

Policies

NEW SERVICE

An application for new service must be completed to have service turned on. A fee of \$15.00 will be charged to initiate new service.

You are responsible for making sure all water connections are off at the property. The City of Gainesville **will not** be responsible for damage caused by an open connection and any flooding that might occur when the water is turned on at the meter.

WATER DEPOSITS

A deposit, based on meter size, is required from all customers in advance. Deposits may be waived where the customer receives a satisfactory consumer credit report or they have demonstrated good payment history with the utility. Deposit refunds will be mailed after the final bill is completely processed for closed accounts.

Meter size

| | |
|------------------------|----------|
| ¾-Inch | \$155.00 |
| 1-Inch | \$350.00 |
| 1½ to 3-Inch | \$400.00 |
| 4-Inch or larger | \$500.00 |

Cutoffs for non-payment within a continuous 24-month period will result in increases to the current deposit established for that customer's meter size classification as follows:

First Cutoff: Increased to the current rate.

Subsequent Cutoffs: Increased by 50% of the current rate.

Subsequent Cutoffs: Increased by 50% of the current rate.

DISCONTINUE SERVICE

Any person wishing to discontinue the use of water supplied from the City of Gainesville must give notice to the Department of Water Resources by completing a Utilities Turn Off Form. Customer is responsible for all water until notice is received.

A **Utilities Turn-off Form** may be obtained from the City's web site, www.gainesville.org, under the Department of Water Resources page, or by calling 770-535-6878.

A fee of \$10.00 will be charged to each customer discontinuing use of City water.

DUE DATE/LATE PAYMENT OF BILLS

Due date for water & sewer bills is 20 days from the billing date. A late fee of 10% of the total monthly bill shall be assessed for payments made after 20 days of the billing date. Water service will be disconnected when one month's bill is 10 days past due or when partial payments are made on accounts over 30 days past due. A \$40.00 fee is required each time the account becomes delinquent to the extent the system initiates a cutoff of the account. **This fee is owed if payment is not received by 5 PM on the Monday prior to the scheduled disconnect.**

WATER TAPPING FEES

WATER TAP, METER, CONNECTION & ADMINISTRATIVE FEES

| TAP SIZE | Tap & Meter | Connect | Admin | Total |
|----------|-------------|-----------|---------|-----------------|
| ¾-Inch | \$1,073 | \$1,726 | \$51 | \$2,850 |
| 1-Inch | \$1,198 | \$4,315 | \$129 | \$5,642 |
| 1½-Inch | \$2,700 | \$8,630 | \$258 | \$11,588 |
| 2-Inch | \$3,500 | \$13,808 | \$414 | \$17,722 |
| 3-Inch | \$7,405 | \$27,616 | \$828 | \$35,849 |
| 4-Inch | | \$43,150 | \$1,294 | --- |
| 6-Inch | | \$86,300 | \$2,589 | --- |
| 8-Inch | | \$138,080 | \$4,142 | --- |

4 to 8-Inch Tap & Meter Fees are charged at actual cost for time and materials and require a fully-executed Agreement to Pay at time application for service is made.

Additional Water Meter Information

The property owner must provide his/her own cutoff valve. Using the turn off at the meter is not permissible.

Each lot, tract or parcel of land to be served by the city water system, within or without the city limits, shall be served by its own individual water meter.

Water meters cannot be moved or transferred from the original lot, tract or parcel of land it was purchased to serve and remains the property of the City of Gainesville.

A water meter can be relocated on the same lot, tract or parcel after making application and paying the cost estimate prepared by the Department of Water Resources.

WASTEWATER TAPPING FEES

Wastewater tapping Fee is **\$900** for a **6-inch* service line** serving a single dwelling or commercial unit.

