



P.O. BOX 248 • FLINTSTONE, GEORGIA 30725
PHONE (706) 820-1455 • FAX (706) 820-9369

May 10, 2018

Dear Customer:

Walker County Water and Sewerage Authority is a non-profit entity chartered by the State of Georgia. The Authority must factor out lost revenues to maintain one of the lowest utility rates in our area, to meet bond indebtedness and continue constructing new water and waste facilities.

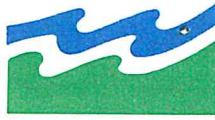
Through the years there have been circumstances that have forced the Board of Directors to adopt policies to ensure quality operation of the Water and Sewerage Authority.

Through the enforcement of these policies we feel that we can continue to operate a quality organization with low rates and desirable service for our customers.

The following is a list of policies the Authority deems necessary for all customers to be aware of for future reference.

Sincerely,

Board of Directors
Walker County Water and Sewerage Authority



Walker County

WATER & SEWERAGE AUTHORITY

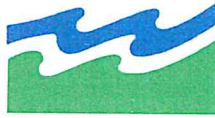
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Public Notice

Fees effective January 2023

	<u>Fees</u>
Tampering Fee	\$ 200.00
Returned Check Charge	\$ 35.00
Deposit (for 3/4" to 1" meter)	\$ 100.00
Deposit Transfer	\$ 10.00
All paperwork transactions, on water taps, sewer taps, deposits etc.	\$ 20.00
Standard Water Tap 3/4" 1" or Above call for pricing	\$ 1,700.00
Sewer Tap	\$ 1,250.00
7-Day Temporary Cut-On (up to 4,200 gallons) Customer will be billed if over	\$ 25.00
Broken Cut-Off Valve Fee	\$ 75.00
<u>Reconnection Fees</u>	
1st Offense	Waived
2nd Offense	\$ 20.00
3rd Offense	\$ 40.00
4th Offense	\$ 60.00
Tennessee American Reconnect Fee	\$ 50.00
After Hours	\$ 75.00
Must pay bill + After Hours Fee with check or money order before reconnecting	
Annual Pretreatment Permitting Fee	\$ 300.00
Plan Review Fees: Water and Sewer	\$ 200.00 each
Capacity Analysis/Assurance	\$300min-\$2000 max
Development Inspections (In-House)	\$75.00 hr per employee
Test Truck	\$150.00 Per hour

All fees were approved by the Board of Directors on December 5, 2022



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Water and Sewer Rates Effective with March 1, 2023 Billing

NEW RATES	Residential Water	Residential Sewer	Business Water	Business Sewer	Armuchee Res Water	Armuchee Bus Wtr	Non-System	
							Res Swr	Bus Swr
Minimum	19.00	19.00	21.00	21.00	19.00	23.00	19.00	21.00
0-999	5.70	5.70	6.17	7.57	5.70	6.17	5.70	8.69
1000-1999	5.83	5.83	6.30	7.70	5.83	6.30	5.83	8.82
2000-3999	5.88	5.88	6.35	7.75	5.88	6.35	5.88	8.87
4000-6999	5.98	5.98	6.45	7.85	5.98	6.45	5.98	8.97
7000-9999	6.08	6.08	6.55	7.95	6.08	6.55	6.08	9.07
>10000	6.18	6.18	6.65	8.05	6.18	6.65	6.18	9.17
Wholesale Rate	1.82	(Lafayette 15MG minimum purchase)						

Approved

Board of Directors February 14, 2023
Walker County Water & Sewerage Authority



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TO ALL WALKER COUNTY WATER CUSTOMERS IMPORTANT INFORMATION ABOUT YOUR BILL

On July 14, 2015 the Water Authority Board met and adopted the policy to discontinue the acceptance of promises on water bill payments. To follow up on requests to extend the cutoff date they have agreed to do the following:

Your bill will still state the date it is due and the date the late charges will be added but there will be several additional days before cutoff will begin. Cutoff will be done before your next billing cycle occurs. We will still consider agreements for high bills due to water leaks. This new policy will go into effect September 1, 2015. At that time, no employee will be able to give you an extension. It is the customer's responsibility to know when their bill is due. We will still send out reminder calls and we encourage you to make sure the water authority has your local phone number. The electronic call box will not call a long distance number.

