



# Water/Sewer Service Policies and Schedule of Fees

**JACKSON COUNTY, GA  
WATER & SEWERAGE AUTHORITY**

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**Chris Nichols, Vice Chairperson**  
**Pat Bell, Board Member**  
**Don Clerici, Board Member**  
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# Jackson County Water & Sewerage Authority

## Water Service Agreement Policies and Schedule of Fees

### Table of Contents

<b>Introduction.....</b>	<b>2</b>
<b>JCWSA Collection of Charges Policies .....</b>	<b>4</b>
<b>JCWSA Resolution Regarding the Medical Need for Water Service.....</b>	<b>6</b>
<b>JCWSA Security Deposit Credit Policies .....</b>	<b>9</b>
<b>JCWSA Fees, Deposits &amp; Miscellaneous Charges .....</b>	<b>10</b>
<b>JCWSA Schedule of Charges for Meter Box Damage &amp; Theft .....</b>	<b>13</b>
<b>JCWSA Meter &amp; Fire Line Rate Schedule.....</b>	<b>14</b>
<b>JCWSA Residential Water Connection Fee Policy For Distressed Circumstances.....</b>	<b>16</b>
<b>JCWSA Leak Adjustment Policy .....</b>	<b>17</b>
<b>JCWSA Fire Line Billing Policy.....</b>	<b>19</b>
<b>JCWSA Extraordinary Leak Adjustment Policy.....</b>	<b>20</b>

# Jackson County Water & Sewerage Authority

## Collection of Charges Policies

### **Billing of Customers:**

All water/sewer service customers of the JCWSA are billed monthly. Statements are prepared and mailed as soon as possible after the monthly reading of meters.

### **Payment of Bills:**

Water/sewer service charges and applicable service fees are due and payable by the customer's due date as shown on their bill. If a customer payment is not recorded in JCWSA's information systems, a penalty may be added to the customer's account. Failure to receive the monthly water/sewer statement does not relieve the customer from his/her obligation to pay the charges on the account; however, special consideration may be given if an error in calculating or addressing the statement is made.

### **Collection Action:**

1. In the event that the charge and any penalties assessed thereon are not paid by the due date stated, JCWSA shall have the right to commence procedures to terminate water service without further notification.
2. Water service that has been interrupted for non-pay will be restored between the hours of 8:00 am and 4:30 pm after payment of all past due charges and fees have been received by JCWSA. Payment of past due charges and fees assessed for interruption of service must be paid in full to restore service. Restoration of service after payment is received may take up to 24 hours or more.

### **Exception:**

1. Customers who have a medical condition that requires water to be available to them must submit a doctor's notification of this medical condition to JCWSA. If this notification is on file at JCWSA, every effort will be made to notify the customer of delinquencies in an effort to bring the service account to good standing before action is taken to interrupt service.
2. Prompt and timely information from the customer may permit Customer Service Representatives of JCWSA to allow special arrangements for payment. The customer's failure to satisfy the terms of a payment agreement will cause the water service account to become immediately subject to normal collection action.

**Returned Checks:**

A customer's water service account is considered unpaid upon receipt of a returned check for any reason that is not the fault of JCWSA and will be subject to the penalties, service fees, a security deposit, normal collection action, and interruption of service under the current policy. If two checks are returned on a water service account, the customer may be placed on a cash only basis of payment.

**Billing Disputes:**

Per Section 8 of the Water Service Account Agreement, a Subscriber wishing to dispute water service charges must present a written dispute of the charges using the JCWSA Billing Dispute Form no later than five days before the said bill is due. Failure to do so will result in waiver of any right or claim for refunds or credits. The authorized Billing Dispute Form can be obtained by request from JCWSA or by download from the JCWSA website at [jcwsa.com](http://jcwsa.com). The JCWSA Review Committee will acknowledge receipt of the Bill Dispute Form within five business days of receipt by JCWSA at 117 MLK Avenue, Jefferson, GA 30549. The final decision of the JCWSA Review Committee will be mailed to the Subscriber. The final decision of the JCWSA Review Committee may be appealed to the JCWSA Board at the next available regular monthly meeting. Water service will remain active and no further penalties will be assessed during the review process and until a decision is mailed to the Subscriber by the JCWSA Review Committee.

(revised 8/2012)

## **JACKSON COUNTY WATER AND SEWERAGE AUTHORITY**

### **RESOLUTION REGARDING THE MEDICAL NEED FOR WATER SERVICE**

#### **FIRST AMENDMENT**

WHEREAS, the Jackson County Water and Sewerage Authority (“Authority”) is a political subdivision of the State of Georgia, providing water and sewerage services to the citizens of Jackson County;

WHEREAS, the Authority has on occasion been asked to provide water service for individuals whose medical condition requires access to a reliable source of potable water;

WHEREAS, the Authority deems it appropriate to provide water services to those having legitimate medical needs of those in its service, while at the same time recognizing that any such service must be provided under uniform rules and not be a burden on the finances of the Authority;

WHEREAS, current Authority policy provides that “(C)ustomers who have a medical condition that requires water to be available to them must submit a physician’s notification of this medical condition to JCWSA. If this notification is on file at JCWSA, every effort will be made to notify the customer of delinquencies in an effort to bring the service account to good standing before action is taken to interrupt service.”

