



**NEW CUSTOMER
WELCOME PACKET**

ACCOUNT#: _____

**PAY ONLINE @
WWW.MYDADEWATER.COM**



OFFICE 706-657-4341
FAX 706-657-6778
EMAIL: CUSTOMERSERVICE@MYDADEWATER.COM



**Dade County Water & Sewer Authority
Policy and Procedures**

Fees

Meter Deposit	\$30.00	Damage/Tampering Fee	\$300.00
Cut On Service Charge	\$20.00	¾” Tap Fee	\$1900.00
Return Payment Fee	\$28.00	1” Tap Fee	\$2300.00
Broken Shut Off Valve Fee	\$75.00	2” Tap Fee	\$7400.00

Meters larger than 2” will be priced at the time of request.

New Accounts

Customers that are moving into a previously occupied home with previous water service must pay a Meter Deposit and a non-refundable Service Charge to start water service into the new customer’s name. This fee also pays to obtain an initial read on the meter and unlock the meter valve. Any customer with a previous balance, must pay arrears in full to obtain service. Meter Deposits are refunded after the account is closed and paid in full. Otherwise, the deposit is applied to the balance on the account.

Owners will be required to provide closing documents for the property and a photo ID. Renters will be required to provide signed documentation (lease or rental agreement) for the property, and photo ID to verify that the resident is legally entitled to occupy the residence.

All residential customers are automatically enrolled in leak protection insurance through SERVLIN Leak Protection Program. The cost of this coverage is \$2.00 per month. In the event of a leak at your home, leak protection will cover your high water bill up to \$1,000 once every 12 months. Customers who choose to opt out of this coverage and assume full financial responsibility for charges incurred through leaks, may call (855) 883-0443 to have coverage removed from your account. SERVLIN also offers line coverage for repairs to your water service line and sewer service line. Servline by Homeserve is your insurance company and is responsible for approval and/or denial of all claims. Leak claims are subject to the same leak adjustment policy that has been in place for many years. Any leak that is at least 3 times the 12 months average of normal account usage is eligible to file a claim. For more information, see the SERVLIN brochure that is included in this packet.

Taps

If customers are building a new home or have never had water service on a lot before, it may require that a water “tap fee” be paid. A tap fee covers the material and labor cost of tapping a main line and setting a meter on your property. The customer must have a 911 address issued by your county.

To request a tap, customers will be required to pay in full and apply for service. Then DCWSA will notify UPC (Utility Protection Center) of our intent to dig in the area. After receiving permission to dig, we will install your service as soon as possible thereafter.

Meter Readings

Every effort is made to read meters according to 30-day cycle. Sometimes holidays/weekends, weather, and emergency work requires us to alter our meter reading schedule slightly. If the water usage seems higher or lower than what seems is normal, please compare the meter reading on the bill with the reading on the meter. The meter reads like the odometer on a car, with the numbers reading in a cumulative fashion. If after making these comparisons, customers feel there is an error, customers are encouraged to call the office during normal business hours and we will review the current usage.

Billing & Payments

We bill monthly. Therefore, customers will receive a bill approximately every 30 days (all due dates and collection dates are as printed and may vary slightly from 30 days due to the work week). Customers are responsible for paying their bills on time. If a customer does not receive a bill, it is the customer's responsibility to call our office to check the balance and/or pay by phone. Dade County Water & Sewer Authority is not responsible for misdirection, undelivered, or lost mail.

We also offer online payments at www.mydadewater.com. By creating an online account, customers can manage e-bill status, check account balances, and review account history. Customers can pay online using credit cards or debit cards for one-time or recurring payments, this is a free service. Customers can also sign up for free Automated Credit Card and ACH (bank draft) transactions by visiting the office. We highly recommend these services.

Payment is due by the due date listed on the bill, approximately 15 days from the date the bill is mailed (all due dates and collection dates are as printed and may vary slightly from 15 days due to the work week). All accounts carrying a balance beyond the due date will be assessed a Late Fee.

Late Bills

The Due Date is listed on each bill. The due date is approximately 15 days from the bill date. Any payment received after the Due Date is considered late and is subject to a 10% Late Fee on the current charge.

Collections

Water service may be suspended to an account, and service lines may be locked out due to non-payment. A disconnect notice will be sent prior to disconnection. If a customer's account carries a past due balance past the disconnect date on the notice, the account will be subject to disconnection.

