

DEPARTMENT OF FINANCE  
WATER & SEWER BILLING AND COLLECTIONS



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*Dear New Customer,*

Fulton County Water and Sewer Billing would like to welcome you to our service area. It is our continual goal to provide you with the highest quality service at the most cost effective rates. As a new customer we would like to introduce you to some of the basic policies governing our service. If after reading this letter you have questions, please call **404-730-6830**. We suggest you keep this information for future reference.

1. Each bill we send for residential accounts will have a \$6.90 service charge for water and a \$6.90 service charge for sewer. The water service charge on a commercial account varies by the meter size. Commercial accounts will have a service charge of \$6.90 for sewer service.
2. Residential bills are sent approximately every 2 months with 6 bills issued per year. Commercial accounts are billed every month with 12 bills issued per year. There may be a one-month delay for your initial bill. If you do not receive a bill, you are not excused from payment which may result in disconnection of service. Please notify us if you are not receiving your bill.
3. If in the future you plan to move from the property, we request you notify this office 2 weeks in advance.
4. Water is sold at \$3.02 per 1,000 gallons, and the sewer rate is \$5.74 per 1,000 gallons of water billed.
5. Water bills issued by Fulton County are based on actual reads. If your meter box is obstructed and the Meter Reader does not have access to it, then we cannot provide you with a water bill based on actual reads. This will require us to estimate your consumption for that service period. It is your responsibility to keep your meter clear of obstructions. Please help us by keeping your meter box accessible.
6. The topography of the North Fulton service area requires higher pressure in the water system to service all customers. Sprinkler systems in a high-pressure water system use more water than ones in a low-pressure system. If you have an in-ground sprinkler system or use a garden hose with an attachment to irrigate, we recommend you take a reading on your meter before and after use. The difference between the two readings is the amount of water used. This will provide you with consumption information for the proper management of your water cost.
7. In accordance with the Georgia's Environmental Protection Division, the entire state of Georgia is currently under a non-drought schedule for outdoor water use. Under a non-drought schedule, outdoor water use is allowed three days a week on assigned days using odd and even-numbered addresses.
  - Odd-numbered addresses can water on Tuesdays, Thursdays and Sundays.
  - Even-numbered and un-numbered addresses are allowed to water on Mondays, Wednesdays and Saturdays.

Water use may occur at anytime of the day on the assigned days, but to be water efficient, landscape watering should not occur between 10 a.m. and 4 p.m.

Since the outdoor water use schedule periodically changes, please visit the following website: [www.gaepd.org](http://www.gaepd.org) for the most current outdoor water use schedule.

8. If the property you purchased or leased was recently landscaped, please remember it will take more water for the grass and shrubs to develop the necessary root structure. This will result in a considerably higher bill for service periods when you intensively irrigate, especially during the summer.
9. Based on water conservation recommendations from the Georgia Department of Natural Resources and the Metropolitan North Georgia Water Planning District, Fulton County has implemented the following conservation pricing structure:

**For Domestic Meters:**

	<b>Consumption</b>	<b>Surcharge</b>
<b>Tier 1</b>	Up to 130% of base	\$3.02
<b>Tier 2</b>	131% - 200% of base	\$3.78
<b>Tier 3</b>	Over 200% of base	\$6.05

**For Irrigation Meters:**

	<b>Consumption</b>	<b>Surcharge</b>
<b>Tier 1</b>	Up to 11,340 gallons/60 days	\$3.02
<b>Tier 3</b>	Over 11,340 gallons/60 days	\$6.05

The base consumption used to determine the rate during the summer months (April-October) will be based on the average consumption during the winter months (November-March). For new residences, the base consumption will be 16,200 gallons.

10. If you should experience a water pipe break from an underground water line and would like the water shut off at the meter, please call the Fulton County Water Emergency Service Line at (770) 640-3040, 24 hours a day. Fulton County sewer line problems can be reported at (770) 640-3066, 24 hours a day.
11. If your consumption is higher than normal, you *may* have a leak. You can perform a simple test to determine if there is a leak in your plumbing. A minimum period of three hours in which you will not use any water is required. During this three-hour or more time period, turn off your icemaker and/or sprinkler system, if you have one. Do not flush any toilets or turn on any faucets during this period. At the very beginning of the period, write down all of the numbers on your water meter. At the end of the period, check your water meter again and determine if any of the numbers you wrote down have changed. If any number has changed, you probably have a leak.
12. Adjustments to water and sewer accounts for leaks that are classified as non-routine and are not preventable by proper maintenance are available upon qualification. There is a leak test instructions form and a leak adjustment form you will need to fill out. If you made repairs yourself or had repairs made, please send/fax the repair receipts along with the leak adjustment form. Please note the proper documents must be received before your account will be reviewed. Also, swimming pool credits are available upon qualification. There is a one-time credit to water & sewer customers for filling their pools. Exceptions: If you made repairs to your pool and it was necessary to refill the pool, please fill out the pool credit form and send/fax the repair receipts along with the pool credit form.
13. The bill we send specifies a due date in which payment should be received by to avoid interruption of service. Please be mindful of this date in allowing sufficient mailing time. Accounts with a previous balance are subject to service interruption without any further notice.
14. Fulton County Water and Sewer billing offers the option of paying your water bill through a direct payment plan. When you join, the Water and Sewer bill will be paid automatically by your savings and loan, credit union or bank on/or immediately following the due date. Call 404-730-6830 for an application.

*Should you have questions about this information or other items, please call us at 404-730-6830. Our office hours are Monday through Friday, 8:30 AM to 4:30 PM.*