

## BARTOW COUNTY WATER DEPARTMENT



On March 2, 2017, the Georgia Environmental Protection Division issued a Georgia **Level 1 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 Mondays, Wednesdays and Saturdays from 4:00 pm to 10:00 am while Odd-Numbered Addresses are allowed to perform outdoor watering activities on Tuesdays, Thursdays and Sundays 4:00 pm to 10:00 am. Outdoor watering activities are strictly prohibited on 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/bc wd](http://www.bartowga.org/bc wd) 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/bc wd](http://www.bartowga.org/bc wd) 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.

### **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/bc wd](http://www.bartowga.org/bc wd)

### **E-mail Addresses:**

[bc wd@bartowga.org](mailto:bc wd@bartowga.org)

[water@bartowga.org](mailto:water@bartowga.org)

## 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](http://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](http://www.xpressbillpay.com) and active the *eBill option*. Please visit our website [www.bartowga.org/bcwd](http://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 15<sup>th</sup> ***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 1<sup>st</sup> and 15<sup>th</sup> 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!!***

## 2018 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"	\$ 6.78	\$5.60/1,000 Gallons*	5/8" x 3/4"	\$ 6.78	\$5.60/1,000 Gallons
1"	\$ 16.96	\$5.60/1,000 Gallons*	1"	\$ 16.96	\$5.60/1,000 Gallons
1 1/2"	\$ 33.92	\$5.60/1,000 Gallons*	1 1/2"	\$ 33.92	\$5.60/1,000 Gallons
2"	\$ 54.27	\$5.60/1,000 Gallons*	2"	\$ 54.27	\$5.60/1,000 Gallons
3"	\$108.54	\$5.60/1,000 Gallons*	3"	\$108.54	\$5.60/1,000 Gallons
4"	\$169.59	\$5.60/1,000 Gallons*	4"	\$169.59	\$5.60/1,000 Gallons
6"	\$339.18	\$5.60/1,000 Gallons*	6"	\$339.18	\$5.60/1,000 Gallons
8"	\$542.68	\$5.60/1,000 Gallons*	8"	\$542.68	\$5.60/1,000 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:

## 2018 WATER CONSERVATION SURCHARGE RATE TABLE

<b>Residential:</b>	Tier 1 (1,000 to 5,000 Gallons):	100% of Base Rate (\$5.60) per 1,000 Gallons
	Tier 2 (6,000 to 8,000 Gallons):	125% of Base Rate (\$7.00) per 1,000 Gallons
	Tier 3 (9,000 to 15,000 Gallons):	150% of Base Rate (\$8.39) per 1,000 Gallons
	Tier 4 (16,000 Gallons or More):	200% of Base Rate (\$11.19) per 1,000 Gallons

**Wastewater:** 100% of Base Rate (\$5.60) per 1,000 Gallons of Metered Water Consumption

**Industrial:** 100% of Base Rate (\$5.60) per 1,000 Gallons

**Commercial:** 125% of Base Rate (\$7.00) per 1,000 Gallons

**Irrigation:** Tier 1 (1,000 to 15,000 Gallons) : 150% Base Rate (\$8.39) per 1,000 Gallons

Tier 2 (16,000 Gallons or More) : 200% Base Rate (\$11.19) 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.