To reinstate a disconnected account, the customer must pay all arrears on the account and the disconnection fee of \$30.00. Payments made by 4:00 p.m. will be restored the same day. Any payments for reconnection of service after 4:00 p.m. will be restored the next business day. Any customer attempting to force open his/her cut-off valve will be charged a Damage Fee for its repair (see vandalism) and is subject to legal action, including prosecution for theft of services.

Vandalism

The meter box, meter, transmitter, and valve inside the meter box are the property of the Dade County Water & Sewer Authority. Customers should under no circumstances tamper with any equipment inside the meter box. Should you require water to your house to be turned off for any reason, please call the office at any time, and we will help. We strongly recommend that all customers have a plumber install a personal cut off valve at least 5 feet away outside the meter box to allow you to cut-off water flow to your house in case of an emergency.

Any customer who tampers with a meter or valve servicing their house is subject to a damage charge of \$300. These charges cover the cost of the labor and materials required to fix leaks created by this activity or to replace the meters, locks, valves, or the various corporation stops, pipes, and fittings that are broken through such misuse. Many customers attempt to force a valve closed or open without the proper tools. Other customers may try, and force open a valve that has been locked due to non-payment or cut the lock or valve to steal service. If the utility company discovers that a locked-out service connection has been tampered with, the police will be immediately notified, and we will proceed to collect payment and/or prosecute for theft of services.

Returned Payments

Dade County Water & Sewer Authority charges a service fee for returned payments of any kind. In addition, should an account have two returned checks, Dade County Water & Sewer Authority will no longer be able to accept payments in that form.

Emergencies

Our staff is available 24 hours a day, 7 days a week to respond to system emergencies. Emergencies are major leaks, or any water system malfunction that causes a home to be without water, roads to be washed out, or threaten life, limb, or property. **Restoration of service due to non-payment is not considered an emergency.** The Authority will assess all leaks but may elect to fix them during the business day, when daylight and utility locations (gas, electricity, etc.) make the repairs safer for personnel. The utility company is responsible for the repair and maintenance of water lines in the road, and up to and including the meter box. The utility company will therefore respond to leaks and fix leaks in the meter box and on the roadside of the meter box. **All leaks between the meter box and the house are on a customer's private water line and are the responsibility of the customer.** We recommend a plumber be obtained to fix leaks on a private line.



For updates and news, follow us on Facebook

<https://www.facebook.com/dadewaterga>

or our website

WWW.MYDADEWATER.COM

****SCAM ALERT****

Dade County Water & Sewer Authority will never come to your door or call to request payments. All company vehicles are clearly marked with our logo and a vehicle number.

NEW RATES

EFFECTIVE MARCH 1, 2021

Water allowance for a minimum bill is 0 to 2,000 gallons. Minimum bills cover the cost associated with meter reading, billing and usage up to 2,000 gallons. Rates fluctuate for different areas of the county based on how many pump stations the water must go through to get to you. For example, rates in the City Limits of Trenton are less than the rates for residents in the mountain areas. Water for city residents will go through only one pump station where some mountain residents get their water via up to 4 pump stations. Listed below, you will find our current rates. If you do not find the information you need, please contact our office and we will provide it for you.

RESIDENTIAL					
CITY RATE (WA)		VALLEY RATE (WB)		MTN RATE (WC)	
ROUTES 03 & 06		ROUTES 10, 12, 61		ROUTES 21, 22, 23, 31,32, 33, 50, 51, 63	
MINIMUM	\$17.31	MINIMUM	\$18.54	MINIMUM	\$20.15
PER 1,000 GALLONS	\$4.74	PER 1,000 GALLONS	\$4.84	PER 1,000 GALLONS	\$5.00
MTN X3(WC3)		MTN X4(WC4)		MTN (WS)	
ROUTES 29		CANYON RIDGE		FLINTSTONE	
10,21,29		29		RESIDENTIAL	
MINIMUM	\$21.76	MINIMUM	\$23.37	MINIMUM	\$22.98
PER 1,000 GALLONS	\$5.15	PER 1,000 GALLONS	\$5.30	PER 1,000 GALLONS	\$6.13
INDUSTRIAL					
CITY RATE (WD)		VALLEY RATE (WE)		MTN RATE (WF)	