If you should have any questions, you may contact us at (706) 820-1455.

Thank you,

Walker County Water and Sewerage Authority



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Dear Customers of Walker County Water and Sewerage Authority:

The Walker County Water and Sewerage Authority is a nonprofit entity chartered by the State of Georgia. The Authority must factor out lost revenues to maintain our rates, meet our bond indebtedness and be able to continue expanding our water and wastewater facilities.

In the past, the Authority has been lenient on its existing policy of payment for customers monthly billing.

Beginning January, 2004, the Authority will strictly enforce the policy on payment of all water bills which are due when received.

The policy is printed on the back of each water bill mailed to all customers and is as follows: The due date is printed on the front of each bill and if unpaid fifteen (15) days after due date a 10% penalty will be added to the amount due. If unpaid twenty (20) days after due date (five (5) days after penalty added), the water service will be disconnected without further notice. No water service will be reestablished until the consumer has paid all bills due including charges required for reinstating the service.

The Authority regrets that this notice has to be sent to its customers; however, a few customers who have taken advantage of the lax policy have seen fit to pay their water bills (& sewer where applicable) only when their service has been disconnected for nonpayment.

Again, we regret we have to take this action but beginning January, 2004 all water and/or sewer bills are required to be paid in full each month.

Sincerely,

Walker County Water and Sewerage Authority



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NOTICE TO CUSTOMERS

Customers are responsible for having their own cutoff valves separate from the water meter. This is to insure that in the event of a water leak you are able to turn your water supply off. Customers need to have a valve installed close to the water meter to help prevent the loss of water from their meter to the house, as well as having one under their house to make necessary repairs to the plumbing in their home. The cutoff valve located on the water meter is the property of Walker County Water and Sewerage Authority and is used for the Water Authority's use only. If you use the cutoff valve located at the water meter to turn your water off to repair a leak on your property it may not prevent the water from flowing through to your home. The valve is also easily broken and you will be charged the cost to make any repairs to it.



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NOTICE TO CUSTOMERS

The Water Division of the Walker County Water and Sewerage Authority is installing a backflow prevention assembly at your water meter. The Georgia Rules for Safe Drinking Water as well as the Federal Safe Drinking Water Act require public water utilities, such as Walker County Water and Sewerage Authority to protect the public water supply from possible hazards associated with cross-connections.

Walker County Water and Sewerage Authority has had an active backflow prevention program in practice for several years. High risk industrial and commercial areas were addressed first, then other commercial and/or high-density residential customers. The last phase of the program will cover the lower risk area, that of individual residences. This will provide the best protection of our drinking water in accordance with federal and state regulations.

The backflow prevention device will activate only when the water pressure on your home's side of the meter is higher than the pressure on the City's side of the meter. When this occurs, the backflow prevention assembly creates a closed water system. Closed systems, where water is heated and stored, as in your water heater, are subject to Thermal Expansion. This thermal expansion results in increases in pressure, which could possibly cause leaks in your water line unless the pressure is controlled. Temperature and pressure (T&P) safety relief valves on water heaters should not perform as thermal expansion valves. An auxiliary relief valve set at approximately 80 PSI, or an expansion chamber, should be installed on all closed systems to control thermal expansion and to comply with local, state and national codes. This additional valve can be located near a sink or drain so even a small amount of water discharged by operation of the valve would cause no inconvenience to the homeowner.

For more information, please contact your local plumbing contractor. Costs associated with the installation of the auxiliary relief valve must be borne by you, the Customer.

THERM-X-TROL® Expansion Tanks

What Is Thermal Expansion?

