Policies

NEW SERVICE

An application for new service must be completed to have service turned on. It would be helpful if you know the former tenant & property owner to enable our staff to locate the property, which you wish to occupy.

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.

A fee of $15.00 will be charged to initiate new service. Customers may request payments be made by bank draft which is a free service offered to all customers.

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.

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
3/4-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.

SEWER TAPPING FEES

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

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

SEWER TAP, CONNECTION & ADMINISTRATIVE FEES

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 Sanitary Sewer Rates, Fees and Policies

JANUARY 2020

PAYMENTS

Payments are due within 20 days of the bill date. 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 Payment & click on water bill.

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, 24 hours a day thru 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 through side of the building. The City of Gainesville is not responsible for **cash** deposited in this manner.

The City also offers payment by bank draft. Please call our office or log on to the website at www.gainesville.org to sign up.

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 customerservice@gainesville.org to participate.

Water Rates

MONTHLY CHARGES

Residential		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

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

Irrigation		Inside	Outside
Block	Consumption	City Limits	City Limits
3	All usage	$5.06	$9.61

General Industry	Inside	Outside
	City Limits	City Limits
Per hundred cubic feet	$2.53	$4.81

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

100 cf = Approximately 748 gallons.

Account Servicing Fee	$6.17	$6.17

Sewer Rates

City of Gainesville Customers
Commodity Charges Per CCF
(Domestic Strength Waste)

Inside	Outside
$7.39	$7.39

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

CALL BEFORE YOU DIG

1-800-282-7411

UTILITIES PROTECTION CENTER

Sewer Rates

Flowery Branch Sewer Rates

Inside Rates - Base Rate $7.51

Residential $6.18 Multifamily, Commercial & Industry $4.19

Outside Rates - Base Rate $9.28

Residential $8.30 Commercial & Industry $5.58

Multifamily $8.64

These charges are based on 100% of monthly water meter readings. For questions regarding anything other than billing questions please call The City of Flowery Branch at 770-967-6371

Oakwood Sewer Rates

Residential	Debt Service
$7.54	$2.00

Residential sewer charges are based on 93% of monthly water meter readings up to 12 ccf's. No sewer will be billed for anything above 12 ccf's. For questions regarding anything other than billing questions please call the City of Oakwood at 770-534-2365.

Braselton Sewer Rates

Residential	Base Rate	Commercial
$5.21	$22.32	$6.90

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.

Hall County Sewer Rates

Residential	Commercial
$ 7.39	$7.39

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

3/4" Base Rate	$12.00
1" Base Rate	$27.00
1 1/2 " Base Rate	$52.00
2" Base Rate	$82.00
3" Base Rate	$162.00
4" Base Rate	$252.00
6" Base Rate	$502.00
8" Base Rate	$802.00

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
¾-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