



**NEW CUSTOMER  
WELCOME PACKET**

**ACCOUNT#: \_\_\_\_\_**

**PAY ONLINE @  
[WWW.MYDADEWATER.COM](http://WWW.MYDADEWATER.COM)**



**OFFICE 706-657-4341  
FAX 706-657-6778  
EMAIL: [CUSTOMERSERVICE@MYDADEWATER.COM](mailto: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	\$1400.00
Return Payment Fee	\$28.00	1” Tap Fee	\$1700.00
Broken Shut Off Valve Fee	\$75.00	2” Tap Fee	\$5500.00

**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](http://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](http://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.



**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.

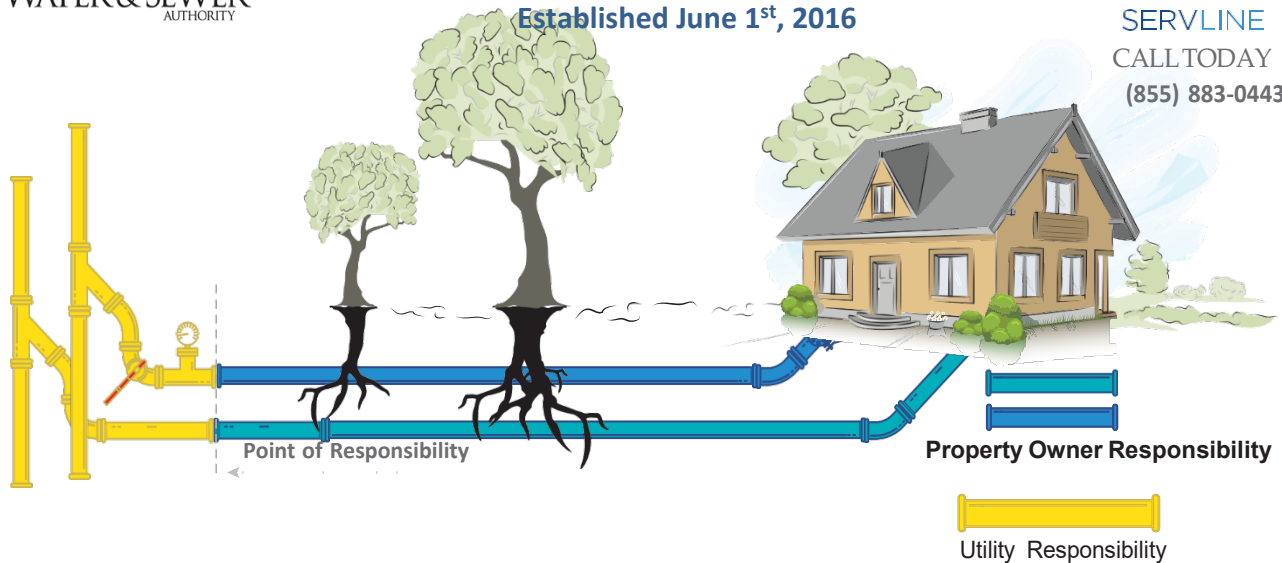
Everything from erosion to soil acidity to tree roots or even the outdated practices for installing pipe can lead to issues far sooner than the expected. A house without water is hardly a home. So in the event of a water line crack or break and to get your personal infrastructure up and running again 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. <sup>§</sup>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<sup>s</sup> once every 12-Months.

#### WATER LEAK

Residential: \$2.00<sup>s</sup> 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 re-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.