With modern plumbing codes mandating backflow prevention, thermal expansion can cause pressure buildup in domestic water systems. When demand is put upon a potable water system, hot water is drawn from the water heater. Cold water from the supply line enters the water heater to replenish it. The colder water is heated to replace the hot water used. With the installation of a backflow preventer, check valve or pressure reducing valve on the supply line, the water heater and the system piping form a closed plumbing system under pressure.

As the water is heated, thermal expansion occurs. Pressure increases until the relief valve opens and the expanded water "spills" from the water heater. This "spillage" results in wasted BTU's and a potential safety hazard for the homeowner (See Diagram).



Closed Potable Hot Water System without THERM-X-TROL

Backflow preventer, pressure reducing valve or meter causes expanded (heated) water to build pressure causing the relief valve to open resulting in...

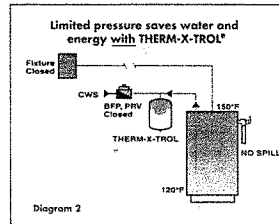
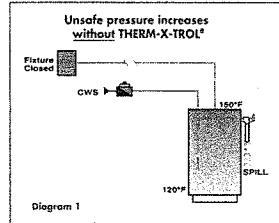
- Wasted BTU's
- Shortened water heater life
- Wasted municipal water and sewer dollars
- Potential safety hazard for homeowner

The THERM-X-TROL is designed to eliminate this problem by providing control of maximum pressures at a level below the relief valve setting. It also provides an additional space in the system to accommodate the increased volume of water created by thermal expansion, returning it to the system when hot water delivery is demanded. Maximum pressure is kept well below the relief valve setting by the THERM-X-TROL with its pre-charged air cushion that is separated from system water. The relief valve does not open, therefore "spillage" is eliminated (Diagram 2).

Closed Potable Hot Water System with THERM-X-TROL

Expanded (heated) water is absorbed by THERM-X-TROL which means...

- Water heater and fixtures are protected
- Eliminates BTU and water waste, saving money and energy
- No dangerous pressure build up in the system
- Relief valves will not operate
- Potential safety hazard reduced



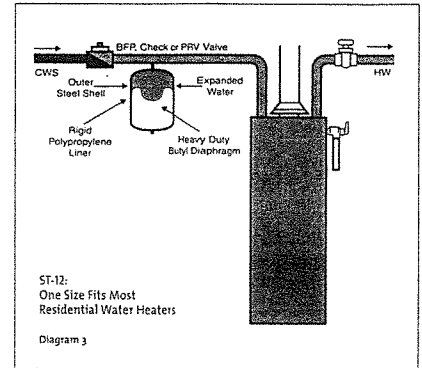
THERM-X-TROL®: Made in the USA

THERM-X-TROL ST-12

The ST-12 THERM-X-TROL from AMTROL is designed to protect domestic water heaters up to 120 gallon capacity. Installation is easy; just tee it into the cold water inlet (before the water heater) as shown in Diagram 3.

For best performance, always adjust THERM-X-TROL pre-charge to equal city water supply pressure.

If your Plumbing Code requires a Backflow Preventer, Check Valve or Pressure Reducing Valve... You Need a THERM-X-TROL® on Every Job!



ST-12:
One Size Fits Most
Residential Water Heaters

Diagram 3

THERM-X-TROL Quick-Sizing Chart

Water Heater (Gallons)	Supply Pressure (PSIG)							
	40	50	55	60	70	80	90	100
20								
30								
40				ST-5				
50								
80								
100				ST-12			ST-25V	
120								ST-30V