WHEREAS, in order to establish a uniform policy for the handling of these requests, the Authority Board has deemed it necessary to amend and expand the previous policy.

NOW THEREFORE, BE IT RESOLVED, that the Jackson County Water and Sewerage Authority, by and through its Board, directs as follows:

1. **No Waiver of Payment Responsibilities:** It is the intention of this Policy that the provision of service for medical needs is to be regarded as a temporary measure to deal with emergency medical circumstances. The Authority must be a responsible steward of its finances and cannot provide free water service for those served by this policy. Except as otherwise provided herein, all Requesting Parties and Customers must pay all fees, water charges, and other bills arising from the water service provided by the Authority as provided herein and according to the JCWSA Water Service Account Agreement.
2. **New Residential Customer:** An individual requesting new water service for a medical need (the “Requesting Party”) must complete an application for service substantially similar to that required for all water service applicants, except that such application must be accompanied by a physician’s notification. Said notification must set forth an immediate need for the water service, the anticipated

duration of that need, must be submitted on physician's letterhead, and must authorize the Authority to contact the doctor to verify the authenticity of the notice and its continued application.

In addition to a physician's notification, the Requesting Party's new application for water service must include a certification that the Requesting Party is presently indigent and must provide proof of such indigence. A party will be deemed indigent if their current household income falls below the poverty line as determined by the United States Department of Health and Human Services.

The Application will then be considered by a reviewing committee appointed by the Authority Board to determine the authenticity of the application and the Authority's legal and practical ability to provide the water service requested. The Authority reserves complete discretion to deny any such application for any reason. A response from the reviewing committee shall be made within (2) business days of application.

3. **Contract.** Upon approval of the new application for water service by the reviewing committee, the Requesting Party must complete the Authority's Water Service Account Agreement and pay any security deposit or fees owed by virtue of the creation of the new account and the execution of the Water Service Account Agreement. The Requesting Party shall be eligible to pay their residential water connection fee under the "Distressed Circumstances" provision of the Authority's Residential Water Connection Fee Policy.
4. **Installation.** On the creation of a water service account, the Requesting Party will be provided water service as soon as is practicable in the normal course of Authority business. In the event that such service is needed on an immediate, emergency basis, the Authority must be notified at the time of application. The Authority will make every practical effort to provide service as soon as possible.
5. **Existing Customer with Medical Needs:** All past due residential water customers, regardless of medical need, shall be subject to all remedies and actions provided under the Water Service Account Agreement, to include termination. In the event that an existing residential customer (the "Customer") is unable to pay their water bill due to a sudden medical need or emergency, the Customer must provide the physician's notification as described in section (1) of this policy affirming the existence of the medical need or emergency and must authorize the Authority to contact the physician to verify the authenticity of the notice. Upon the Authority's verification of the authenticity of the medical need or emergency, the Customer will then have fifteen (15) days to pay all amounts due without penalty.

Any individual Customer shall be eligible to receive one (1) medical needs extension per calendar year. Any other delinquencies shall be handled as described in the Water Service Account Agreement.

6. Termination: In the event that a Customer or Requesting Party under this policy should become late in making their payments for water service, the Authority shall provide adequate written notice to the Customer as required by the JCWSA Financial Procedures Manual prior to shutoff. Such notification shall in no way constitute a waiver of water service charges.
  
7. Medical Privacy. Under no circumstances shall the Authority request or solicit medical information from a Requesting Party or Customer. All medical notifications provided pursuant this policy shall be in the nature of notifying the Authority of the existence of a medical need or emergency and shall in no case include any details of the Requesting Party or Customer's medical condition.
  
8. This resolution shall be effective immediately.

So resolved this 8th day of November 2018.

JACKSON COUNTY WATER AND SEWERAGE  
AUTHORITY

By \_\_\_\_\_  
Dylan Wilbanks, Chairman

By \_\_\_\_\_  
Pat Bell, Vice-Chairman

By \_\_\_\_\_  
Jim Smith Member

By \_\_\_\_\_  
Christopher Nichols, Member

By \_\_\_\_\_  
Don Clerici, Member

ATTEST:

\_\_\_\_\_  
Karen Johnson, Secretary

(Signed Resolution on file at JCWSA office)



# Jackson County Water & Sewerage Authority

## Security Deposit Credit Policies

### **Security Deposit Credit:**

Customers that exhibit a good payment history for 24 months will receive the security deposit assessed to them at the time of application of service in the form of a credit to their water/sewer service account. Good Payment history is defined as follows:

1. No disconnection of service due to non-payment or returned check.
2. No more than one returned check on the customer account.
3. No more than three late payments.