MINIMUM	\$39.46	MINIMUM	\$39.46	MINIMUM	\$39.46
PER 1,000 GALLONS	\$4.74	PER 1,000 GALLONS	\$4.84	PER 1,000 GALLONS	\$5.00
COMMERCIAL					
CITY RATE (WG)		VALLEY RATE (WH)		MTN RATE (WI)	
MINIMUM	\$26.20	MINIMUM	\$26.20	MINIMUM	\$26.20
PER 1,000 GALLONS	\$4.74	PER 1,000 GALLONS	\$4.84	PER 1,000 GALLONS	\$5.00

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER



**Have a leak or a waterline break...
No problem. We are here to help. This is precisely why we have sought
to offer you our ServLine Protection Programs.
Now you can have peace of mind and get your water back online, all in
the nick of time.**



SERVLIN

SAVING WATER, HELPING PEOPLE.

LEAK PROTECTION PROGRAM

When it comes to leaks, we've got you covered. The Dade County Water & Sewer Authority is expanding service to include an all-new program designed to protect your wallet.

In the event of a costly water bill caused by high-water usage from qualifying leaks or lines breakages, our ServLine Protection Program covers the overage of your costly water utility bill once the active cause of the leak has been repaired. All eligible Dade County Water & Sewer Authority customers have been transitioned to this money-saving program, but if for some reason you'd like to remove your residence from the Leak Protection Program, please call today (855) 883-0443.

LINE PROTECTION PROGRAM

There are several reasons why your water line might break. Although materials have come a long way, nothing is ever break-proof.

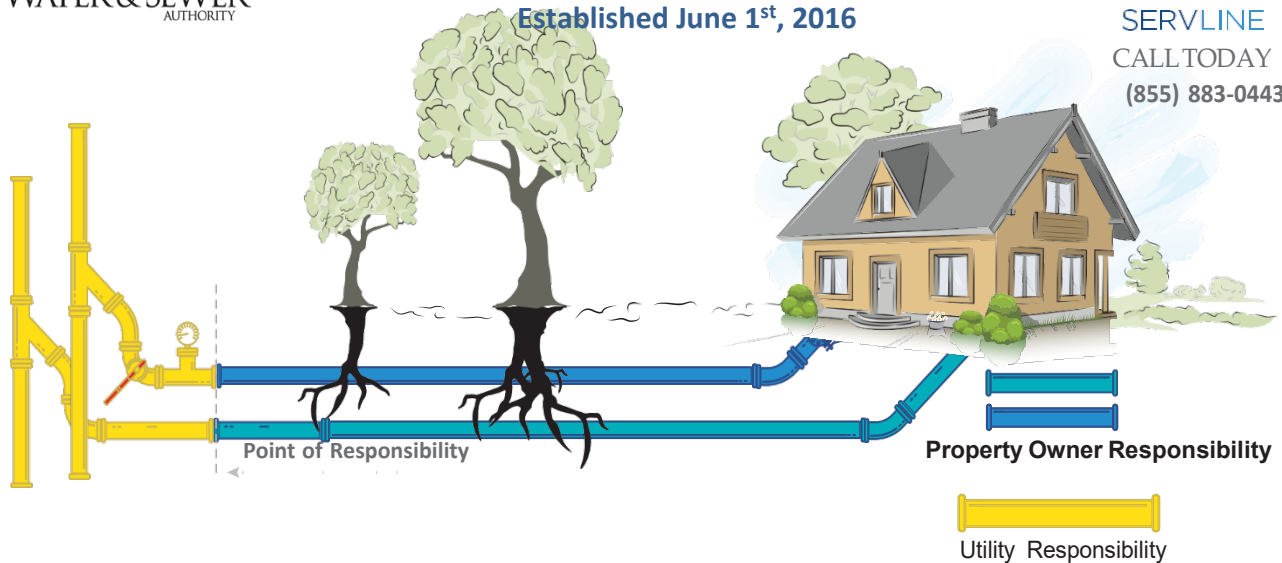
Everything from erosion to soil acidity to tree roots or even the outdated practices for installing pipe can lead to issues far sooner than the expected. A house without water is hardly a home. So in the event of a water line crack or break and to get your personal infrastructure up and running again you must enroll. If you would like to expand your protection to include Line Repair and Replacement coverage, call today (855) 883-0443.