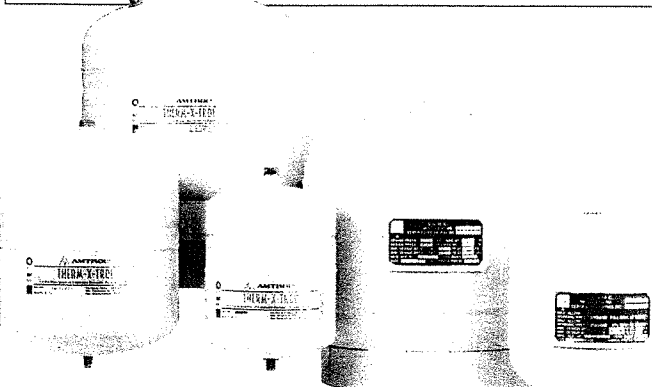
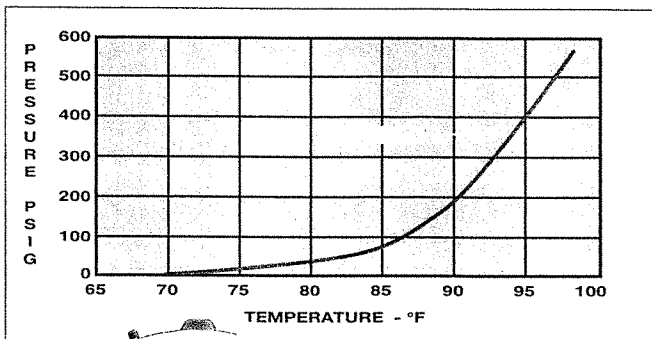
Based on:

- Heating water from 50°F to 120°F (70°F rise)
- THERM-X-TROL pre-charged to Supply Line Pressure
- Maximum relief pressure 150 psi
- Relief valve safety factor of 10%

For other temperatures, pressures, larger applications or ASME code requirements, consult our THERM-X-TROL Application and Sizing Booklet.

Specifications and Sizing

Pressure vs. Temperature Increase in Closed Piping Systems



Sizing Procedure - For Special Applications

The procedure for sizing the Therm-X-Trol for any application depends on four (4) vital pieces of information:

1. ASME or non-ASME requirement
2. Calculated thermally expanded water volume
3. Minimum water pressure experienced at the tank location
4. Maximum water pressure allowable at the tank location

The tank required for any application can be sized with the following equation:

$$T_v = \text{Design Pressure Factor} \times \text{expanded water}$$

Where T_v is the total Thermal-X-Trol volume required in gallons.

Example: A 240 gallon water heater with a 150°F aquastat setting is installed with a 125 psi maximum pressure requirement. For a static supply line pressure of 60 psi, what Therm-X-Trol model is required for critical protection?

Critical Sizing AMTROL Therm-X-Trol

1. Total Water Heater Volume (Gallons)
2. Water Expansion Factor (Table I)
3. Calculate Expanded Water (Gallons) (Line 1 x Line 2)
4. Design Pressure Factor (Table II)
5. Therm-X-Trol Volume Required (Gallons) (Line 3 x Line 4)
6. Select Therm-X-Trol Model (pg. 12 & 13)

Critical Sizing AMTROL Therm-X-Trol: EXAMPLE

1. Total Water Heater Volume (Gallons) 240
2. Water Expansion Factor (Table I) 0.0179
3. Calculate Expanded Water (Gallons) 4.3 (Line 1 x Line 2) = (240 x .0179)
4. Design Pressure Factor (Table II) 2.1
5. Therm-X-Trol Volume Required (Gallons) 9.0 (Line 3 x Line 4) = (4.3 x 2.1)
6. Select Therm-X-Trol Model (pg. 12 & 13) ST-25V ST30V-C

Note: The Therm-X-Trol pre-pressure should be equal to static line pressure

For conditions not shown in table, use equation:

$$DPF = \frac{\text{Max. Allow. Pressure} - 14.7}{\text{Max. Allow. Pressure} - \text{Line Pressure}}$$

Operating (Design) Temperature of Water Heater (Tank)	Expansion Factor* (Percentage of Water Volume Increase)	
100°F	0.0062	0.6%
120°F	0.0100	1.0%
130°F	0.0124	1.2%
140°F	0.0150	1.5%
150°F	0.0179	1.8%
160°F	0.0209	2.0%
170°F	0.0242	2.4%
180°F	0.0276	2.8%

