office @ (770) 387-5170 to report a problem with your water and/or sewer service during regular business hours. Bartow County Water & Sewer Department Utility System Service Calls that are submitted to our Main Administrative Office after regular business hours and/or during scheduled holidays are processed directly by the Bartow County 911 Emergency System.



OUTDOOR WATERING RESTRICTION



On November 17, 2016, the Georgia Environmental Protection Division issued a Georgia **Level 2 Drought Response Declaration** which establishes the following current Outdoor Watering Restriction Rules & Regulations:

Odd/Even Outdoor Water Use Schedule: *Even-Numbered Addresses are allowed to perform outdoor watering activities on Wednesdays and Saturdays from 4:00 pm to 10:00 am while Odd-Numbered Addresses are allowed to perform outdoor watering activities on Thursdays and Sundays 4:00 pm to 10:00 am. Outdoor watering activities are strictly prohibited on Mondays, Tuesdays and Fridays! Outdoor watering of established landscapes (landscapes installed over 30 days) can be performed any day of the week, but is strictly prohibited from 10:00 a.m. to 4:00 p.m. Outdoor watering of newly installed landscapes (landscapes installed within 30 days) can be performed any day of the week without time limitations. Following this 30-day installation period, the water use schedule for established landscapes must be followed! This schedule is also subject to other exceptions and exemptions and that are detailed on our website @ www.bartowga.org/bcwg within our "Watering Restriction" webpage.*

Outdoor Watering Restriction Violation Fines

- 1st Offense: Written Warning.
- 2nd Offense: \$ 100.00 Outdoor Watering Violation Fine.
- 3rd Offense: \$ 200.00 Outdoor Watering Violation Fine.
- 4th Offense: \$ 250.00 Outdoor Watering Violation Fine and loss of water service for three (3) days.
- 5th Offense: \$ 500.00 Outdoor Watering Violation Fine and loss of water service for thirty (30) days.

Please visit our website @ www.bartowga.org/bcwg and select the "Watering Restriction" webpage for complete details regarding all current Outdoor Watering Restriction Rules, Regulations, Exceptions and Exemptions as these are subject to changes based upon variable weather conditions.

WATER CONSERVATION



The Bartow County Water Department offers **FREE!** "Water Saver Kits" to Bartow County Water System Customers whose residences were constructed prior to 1993 in an effort to retrofit internal plumbing components with more water-efficient devices. (Limit of one device per residence!) For complete details regarding our department's water conservation efforts, water conservation tips and other available online water conservation resources, please visit our website @ www.bartowga.org/bcwg and select the "Watering Restriction" webpage or contact our Main Administrative Office @ (770) 387-5170 during regular business hours.



BARTOW COUNTY WATER DEPARTMENT



2017 Rates & Information

Main Administrative Office:

50 Nelson Street : P.O. Box 850
Cartersville, GA 30120-0850

Phone:(770) 387-5170 - Fax:(770) 387-5173

Monday-Friday 8:00 a.m. to 5:00 p.m.

Main Office Drive-Thru Hours:

Monday-Friday 8:00 a.m. to 4:30 p.m.

Night-Drop Deposit Available 24 Hours/Day

Maintenance Department Office:

2 Roosevelt Street : Cartersville, GA 30120

Phone: (770) 387-5170; Menu Option 4

Fax: (770) 607-6306

Monday-Friday 8:00 a.m. to 4:30 p.m.

Website Address:

www.bartowga.org/bcwg

E-mail Addresses:

bcwd@bartowga.org

water@bartowga.org

MISSION STATEMENT

"To provide effective and cost efficient management, engineering and design, construction, distribution and collection, maintenance and operation of all facilities which produce drinking water, reclaimed waste water and bio-solids of the highest quality possible and to be fiscally responsible by producing quality utility bills, maintaining all our accounts with courteous, respectful and responsible billing and receipt of revenues and responsible disbursement of those revenues."



Bartow County Government
135 West Cherokee Avenue, Suite 251
Cartersville, GA 30120

PAYMENT OPTIONS



In addition to submitting Cash, Check and Debit/Credit Card Payments inside our Main Office and Drive-Thru Window or mailing Check Payments to: *Bartow County Water System; P.O. Box 850; Cartersville, GA 30120-0850*; our customers also have the following automated payment options:

AUTOMATIC BANK DRAFT SYSTEM

Bartow County Water Customers can submit payments through our Automatic Bank Draft System by providing written consent along with a voided check to our department to activate this service for their Utility Service Account. Once an Automatic Bank Draft System profile has been created customers will have their Utility Service Bill balance withdrawn automatically from their checking account on their applicable monthly Billing Due Date. For additional information regarding this service please contact our Main Office @ (770) 387-5170.

ONLINE PAYMENT SYSTEM

Bartow County Water Department Customers can also submit their Utility Service Bill Payments on our website @ www.bartowga.org/bcwd through our Online Payment System provider Xpress Bill Pay®. Select the "Online Payments" webpage and then select the "Pay Bill Online" icon to initiate the payment process. **An Online Payment Convenience Fee of \$2.00 per payment transaction will be charged at the time of payment authorization for customers that have not registered with Xpress Bill Pay® Auto Pay option.**

ONLINE BANK CHECKING SERVICE

Customers can submit Utility Service Bill Payments via an individual Online Bank Checking Service established with their bank. **Please allow a minimum of seven(7) days for delivery of these payments to our department!!**

eNotify/eBill System



Our *eNotify/eBill System* sends email messages to those customers wanting to receive electronic notifications and files from our department instead of printed documents through the mail. To receive eBills customers must register their account with Xpress Bill Pay® www.xpressbillpay.com and active the *eBill option*. Please visit our website www.bartowga.org/bcwd or contact our Main Office @ (770) 387-5170 for additional information or to register these **FREE** services.