CALL TODAY
(855) 883-0443

*All leaks occurring after June 1st, 2016 will only be adjusted through our ServLine program. Please refer to our Leak Protection Policy for guidelines and qualifications for leak adjustments. Cancel anytime. 30-Day wait period for re-enrollment. Call to request a full copy of program protections and exclusions. Some restrictions do apply: For more information, contact ServLine (855) 883-0443. [§]New as of January 1st, 2020. Previously \$500 limit at \$1.10 a month.

All new customers are enrolled in leak protection. To opt out and accept full responsibility for high bills caused by leaks, call (855) 883-0443.



LEAK PROTECTION PROGRAM*

Leaks can be expensive, and even though a leak may not be your fault. When you use water, you are responsible for it. Our new ServLine Program protects you from this unexpected expense. Covering qualifying leaks occurring on your property providing up to \$1,000^s once every 12-Months.

WATER LEAK

Residential: \$2.00^s per month
 Master Meter: Not Applicable

TESTIMONIAL

"My ServLine Leak & Line Protection offered by the utility paid \$172.54 to the cover my water leak. And then an additional \$1,570.00 to fix my line."

Mrs. McWherter | Home Owner

Call to decline service and accept full responsibility for high bills caused by leaks. In the event of a high bill failure to pay in full could lead to disconnection.

LINE PROTECTION PROGRAM†

Line repair or replacement can be costly. Guard your home today and get up to \$10,000/Repair. Covers qualifying service line cracks or breaks occurring on your property. Covering from the property line to the foundation. Water Line & Sewer Lateral products sold separately. Please call to enroll.

WATER LINE

Residential: \$3.85 per month
 Master Meter: Does not qualify

SEWER LATERAL

Residential: \$5.50 per month
 Master Meter: Does not qualify

Line Protection provides \$500 for landscaping and \$500 for privately paved surfaces.
 No Deductible
 No Annual Limit

†Some restrictions do apply: water meter, water pit, watervault, pumps, valves, back-flow assemblies. Line Protection covers customers up to 2" meter – Does not include mastermetered habitational. Cancel anytime. 30-Day wait period for enrollment. For more information, please contact ServLine (855) 883-0443.

Disclaimer: The information presented herein is not a contract, binder, or agreement to extend insurance coverage. The contents herein are intended as an announcement without any express or implied coverage of any kind. Payments of benefits are subject to all terms, conditions, limitations, and exclusions of the member's participation at the time of service.



WATER METER/WATER USE POLICY

The following rules and regulations shall be considered a part of the contract with every consumer and/or property owner supplied with water from the Dade County Water & Sewer Authority, herein called the DCWSA, and every person or property owner taking water shall be considered as having expressed their consent to be thereby bound.

UNAUTHORIZED WATER USE

All water being used must flow through a DCWSA authorized water meter associated with an active water account that is in good standing. It is expressly illegal for anyone to tap, convert, steal, or utilize water through any fire line, fire hydrant, water main, or other equipment or lines of DCWSA without first having established a water account with an associated DCWSA authorized water meter.

WATER METERS

The initial cost of the meter, valve and copper setter is paid for by the property owner and is installed by the DCWSA. Once the meter and its components are installed it becomes the property of the DCWSA. It is the DCWSA's responsibility to maintain the meter, including replacement, and repair due to normal wear and tear. It is the responsibility of the account holder to maintain reasonable access to the meter and to protect the meter and meter components from any type of damage, including freezing, lawn mowers, vehicles, and vandalism. **A replacement cost for damaged meters and components will be charged to the account holder.**

REMOVAL AND REPLACEMENT OF METERS

The DCWSA has the right to remove and/or replace any water meter it deems necessary, and is held harmless for damage real or alleged, to service lines or private property caused by such work if reasonable care is exercised.

If for any cause, the meter breaks or fails to register the amount of water used for any period, the quantity shall be determined by the DCWSA. The DCWSA shall make a reasonable reference to the quantity used in the corresponding period of previous years.

Property owners must keep their water pipes and fixtures in good repair at their expense.

The property owner/account holder shall be responsible for paying the water bill and any related water charges.

The property owner/account holder will be issued a water bill as long as the water service is connected to the premises. The owner must notify the DCWSA in of their intent to terminate the water service. Reconnection will be done at the owner's expense.

The DCWSA reserves the right to restrict, limit or shut off water in all cases when it becomes necessary to do so for repairs, non-payment of water bills, violations of the regulations or whenever they deem expedient.

