Fannin County Water Authority
45 Crystal Mountain Circle
Blue Ridge, GA 30513

APPLICATION FOR RESIDENTIAL WATER SERVICE

Fannin County Water Authority
45 Crystal Mountain Circle
Blue Ridge, GA 30513
Phone: 706-258-5160

(Picture ID is required to obtain service)

Name:

Billing/Invoice Address:

Location Address:

Cell Phone:

Home Phone:

Email Address:

To receive an email bill only, please check here: ☐

Previous Client Name:

Fannin County Water Authority

1. The FCWA office is located at: 45 Crystal Mountain Circle, Blue Ridge, GA 30513

2. The Office is open Monday-Friday from 8:00am to 4:00pm.

3. Email address is: fcwa@fannincountyga.org

4. Phone: 706-258-5160—After hours emergency: 706-851-3739

5. Payments may be made in person, mail, drop box, or on our website fannincountyga.org

6. A minimum monthly fee applies, regardless of usage or the number of service days. Bills should be mailed by the 1st of each month to ensure delivery by or on that date. Payments are due by the 20th of each month, after which a late fee will be automatically applied to the account. To avoid service disconnection, payment must be received by the end of the month.

7. Disconnection occurs on the first business day of each month for any outstanding balance from the previous month. Once your account is placed on the disconnection list, a $50 administrative fee will be applied. If disconnection occurs, a $50 fee will be assessed. To restore service after disconnection, the outstanding balance, along with any applicable fees, must be paid in full. Reconnection will only be processed once the meter reader has completed their disconnections for the day. Please note that if payment is not made by 4:00pm, reconnection will not be possible without an additional $100 after-hours fee.

8. All meters are the property of Fannin County Water Authority. A $1,000 fee will be assessed for tampering with any of our meters. Only authorized personnel are permitted to access the meter box. If the meter box or its contents are damaged by anyone other than a Fannin County Water Authority employee, the customer of record will be held liable. Maintenance, service turn-ons, turn-offs, or re-reads will be performed either upon customer request or as part of the regular maintenance and reading schedule. Authorized agents of the Water Authority are permitted access to the property at any time for the purposes of installing or removing Authority property, inspecting piping, reading and testing meters, or any other activities related to water service and its facilities.

9. Any water that does through the customer's meter is the responsibility of the customer, even if it is unintended water usage. If for some reason you think your bill may not be correct, please check your usage first. If your usage is higher than normal, you will need to check a few things:

    a. Check all faucets for drips.

    b. Listen carefully to your toilets to see if you have one leaking. A leaking toilet can run up to 30,000 gallons of usage in a month. Please continually take notice if toilets do not flush or stop running as they should.

    c. Check your hot water heater.

    d. If you know where the meter is located, you can check it yourself by getting a reading, then wait at least 2 hours without using any water in your home, then get a second reading. If the reading goes up, then you have a leak. You will need to get someone familiar with plumbing to help you.

    e. If you need assistance from FCWA there will be a $25 service charge for our meter reader to come out; however, he does NOT locate the leak for you. If for some reason he has misread the meter, there will not be a service charge.

10. Do not landscape or cover the meter box in any way.

11. Customers may wish to have a pressure regulator installed on their side of the meter.

12. It is your responsibility to notify us in writing when you need services cancelled or updated account information. You may do this in person at the office, via email, or mail.

13. After the applicant has vacated the premises and the final bill has been paid in full, the deposit will be refunded. If a new contract is not received within 48 hours of the date of transfer, service will be disconnected, and a $100.00 reconnection fee will be charged.

14. Service will be activated once the application has been processed, the deposit is received, and all required documentation has been submitted and approved by our office. If the meter has been locked or removed for any reason, our office will notify you and coordinate the reconnection of the water service. Customers are required to ensure that all indoor plumbing is turned off. Any damage caused by open faucets or leaks within the residence will be the responsibility of the customer.

15. The applicant understands that it is a violation of state law to obtain water services without paying for them and that it is further violation to destroy, damage, deface, or otherwise tamper with water infrastructure, including meters or any piping associated therewith. The applicant further understands that if it is determined by the Authority that there has been unauthorized use, misuse, theft, destruction, damage, defacement or tampering with water infrastructure owned by the Authority, the applicant or any resident user can and will be required to pay the Authority liquidated damages ranging from $1,000 to $5000 (1st violation $1000; 2nd violation $2500; 3rd violation $5000), may have service disconnected and be required to pay a service reconnection fee and an additional deposit.

16. In applying for and obtaining water from the Fannin County Water Authority, applicants grant to the FCWA, its successors and assigns a permanent and perpetual easement across the property of the Applicant, together with any access roads, for the installation and maintenance of water meter and any required water lines deemed appropriate and necessary by the FCWA, in its sole discretion, or providing water.

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Customer's Signature Date