*Based on the initial temperature of 40°F

Maximum Allowable Pressure	Line Pressure psi	Design Pressure Factor (DPF)
100	40	1.9
	50	2.3
	60	2.9
	70	3.8
125	80	5.7
	40	1.6
	50	1.9
	60	2.1
150	70	2.5
	80	3.1
	40	1.5
	50	1.6
	60	1.8
	70	2.1
	80	2.4



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POLICY

Walker County Water & Sewerage Authority Mandatory Sewer Connection policy will amend the Walker County Water & Sewerage Authority Standard Policy of May 1997. The old policy is outlined in the Standard Policy on Public Water Extensions Design Standards Chapter 2 page 2.9 and Standard Detail Chapter 5 page 3.9.

The new policy effective 12-10-2002 shall read:

In the case of a building, so located that any building is below street level or, so as to be affected by a back flow on the sewerage line such premises shall be provided with a suitable check valve. The complete cost of the check valve should be borne by the customer.

Customers, existing or new, shall be notified of the importance of installing a sewer line check valve. If after such notice the customer chooses NOT to install such a check valve and backup occurs in the Customer's premises the customer shall be responsible for any damage sustained. Customers are responsible to ensure such check valve is in proper working order at all times.



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The meter is the property of the Authority; therefore, we must have access to our meter in order to send you a correct billing.

It is your responsibility to keep vehicles or any obstructions off your meter. If we cannot access your meter, you will receive an estimated bill determined at our discretion on the first offense. The second offense will incur a tow bill to remove the vehicle or other obstruction off the meter.

Gene Mathis, General Manager
Walker County Water & Sewerage Authority

Date



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Whereas a customer wishes to transfer a meter and deposit to another person (customer) the deposit on said account will be refunded to the original customer after their final bill.

The new applicant will be required to pay current connection fee's for service (presently \$100.00 deposit and \$20.00 service fee) which will be refunded when service is disconnected, less any outstanding water and sewer charges. Any outstanding water and/or sewer charges remaining to the original account are the responsibility of the original customer.

Walker County Water and Sewerage Authority



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February 13, 2018

Dear Valued Customer,

The Walker County Water & Sewerage Authority is pleased to announce that it has recently enacted a Leak Protection Program designed to help protect our water customers from unanticipated high water bills that could result from a water line break. On the May 2018 bill, you will see a \$2.00 monthly charge that will be automatically generated to each water customer's bill and for each monthly bill thereafter. This is a voluntary program and you may choose not to participate at any time. If you choose to opt-out of the Leak Protection Program, please complete and return the enclosed opt-out form to the Walker County Water & Sewerage Authority office or mail the form to P.O. Box 248 Flintstone, GA 30725.

How the Leak Protection Program works: First the customer experiencing a water line break should contact the Water Authority to alert us of the water line break. The customer should then submit to the Water Authority a fee waiver request/Leak Protection Service Affidavit, including proof of repairs made (by either an invoice on a licensed plumber's company letterhead or a receipt for materials purchased from a hardware store for the repairs). After a review by the Water Authority and approval of the fee waiver request, the customer could be eligible for a fee reduction and be required to pay only the average monthly water bill based upon the previous six months at the metered address. The leak protection program will cover the customer for one occurrence (leak) per year, and the maximum amount of the leak protection benefit is \$500.00.

This is a great program in the event of a water line break at your residence. The Leak Protection Program will allow you, the customer, much needed relief in the event of an unanticipated high water bill arising from the water leak.

This Leak Protection Program is provided and is administered in accordance with the policies adopted by the Water Authority Board of Directors. All terms and conditions of those policies apply. For more details about the leak protection program, including eligibility restrictions, please visit our website, www.walkercountywsa.com, or contact the Water Authority at (706) 820-1455.