***Wastewater service lines over 6-Inches shall be charged an additional fee at actual cost per inch.**

WASTEWATER TAP, CONNECTION & ADMINISTRATIVE METER

| SIZE | *6" Tap | Connect | Admin | Total |
|---------|---------|-----------|---------|------------------|
| ¾-Inch | \$900 | \$3,570 | \$107 | \$4,577 |
| 1-Inch | \$900 | \$8,925 | \$267 | \$10,092 |
| 1½-Inch | \$900 | \$17,850 | \$535 | \$19,285 |
| 2-Inch | \$900 | \$28,560 | \$856 | \$30,316 |
| 3-Inch | \$900 | \$57,120 | \$1,713 | \$59,733 |
| 4-Inch | \$900 | \$89,250 | \$2,677 | \$92,827 |
| 6-Inch | \$900 | \$178,500 | \$5,355 | \$184,755 |
| 8-Inch | \$900 | \$285,600 | \$8,568 | \$295,068 |

CITY OF

GAINESVILLE

WATER RESOURCES

Water and Wastewater Rates, Fees and Policies

MARCH 2021

PAYMENTS

Checks may be mailed to:

City of Gainesville
757 Queen City Parkway, SW
Gainesville, GA 30501

You may pay your bill online by using your credit card or check. Log onto www.gainesville.org, click on Payments, then click on Water Bills.

Cash, check and credit card payments may also be made in the Customer Account Services Department located on the first floor of the Department of Water Resources Administration Building. Monday—Friday, 8:00 AM to 5:00 PM.

Credit card payments can be made by phone by calling 770-535-6878 press 1, 24 hours a day through our automated phone attendant.

When the office is closed, your payment plus the remittance section of the bill may be placed in the envelope provided in your bill and dropped in the *Night Deposit Box* located on the drive-thru side of the building. The City of Gainesville is not responsible for cash deposited in this manner.

The City also accepts payments made via bill pay through your bank.

H20 Program—If you would like to round up your bill to the nearest dollar to help those less fortunate, please log onto www.gainesville.org or email us at cservice@gainesvillega.gov to participate.

CALL BEFORE YOU DIG

1-800-282-7411

UTILITIES PROTECTION CENTER

Water Rates

MONTHLY CHARGES

| <u>Residential</u> | | Inside | Outside |
|--------------------|-------------|-------------|-------------|
| Block | Consumption | City Limits | City Limits |
| 1 | 0-10 ccf | \$2.53 | \$4.81 |
| 2 | 11-18 ccf | \$3.16 | \$6.00 |
| 3 | > 18 ccf | \$5.06 | \$9.61 |

| <u>Commercial & Multifamily— Based on percent of average</u> | | | |
|--|--------------|-------------|-------------|
| Block | Consumption | Inside | Outside |
| | | City Limits | City Limits |
| 1 | ≤125% | \$2.53 | \$4.81 |
| 2 | >125% - 200% | \$3.16 | \$6.00 |
| 3 | > 200% | \$5.06 | \$9.61 |

| <u>Irrigation</u> | | Inside | Outside |
|-------------------|-------------|-------------|-------------|
| Block | Consumption | City Limits | City Limits |
| 3 | All usage | \$5.06 | \$9.61 |

| <u>General Industry</u> | | Inside | Outside |
|-------------------------------|--|-------------|-------------|
| | | City Limits | City Limits |
| <i>Per hundred cubic feet</i> | | \$2.53 | \$4.81 |

1 ccf = Approximately 748 gallons

Each account holder on the City's System shall pay a monthly Account Service Fee, plus demand charges.

Account Service Fee \$6.17

Wastewater Rates

City of Gainesville Wastewater Rates

| Inside | Outside |
|------------|------------|
| \$7.39/ccf | \$7.39/ccf |

Residential wastewater charges are based on 93% of monthly water meter readings. No wastewater will be billed for anything above 12 ccf's for Residential. Commercial, Multi-Family and Industry wastewater charges are based on 100% of monthly water meter readings

Braselton Wastewater Rates

| Residential | Base Rate | Commercial |
|-------------|-----------|------------|
| \$5.47/ccf | \$23.32 | \$7.25/ccf |

These charges are based on 100% of monthly water meter readings. For questions regarding anything other than billing questions please call The Town of Braselton at 706-654-3915.