### **Refund of Security Deposit:**

Any security deposit held by JCWSA on a customer account will be refunded to the customer minus any amounts due to include charges for water/sewer service, penalties, or fees owed by the customer when the last meter reading is done when that customer moves from the service area of JCWSA. No security deposit held by the Authority will earn interest payable to the customer.

Any refund due to the customer will be mailed to the address provided by the customer at the time the customer contacts JCWSA for discontinuation of service.

Effective Date: 7/12/07

(Revised November 2010 – correction to paragraph 1 to agree with Water Service Agreement)

# Jackson County Water & Sewerage Authority

## Fees, Deposits and Miscellaneous Charges

### **Deposits:**

#### **Residential Users:**

As provided in Section 2 of the Water Service Agreement, the minimum deposit for customers:

At the time the application for water is made. The Customer shall pay a security deposit based on the credit history of the Subscriber on the date of execution of the Agreement. as determined by the Equifax Advanced Energy Risk Model as follows:

840 and above	No deposit is required
653 to 839	\$75.00 deposits required
652 and below	\$150.00 deposit required

#### **Commercial/Industrial Users:**

\$200.00 per account.

#### **Builders/Developers:**

\$100.00 per service address.

#### **Miscellaneous Fees and Charges:**

1. Administrative Fee	\$40.00
2. Service Fee	\$100.00
3. Residential Meter Test Fee	\$150.00*

\*per Sec 8 & 9 of the JCWSA Water Service Account Agreement, testing fees for meters larger than 3/4' will be assessed at the actual cost.

4. Meter Connection Fees are listed separately and can be obtained from Customer Service.
5. Schedule of Charges for Meter Box Damage or Service Theft are listed separately and can be obtained from Customer Service.

**Disconnect Fee:**

For meters that are disconnected for non-payment	\$50.00
Security deposit for reconnection (if no security deposit held)	\$75.00

**Returned Check Fee:**

Each check returned for non-payment by bank shall be assessed a handling charge	\$30.00
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**Penalties:**

Penalties assessed for past due amounts	10% of past due amount
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**RESERVED**

## Jackson County Water & Sewerage Authority

### Schedule of Charges for Meter Box Damage & Service Theft

Damage	Charges
Replacement of E-coder	\$200.00
Replacement of Antenna	\$150.00
Replacement of Meter Box	\$200.00 plus actual costs
Replacement of Meter Box (Ford type/upper half)	\$200.00 plus actual costs
Replacement of Lid	\$100.00
Raise/Lower Meter Box	\$100.00 plus actual costs
Relocate Meter Box	\$200.00 plus actual costs
Uncover Meter Box	\$100.00
Meter Reinstallation	\$200.00

Service Theft	Charges
Tampering Fee	\$250.00
Tampering Fee - 2nd Offense	\$500.00
Theft of Service	\$2,500.00
Theft of Service - 2nd Offense	\$5,000.00

**Jackson Co. Water & Sewerage Authority**  
**Water, Sewer and Fire Line Connection Fees**  
**Rate Schedule**  
**Effective June 1, 2018**

Domestic Water Meter Size	Domestic Water Connection Fee
3/4" meter	\$3,200.00
1" meter	\$4,800.00
1.5" meter	\$4,800.00
2" meter	\$10,600.00
3" meter	\$16,400.00
4" meter	\$25,000.00
6" meter	\$54,000.00
8" meter	\$82,100.00
10" meter	\$202,300.00
Fire Line Size	Fire Line Connection Fee
1.5" meter	\$4,800.00
2" line	\$6,000.00
3" line	\$7,500.00
4" line	\$11,250.00
6" line	\$15,000.00
8" line	\$18,750.00
10" line	\$37,500.00
12" line	\$52,300.00

Sewer Connection Calculation	Cost per ERU
Per Equivalent Residential Unit (E.R.U.)*	\$5,200.00

\* Total E.R.U calculation is approved by JCWSA Engineering Dept.

**RESERVED**

## Jackson County Water & Sewerage Authority

### Residential Water Connection Fee Policy For Distressed Circumstances

**New residential connection fees shall be paid in full at the time of application per the connection fee schedule currently in effect.**

Distressed Circumstances: A distressed payment option is available to new individual residential service applicants provided they reside at the service address and show proof of one or more of the following: (1) with documentation of current income at or below poverty line as determined by the United States Department of Health and Human Services or (2) if the account owner is 70 years of age or older.