Sincerely,

Brandon Whitley
Interim General Manager
Walker County Water & Sewerage Authority



Walker County **WATER & SEWERAGE AUTHORITY**

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POLICY

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The existing policy that allows sewer charges to be adjusted when a customer has a leak has created additional cost to the Authority; therefore, forcing the Authority to be stricter and to replace the current policy.

The new policy, as approved by the Board of Directors on June 12, 2018, effective June 18, 2018 shall read:

The Walker County Water and Sewerage Authority will no longer adjust the sewer charges from a water leak that enters the sewer system (for example, leaking toilets, showers, sinks, etc.) However, the Authority will continue to adjust the sewer bill, when applicable, under the following guidelines:

- A three months average of sewer charges must be applied to the bill and the balance will be adjusted.
- Only one adjustment will be allowed in a twelve-month period.
- The leaking water could not have entered the drain and flowed into the sewerage system.

However, we do understand certain situations may occur that could be a question of responsibility. If such occurrence happens, the Authority will determine who is responsible.

If customer has a leak on their line the Authority will try to make payment arrangements. Arrangements will be made through office personnel.

Proof of leak repairs (for sewer adjustment) must be presented in the form of a repair bill or invoice of material purchased to make repairs.

June 14, 2018

Brandon Whitley, Interim General Manager
Walker County Water and Sewerage Authority



EyeOnWater

See Your Water Usage

Follow these simple instructions to see your water usage information online.



Steps to Create an EyeOnWater Account

1. Enter your service or billing address ZIP/Postal Code
2. Enter your account number as it appears on your water bill. You'll have a copy of your water bill? Click here to request your copy.

SAMPLE WATER BILL

Service Area	Service Address	Account Number
1234567890	1234567890	1234567890

3. Enter and confirm your email address
4. Create and confirm your password
5. Read and accept the Terms of Use
6. Verify your email address in the confirmation email
7. Done using EyeOnWater

Service or Billing ZIP/Postal Code

Service or Billing ZIP/Postal Code

Account Number

Enter your Account Number

Some utilities use a customer number, others street address, tracking error or non numeric characters. When in doubt, consult your utility to learn which format to use when creating an EyeOnWater account.

Next

Already have an account? Sign in here

Visit <https://eyeonwater.ca/signup> to create your online account. Enter your service or billing ZIP/postal code and your account number.



Steps to Create an EyeOnWater Account

1. Enter your service or billing address ZIP/Postal Code
2. Enter your account number as it appears on your water bill. You'll have a copy of your water bill? Click here to request your copy.

SAMPLE WATER BILL

Service Area	Service Address	Account Number
1234567890	1234567890	1234567890

3. Enter and confirm your email address
4. Create and confirm your password
5. Read and accept the Terms of Use
6. Verify your email address in the confirmation email
7. Done using EyeOnWater

Full Name

JANE SMITH

Email Address

jsmith@example.com

Confirm Email Address

jsmith@example.com

Password

XXXXXXXXXXXXXXXXXXXX

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Next

Already have an account? Sign in here

Enter your name and email address. Confirm the address, and then create and confirm a password. Passwords must be 8 to 16 characters long.



Did you know?

One in eight people worldwide do not have access to clean water, according to the World Health Organization.

We have sent a verification email to the following address, please open the link in the email and return to this app to complete the sign up process

Email Address

jsmith@example.com

Resend Email

Check your email for the verification message that has just been sent.



Welcome, please activate your water account

Inbox (1)

Spam

Sent Mail

Drafts

More

Water Utility

By the

Hi Jane Smith,

You're almost finished signing up for online access to your Water Utility account. Please click the verification link below to activate your account with us.

[Click here](#) to verify your email address

Click on the link in the email to verify your email address.



Did you know?

One in eight people worldwide do not have access to clean water, according to the World Health Organization.

My Account

Email Address

jsmith@example.com

Password

XXXXXXXXXXXX

Sign In

After clicking the link in your email, enter your email address and password to sign in.



Once you're logged in, you'll be able to view your water consumption and even set a leak alert.