Wastewater Rates Continued

Flowery Branch Wastewater Rates

Inside Rates - Base Rate \$8.00

Residential, Multi-family, Commercial and Industry \$6.75/ccf

Outside Rates - Base Rate \$9.00

Residential, Multi-family, Commercial and Industry \$8.30/ccf

These charges are based on 100% of monthly water meter readings. Oakwood customers served by Flowery Branch pay the above rates in addition to the Debt Service Fee of \$2.00/ccf. For questions regarding anything other than billing questions please call The City of Flowery Branch at 770-967-6371

Oakwood Wastewater Rates

Served by City of Gainesville and Braselton

Residential, Commercial, Multi-family, Industry \$7.54/ccf
Debt Service \$2.00/ccf

Residential wastewater charges are based on 93% of monthly water meter readings. No wastewater will be billed for anything above 12 ccf's for Residential. Commercial, Multi-Family and Industry wastewater charges are based on 100% of monthly water meter readings. For questions regarding anything other than billing questions please call the City of Oakwood at 770-534-2365.

Hall County Wastewater Rates

Commodity Charge

| Residential | Commercial |
|-------------|------------|
| \$ 7.76/ccf | \$7.76/ccf |

Residential wastewater charges are based on 93% of monthly water meter readings. No wastewater will be billed for anything above 12 ccf's for Residential. Commercial, Multi-Family and Industry wastewater charges are based on 100% of monthly water meter readings.

Base Charge

| | |
|--------------------|----------|
| 3/4" Meter Size | \$12.50 |
| 1" Meter Size | \$28.25 |
| 1 1/2 " Meter Size | \$54.50 |
| 2" Meter Size | \$86.00 |
| 3" Meter Size | \$170.00 |
| 4" Meter Size | \$264.50 |
| 6" Meter Size | \$527.00 |
| 8" Meter Size | \$842.00 |

For questions regarding anything other than billing questions please call Hall County at 770-531-6800.

Other Fees

RETURN CHECK FEE

A fee of \$30.00 will be charged on checks or bank drafts returned for any reason, and water service may be subject to disconnect.

FIRE HYDRANT METER RENTAL FEES

A deposit and application fee, based on meter size shall be charged for rental of fire hydrant meters, in addition to charges for the water consumed which will be calculated monthly using the Block 3 rate. A late read fee shall be charged for any meter not returned for reading by the scheduled deadline. The deposit shall be refunded upon return of the undamaged meter. If a meter is damaged, the repair cost will be deducted from the deposit. Deposits will not be refunded for lost meters.

| Meter Size | Deposit | Application Fee | Late Read Fee |
|------------|------------|-----------------|---------------|
| 3/4-Inch | \$300.00 | \$35.00 | \$150.00 |
| 3-Inch | \$1,270.00 | \$35.00 | \$150.00 |

FIRE HYDRANT FLOW TESTING FEES

A fee of \$110.00 shall be charged for work performed for testing fire hydrants for flow and pressure for insurance or development design purposes.

PRIVATE FIRE FEES

Application Fee \$15.00

Deposit Required

Metered water billed at Tier 3 Rates

Inside Monthly Fee based on Size

1.5" - \$1.00 2" - \$2.00 3" - \$6.00 4" - \$12.00
6" - \$35.00 8" - \$74.00 10" - \$134.00

Outside Monthly Fee based on Size

1.5" - \$1.90 2" - \$3.80 3" - \$11.40 4" - \$22.80
6" - \$66.50 8" - \$140.60 10" - \$254.60

| INDUSTRIAL SURCHARGES FOR PRETREATMENT PERMIT HOLDERS | | | | |
|---|----------|----------|----------|----------|
| (Charges Per mg/l) | | | | |
| | 250-500 | 501-700 | 701-900 | 900+ |
| BOD | \$0.0019 | \$0.005 | \$0.0057 | \$0.0112 |
| TSS | \$0.0014 | \$0.0035 | \$0.0039 | \$0.0072 |
| | 101-125 | 126-150 | 151-175 | 176+ |
| FOG | \$0.005 | \$0.012 | \$0.014 | \$0.028 |
| | 7-11 | 12-15 | 16-20 | 21+ |
| PHOS | \$0.022 | \$0.049 | \$0.058 | \$0.112 |
| | 40-75 | 76-100 | 101-135 | 136+ |
| TKN | \$0.005 | \$0.013 | \$0.016 | \$0.032 |