

Towns County Water Authority
P.O. Box 8
Young Harris, GA 30582
706-896-4372

Customer Information Sheet

- Towns County Water's office hours are 8 am – 4:30 pm Monday – Friday. We do not close for lunch.
- Towns County Water purchases our water from the City of Hiawassee. The water is drawn from Lake Chatuge and is treated through the water treatment plant.
- Your water meter will be read monthly toward the end of each month. If the reading is higher than your normal usage (generally 10,000 gallons or more) Towns County Water will attempt to contact you concerning your high usage. Please make sure you provide us with a working phone number (update if needed) so that we can quickly reach you.
- All water bills are generated at the first of the month and mailed out by the 3rd or the 4th of the month at the latest. All bills are due by the 20th of each month. If not received by then, there will be a 10% late fee added to the past due balance. Bills can be paid in several ways. You may pay your bill as follows:
 - ** mail in your payment to PO Box 8 Young Harris, GA 30582
 - ** pay in person at our water office located at 1224 Jack Dayton Circle, Young Harris
 - ** monthly bank draft is available from your checking account (no fee)
 - **credit/debit card payments can be made in person or over the phone (3 ½% fee)
 - **TOWNS COUNTY WATER DOES **NOT** HAVE AN ONLINE PAYMENT OPTION OR WEBSITE AT THIS TIME.
- We greatly appreciate the return of the bottom half of your bill with your payment. If this is not possible, please make sure you reference the account number or physical address of the account you wish to pay on your check. If you choose to utilize an online check payment company, we strongly suggest that you confirm your account number by your water bill as the account number is subject to change. Online check companies send us a paper check, therefore, make sure you always allow plenty of time for mail delivery before the 20th of each month.
- Non-payment for 60 days from the due date will result in disconnection of service. Your meter will be locked until payment of the past due balance can be paid in full along with a reconnection fee of \$25. Do not attempt to cut the lock off of your meter if the meter has been locked for non-payment. **Any damages that occur would be financial responsibility of customer and could result in possible complete withdrawal of water services.**
- The Authority agrees to furnish a water meter for each applicant. The applicant shall grant access to the Authority for the purpose of installation, maintenance, repairs, and service of this water meter. The Applicant shall install and maintain, at his own expense,

a water service line from the meter to the house. The Authority shall have exclusive rights to the meter and the meter setter to turn it on and off. The Authority may shut off the water of an Applicant who allows a connection or extension to be made to his service line for the purpose of water to another user. (Separate power meter locations would require a separate water meter.) The Applicant shall furnish and maintain a private cut-off valve on the applicant's side of the meter. Please familiarize yourself with your water meter and its location. If you are unable to locate your meter, our maintenance department will be happy to flag your meter. **We strongly suggest that you turn the meter off when you leave for extended periods of time.** If you will be gone during the winter months, please make sure to turn your meter off, turn the water valve off into your house, and winterize your house before you leave. This will prevent water leaks due to very cold temperatures while you are gone.

Regarding Water Outages:

- Towns County Water strives to supply our customers with quality water service. In the event of a planned water outage due to maintenance on our lines, we will attempt to contact you with prior notice. Please make sure we have a current phone number at all times. If the water outage occurs due to an unforeseeable leak or pump failure, please be assured that our personnel will continue to work as long as needed until everyone is back in water service. Customers who live above a booster pump may be out of service longer due to their elevation if water outage happens due to power outages or our tank has run dry from a leak. Power has to be restored and tanks have to fill before water service can return to normal so please be patient. If the leak occurs **after hours, our emergency number is 706-379-3622.** Please leave a message and someone will contact you as soon as possible. Please do not leave multiple messages as this slows the call response time. **Towns County Water utilizes the CODE RED emergency system.** In the event of a large water outage, the CODE RED system will deliver Robo calls to every affected water customer (if they have a valid working number). ***Please visit the CODE RED emergency system at www.townscountyga.org***, click on Resources, then Emergency Alert System, then follow instructions to enter the phone number where you wish to be contacted. If you receive a Robo call, personnel may not be able to return your message due to the large number of customer calls.