Under this policy, qualified individual residential service applicants may pay the then applicable connection fee in payments, beginning with an initial \$50.00 payment at the time of application, followed by a \$50.00 payment each month until the connection fee is paid in full.

The above fees are in addition to customer's regular monthly water bill. There is also a \$40.00 application fee due when service is applied for. If the customer fails to complete the payment of the full amount of the adjusted connection fee within a period of 72 months, the amounts paid toward that connection fee shall be forfeited and any subsequent applications for an individual water service connection shall be paid in full at the then applicable rate.

The above fees are subject to change at the discretion of the Jackson County Water and Sewerage Authority Board without prior notice.

Customer will sign the Water Service Agreement at the time of application. Failure to comply with signed Agreement and all applicable rules, policies, procedures or laws can result in penalties, loss of water service and removal of water meter.

Water meters remain the property of Jackson County Water and Sewerage Authority

Effective date: 11/12/2009





## Leak Adjustment Policy

### POLICY STATEMENT:

This policy shall replace all other leak adjustment policies in existence.

### COMMERCIAL AND INDUSTRIAL SUBSCRIBERS:

1. An eligible subscriber shall be a commercial, industrial, or irrigation subscriber only.
2. If the eligible subscriber has experienced a leak that has been ongoing without the knowledge of the subscriber, and the subscriber contacts the customer service department of the JCWSA within 15 days of receiving the billing statement for the period in which the leak occurred, it shall be the policy of the JCWSA Board that a one-time adjustment shall be allowed to the subscriber's account. The adjustment shall be one half of the charge for the excess water usage. If the subscriber has a sewer account at the same location that the water leak occurred, a one-time adjustment shall be made to the sewer account for the same time period. The adjustment shall be one half of the charge for the excess water usage.
3. The leak adjustment shall be available for one time only per account and per connection. An eligible subscriber served by the JCWSA shall qualify for a one time leak adjustment for water leaks serving the structure only. Fire line connections do not qualify for any adjustment under this policy.

### RESIDENTIAL SUBSCRIBERS:

4. Residential subscribers are eligible for leak adjustments through our ServLine Program. All residential subscribers participating in the ServLine leak insurance program are eligible for one leak adjustment per 12 months not to exceed \$2,500.00.
5. It is the customer's responsibility to keep his plumbing system in good working order.
6. Adjustments on water bills will NOT be made on the following:
  - a. Residential customers/subscribers whose metered connection services more than one service location.
  - b. Premises left or abandoned without reasonable care for the plumbing system.
  - c. Leaks on irrigation systems or irrigation lines, leaks on any water lines coming off the primary water service line, plumbing leaks in any structure other than the primary residence.
  - d. Negligent acts such as leaving water running.

- e. Excess water charges not directly resulting from a qualifying plumbing leak.
  - f. Filling of swimming pools or leaks in swimming pools; and
  - g. Watering of lawns or gardens.
7. The UTILITY through our ServLine Program shall not be obligated to make adjustments of any bills not submitted for adjustment within Ninety (90) days from the billing date.
- a. All requests for billing adjustments must be made through our ServLine Program. Customers who decline to participate in ServLine will not be eligible for a leak adjustment. Customers who qualify for leak adjustments through our ServLine Program will be responsible to pay their 12-month average bill. Amounts in excess of \$ 2,500 will continue to be the responsibility of the Customer. Adjustments are limited to one leak adjustment per twelve (12) months.
8. Customers must present proof that a leak has been repaired before an adjustment will be made. (i.e., copy of invoice for materials or bill from plumber)
9. A residential subscriber choosing to opt-out of the ServLine leak insurance program will not be eligible for any adjustment.

Adopted by JCWSA Board – March 9, 2017 – Effective 01/01/2018



## **FIRE LINE BILLING POLICY**

**WHEREAS**, the Jackson County Water and Sewerage Authority (“Authority”) is a political subdivision of the State of Georgia, providing water and sewerage services to the citizens of Jackson County;

**WHEREAS**, the Authority Board finds it necessary to adopt Fire Line Policy to address the following concerns:

1. That fire lines be used for the sole purpose of fire suppression,
2. That billing practices be uniform across fire line customers, and
3. That proper water conservation practices be maintained and compliance with the Georgia Water Stewardship Act (SB 370) be properly followed.

**NOW THEREFORE, BE IT RESOLVED**, that the Jackson County Water and Sewerage Authority, by and through its Board, directs as follows:

1. **Name:** The policy described herein shall be referred to and known as the “Fire Line Billing Policy.”
2. **Metering:** All existing and future fire lines shall be metered.
3. **Usage of Fire Lines:** Fire lines shall not be used for any purpose other than fire suppression and periodic testing. The uses of a fire line for any purpose other than fire suppression and/or periodic maintenance and testing, shall be a violation of this policy.