WATER & SEWER BILLING POLICIES & PROCEDURES



Bartow County Water Department Utility Service Bills are printed and mailed on (*or around*) the 15th ***or*** at the end of each month depending upon the customer's applicable Service Location Billing Cycle Period. Payment Due Dates are assigned for the 1st and 15th of the subsequent month, respectively. ***Note: Please see the "PAYMENT OPTIONS" section located on the left-hand side of this page for additional information regarding Utility Service***

Bill Payment options. Debit & Credit Card Payments are not received over the telephone! To expedite payment processing when submitting payments at our Main Office, please provide our Utility Billing Personnel with your complete Utility Service Bill! Bartow County Water Department Customers that have not submitted their Utility Service Bill Payments by their assigned Payment Due Date are assessed a 10% Late Fee Penalty. As a courtesy, Delinquent Customer Accounts are contacted by telephone with our Audio Payment Reminder System prior to the issuance of Non-Payment Disconnection Procedures. Non-payment of Utility Service Bills for thirty (30) days after the original Payment Due Date will allow Bartow County to terminate a Customer's Users Agreement (*Water Users Agreement, Section 11C*). Customers with questions regarding the accuracy of Utility Service Bills should read their water meters by acquiring the numbers in white from left to right on their meter dial, observe their water leak indicator and contact our Main Office immediately so the billing accuracy of their Water Service Account can be verified. Returned Check Fees are currently \$30.00 and Utility Service shall be disconnected ten (10) days after said check has been returned to our department unless a **complete cash-only payment** has been submitted within this period. ***Note: Bartow County Water Department customers that have not received their Utility Service Bills within five (5) working days of their assigned Billing Date should contact our Main Office @ (770) 387-5170 for current account information! Failure to receive a Utility Service Bill does not relieve our customers from their payment obligations!!***

2017 MINIMUM MONTHLY BILLING & BASE RATES TABLE

Utility Service Billing Rates are determined by Meter Size, Water Consumption, Customer Classification and applicable Utility System Services as detailed within the following Monthly Billing & Base Rates Table:

Water Service Rates			Sewer Service Rates		
Meter Size	Monthly Minimum	Base Billing Rate*	Meter Size	Monthly Minimum	Base Billing Rate
5/8" x 3/4"	\$ 6.49	\$5.36/1,000 Gallons*	5/8" x 3/4"	\$ 6.49	\$5.36/1,000 Gallons
1"	\$ 16.23	\$5.36/1,000 Gallons*	1"	\$ 16.23	\$5.36/1,000 Gallons
1 1/2"	\$ 32.46	\$5.36/1,000 Gallons*	1 1/2"	\$ 32.46	\$5.36/1,000 Gallons
2"	\$ 51.93	\$5.36/1,000 Gallons*	2"	\$ 51.93	\$5.36/1,000 Gallons
3"	\$103.86	\$5.36/1,000 Gallons*	3"	\$103.86	\$5.36/1,000 Gallons
4"	\$162.29	\$5.36/1,000 Gallons*	4"	\$162.29	\$5.36/1,000 Gallons
6"	\$324.57	\$5.36/1,000 Gallons*	6"	\$324.57	\$5.36/1,000 Gallons
8"	\$519.31	\$5.36/1,000 Gallons*	8"	\$519.31	\$5.36/1,000 Gallons

*Water Service Base Billing Rates are subject to Monthly Water Consumption and Customer Classification as detailed in the Water Conservation Surcharge Rate Table below:

2017 WATER CONSERVATION SURCHARGE RATE TABLE

Residential: Tier 1 (1,000 to 5,000 Gallons): 100% of Base Rate (\$5.36) per 1,000 Gallons
 Tier 2 (6,000 to 8,000 Gallons): 125% of Base Rate (\$6.69) per 1,000 Gallons
 Tier 3 (9,000 to 15,000 Gallons): 150% of Base Rate (\$8.03) per 1,000 Gallons
 Tier 4 (16,000 Gallons or More): 200% of Base Rate (\$10.71) per 1,000 Gallons

Wastewater: 100% of Base Rate (\$5.36) per 1,000 Gallons of Metered Water Consumption

Industrial: 100% of Base Rate (\$5.36) per 1,000 Gallons

Commercial: 125% of Base Rate (\$6.69) per 1,000 Gallons

Irrigation: Tier 1 (1,000 to 15,000 Gallons) : 150% Base Rate (\$8.03) per 1,000 Gallons
 Tier 2 (16,000 Gallons or More) : 200% Base Rate (\$10.71) per 1,000 Gallons

Note: The Georgia Environmental Protection Division (EPD) has mandated all Water Utility Providers to develop & implement Water Conservation Surcharge Rate Tables to encourage water conservation. Our Water Conservation Surcharge & Tiered Rate Structures were established based upon a comprehensive analysis of **ALL** Water & Sewer System Customer Classifications and Water Consumption Totals. Monthly Billing Rate Charts are available on our website within the "Utility Billing" webpage.