No person shall operate any fire hydrant of the water works system without written permission from the DCWSA, except for the fire department.

All fire hydrant use will be metered or calculated for water usage.

METER VALVE ACCESS
ONLY DADE COUNTY WATER & SEWER AUTHORITY EMPLOYEES ARE AUTHORIZED
TO ACCESS THE METER BOX AND OPERATE THE VALVE WITHIN TO TURN OFF OR
ON THE WATER.

The meter lid, boxes, meter, transmitter, and valve located within the meter box are the sole property of the utility company. **This policy is strictly enforced** and protects the aging infrastructure of the water distribution system. It also protects the customer from being responsible for the cost of any damages that may occur.

All customers of Dade County Water & Sewer Authority are encouraged to have a personal shut-off valve. If you do not have a shut-off, please call us to schedule a turn on/off during regular business hours. There is no charge for this service.

CLAIMS AGAINST DCWSA

Claims against the Dade County Water & Sewer Authority will not be accepted for damage to any pipe, fixture, appliance or appurtenance resulting from interrupted water service, variation in water pressure, temporary water service through hose connections, turning off or on of the water supply either wholly or in part for the purpose of extending, altering, or repairing any water main or water service line, or discontinuance of water service to the premises for violation of a rule or regulation of the DCWSA.

O.C.G.A. § 16-7-25

16-7-25. Damaging, injuring, or interfering with property of public utility companies, municipalities, or political subdivisions.

(a) It shall be unlawful for any person intentionally and without authority to injure or destroy any meter, pipe, conduit, wire, line, post, lamp, or other apparatus belonging to a company, municipality, or political subdivision engaged in the manufacture or sale of electricity, gas, water, telephone, or other public services; intentionally and without authority to prevent a meter from properly registering the quantity of such service supplied; in any way to interfere with the proper action of such company, municipality, or political subdivision; intentionally to divert any services of such company, municipality, or political subdivision; or otherwise intentionally and without authority to use or cause to be used, without the consent of the company, municipality, or political subdivision, any service manufactured, sold, or distributed by the company, municipality, or political subdivision.

(b) Where there is no evidence to the contrary, the person performing any of the illegal acts set forth in subsection (a) of this Code section and the person who with knowledge of such violation receives the benefit of such service without proper charge as a result of the improper action shall be presumed to be responsible for the act of tampering or diversion.

(c) This Code section shall be cumulative to and shall not prohibit the enactment of any other general and local laws, rules, and regulations of state or local authorities or agencies and local ordinances prohibiting such activities which are more restrictive than this Code section.

(d) Any person who violates this Code section shall be guilty of a misdemeanor.



AMR Opt-Out Policy

Dade County Water & Sewer Authority is upgrading meters to an Advanced Metering Infrastructure with AMR (Automated Meter Reading). All meters will be replaced during mass deployment. Once your area has been upgraded, your meter will be read electronically on a monthly basis unless the account holder chooses to opt out of AMR.

AMR Opt-Out Frequently Asked Questions

What is AMR?

AMR (Automated Metering Reading) is a method of reading meters using radio frequency (RF) as a means of communications between the meters and a mobile or handheld reading device.

Who can opt out of the AMR program? How do I opt-out?

The Opt-Out program applies to customers with a Residential rate. Commercial and Industrial customers are not eligible to opt out of this service. Opt-Out acceptance may be declined if customer's account is not current and in good standing.

All customers requesting to opt out of AMR are required to complete an Opt-Out service agreement form. Upon receipt of a completed form, we will perform a review to determine if the customer meets the eligibility criteria.

***Ineligible to opt-out or opt-out revoked if customer has a record of:**

- Equipment tampering or water diversion
- Service disconnection for lack of payment 2 times in a 12 month period
- Obstructed meter access for meter reading and/or meter maintenance
- Documented threat to utility staff

Are there costs associated with electing to opt out of the AMR program?

A one-time, initial setup fee of \$50 per water meter to cover the cost of changing and reconfiguring the water meters.

In addition to the standard monthly charges for utility services a meter reading charge of \$30 is assessed each month to cover the cost of manual meter reads. The Opt-Out initial charge and the meter read fees are added to your utilities billing statement. If you would like to opt out for multiple locations on your account, the initial setup charge and the meter read fee will apply to each additional location.



Why do I have to pay to opt out of the AMR program?

Our standard for metering is moving to AMR equipment, which has been reviewed and approved by the Dade County Water & Sewer Authority. We determined that the costs for non-standard service should be paid by those customers who choose the non-standard service. The opt out charges cover the costs of removing and reconfiguring the reading equipment and a monthly site visit to manually collect meter reads from the non-automated utility meters. Customer self-read and reporting is not available.

Once I opt out, what will change?

We will visit the premise and exchange the water meter for a solid state meter that has the radio frequency (RF) communication transmitter disabled. By rendering the automated meter components inoperable, our personnel must visit the premise once each month to read the meter(s) thus requiring physical access to the meter.

Are other utility companies offering this option?

Yes. Many utilities across the country have this option. Our Opt-Out option follows the best practices that have been developed by other utilities.

Will rates be affected by this program?

The Opt-Out option does not affect the retail usage rates.

Why do the water meters look the same as they did before the automated equipment was removed?

The same standard meter types are used to measure consumption, the only difference is the RF transmitting module in each meter has either been removed or disabled.

Once a customer opts out, will there still be RF frequency in/around their home?

Yes. In today's hi-tech world, RF is emitted from wireless routers, cell phones, microwaves, baby monitors, TVs, etc. Additionally, any RF being emitted from communication towers or other meters in the area are also in the environment at all times.

Once a customer opts out, can they opt back into automated meter reading?

If you opt out, you are responsible for the associated fees incurred. If you opt out of the AMR program and then change your mind, the fees are not refundable.

Any customer that opts out, but subsequently elects to opt back in, will not incur any charges or fees to have the AMR equipment placed back in service. Customers may opt back into the AMR program by calling 706-657-4341.



Dade County Water & Sewer Authority AMR Opt-Out Agreement

The Automated Meter Reading (AMR) Opt-Out Program (“Program”) is available for Dade County Water & Sewer Authority Residential customers. This program allows for the removal of radio frequency (RF) emitting equipment used for purposes of collecting a meter read at a premise and replacement with non-automated equipment.

Participation in the Program requires the following:

- Initial setup/meter change-out fee: \$50
- DCWSA will manually read the meter(s) each month requiring physical access to the meter(s). Customer self-read and reporting is not available.
- In addition to the standard monthly charges for utility services the customer will incur a \$30 read charge each month for manually reading the meter(s). This meter reading charge is applicable regardless of the number of meters at the customer site.

To elect participation in the Program, please complete all fields in the form below. Upon submission of this Agreement, Customer agrees to the terms and conditions of the agreement and rules and regulations, as amended from time to time. Please complete this form for each residence electing to participate in the Program.

Customer and Meter Information

** indicates required field*

Customer Name (Primary Account Owner):* _____

Service Address:* _____

City:* _____ State:* _____ Zip Code: _____

Daytime Phone: * _____ Email: _____

DCWSA Account Number: * _____



Are there any meter access issues that we need to be aware of at the service address?

Yes No

If Yes, please describe: _____

(Please indicate if locked gate, dog, etc.)

Terms and Conditions

I agree that I am a customer of record at the customer account number entered above. Further, I am indicating that I want to opt out of Dade County Water & Sewer Authority's AMR Program and am subject to the requirement of providing physical access to the meter each month for manual reads, an initial setup fee and a monthly read charge per meter per month which will be added to each monthly bill. By opting out, I understand that all automated metering-enabled services may no longer be available to me, and I thus agree to forfeit these services and benefits. I agree that this Agreement is subject to and incorporates the rules, regulations, and rate schedules for utilities service on file with Dade County Water & Sewer Authority, as amended from time to time. Except as expressly provided herein, the terms and conditions of existing Contract(s) for utilities service and other Agreement(s), if any, between DCWSA and Customer shall remain in full force and effect. This Agreement will remain in effect until terminated by either party. Furthermore, I agree to adhere to requirements of the Program, including but not limited to, allowing access to obtain meter reads at my property and timely payment. Failure to adhere to these terms and conditions will result in removal from the Program and the installation of standard automated metering equipment, at customer's expense, at the premise.

Account Owner Acknowledgement

Account Owner: _____ Date: _____

You may submit this completed form to Dade County Water & Sewer Authority at

P.O. Box 1047, Trenton, GA 30752

or email a copy to us at

CustomerService@mydadewater.com

You may also fax this form to 706-657-6778 or drop off the form at our office located at 250 Bond Street, Trenton, GA 30752.