

Jasper County Water Authority Policy

Instruction Title: **Jasper County Water Authority Policy**

Revision: **10/9/2025**

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Purpose

The purpose of this procedure is to provide a process for the Jasper County Water Authority to respond to our utility customers in a consistent and fair manner.

Scope / Application

This procedure applies to residence of Jasper County who utilize water services.

Definitions and Acronyms

- JCWSA – Jasper County Water & Sewer Authority
- Hang Tag – Notification of services being cut off due to non-payment

Responsibilities

- **JCWSA Customers** are responsible for providing safe and adequate access to meters for our utility personnel or approved by JCWSA contractors.

NOTE: All utility meters are the property of the Jasper County Water Authority. Damage to these meters could result in additional charges.

Instructions

New Service Requiring a Meter

1. Customers seeking new services that require the installation of a meter will be required to complete the application needed and provide valid picture identification (state issued driver's license, passport, state issued ID card).
 - 1.1. The cost of the meter and deposit must be paid in full before the account will be established. The process includes the meter and installation; it takes approximately 2 weeks, weather permitting and availability of materials. This does not include having the lines ran from the meter to the home; that would be the responsibility of the customer to hire a plumber to come out and perform services.
 - 1.2. Service will begin once the meter has been installed, regardless of water usage.

Transfer of Existing Accounts

1. Customers applying for service must complete the application required, provide valid picture identification (state issued driver's license, passport, state issued ID card), and a deposit is required before the account will be transferred.
2. Accounts are not prorated.
3. Existing accounts must be paid before transfer of services.

Billing

1. Bills will be mailed out the 1st week of each month and shall be due on the 21st of each month.
 - 1.1. If the due date falls on a Saturday, Sunday, or Holiday, then the following Monday will serve as the due date.
 - 1.2. Hang Tags will be sent out due to non-payment on past due accounts.

Payments

1. Payments can be made by the following options:
 - 1.1. Bank of Monticello—you must have your JCWSA account number.
 - 1.2. Tricia P Armistead CPA—311 Forsyth St, Monticello, GA 31064
 - 1.2.1. Drop box located in 2nd side door
 - 1.3. By Mail—PO Box 47, Monticello, GA 31064

Fees

1. A \$35 late fee will be applied to any account that requires a Hang Tag Notification.
2. If services are disconnected, reconnect fees will apply at the time the services are delivered.
 - 2.1. The reconnect fee is \$75.
 - 2.2. Reconnections will not occur after 7 PM
 - 2.3. If a meter is requested to be re-read, a \$20 fee will apply if the original reading is found to be correct.

Theft of Service

1. As a customer, you are not permitted to turn on your utility service. Customers are not permitted to cross connect any utility service from a neighbor.
 - 1.1. Any customer who turns on a utility service will be subject to fines.
 - 1.1.1. First offense--\$500
 - 1.1.2. Second offense--\$1000 and subject to prosecution.

Fire Hydrant Water Use

1. The Authority may allow sale of bulk water through its fire hydrants under such policies and regulations as it may see fit to adopt.

Prohibition Against Tampering with Authority Property and Providing Punishment Therefor

1. Prohibited actions
 - 1.1. Any customer, person, firm, or corporation, that without the authorization of the Authority commits the following will be subject to fines. First offense--\$500. Second offense--\$1000 and subject to prosecution in court
 - 1.1.1. Connects onto a water line of the Authority
 - 1.1.2. Disconnects a water line from a water line of the Authority

- 1.1.3. Connects onto a water meter of the Authority
- 1.1.4. Disconnects a water meter of the Authority
- 1.1.5. Moves, removes, changes, or alters the location of a water meter
- 1.1.6. Changes, alters, or damages any water meter or water line to prevent proper registration of water passing through said water meter or line
- 1.1.7. Obtains water
- 1.1.8. Prevents any other person from obtaining water
- 1.1.9. Obstructs, or otherwise interferes, with the reading or maintenance of any water meter
- 1.1.10. Obstructs, or otherwise interferes, with any water line, fire hydrant, pumping station, or any appurtenances to water facilities of Jasper County Water and Sewer Authority
- 1.1.11. Creates a hazardous or unsafe condition to the water facilities of Jasper County Water and Sewer Authority
- 1.1.12. Constructs and/or initiates service to a water line without approval of plans, specifications, and installation by the Authority

Authority Consideration

1. Extensions to new development will be considered under the following conditions:
 - 1.1. Sufficient dedicated right of way must be available along public roads required to access the development
 - 1.2. The developer must provide a letter from Jasper County Planning and Zoning Department that the property has been approved for the proposed use according to the zoning and development regulations Jasper County
 - 1.3. The developer must provide the Authority with (3) copies of plans of the property to be served at a format and scale that meets the Authority's specifications. The Authority will review the submitted plans for conformance to its standards and specifications. The plans will be revised by the developer as necessary to meet requirements prior to final Authority approval. Said plans shall contain the following information:
 - 1.3.1. Location of the closest existing water line of the Authority which is of sufficient size to serve the property
 - 1.3.2. Location of the existing and proposed roads to serve the property
 - 1.3.3. Exact size, material, and footage of water line that will have to be installed to serve the property
 - 1.3.4. Location of all water lines and appurtenances to be constructed in the area to be developed
 - 1.3.5. Documentation that lines and appurtenances have been sized to meet the specifications the Authority has for customer demand and fire flows
 - 1.3.6. The developer must document financial ability to pay cost of the construction
 - 1.4. The Authority's existing infrastructure has the ability to provide adequate domestic and fire flow supply.

General Requirements for Extensions to New Developments

1. The developer is responsible for all costs of extension. This applies to new residential subdivisions, industrial sites, and commercial sites and to necessary extensions along existing public roads to reach those sites
2. The owner of any new development will be required to pay for labor, materials, design, and all other cost of water line extension. At the option of the Authority, construction of extensions to and within the new development, may be done by the Authority or by a qualified contractor working for the developer. In any case, line construction must adhere strictly to adopted Authority specifications.

Suspension of Services

1. Termination with notice
 - 1.1. Service may be terminated at the request of the customer
 - 1.2. Service may be terminated for non-payment of water charges according to the adopted policies of the Authority. In such cases, the Authority will attempt to notify the customer of the impending service termination in advance to allow for a setting of accounts prior to the termination
2. Termination without notice
 - 2.1. The Authority reserves the right to discontinue its service without notice for the following reasons:
 - 2.1.1. Prevention of fraud or abuse
 - 2.1.2. Customers willful disregard for the Authority's adopted policies
 - 2.1.3. Emergency repairs
 - 2.1.4. Insufficiency of water supply due to circumstances beyond the Authority's control
 - 2.1.5. Legal process
 - 2.1.6. Direction of public authorities
 - 2.1.7. Strike, riot, fire, flood, unavoidable accident, actions of others, or acts of God
3. Other terminations
 - 3.1. The Authority reserves the right to terminate the services granted by the Authority for any other reason other than those stated above by giving the customer ten days written notice of the date of termination

Construction by Authority

1. If the construction will be provided by the Authority, the total cost of the project, as estimated by the Authority, must be paid to the Authority. A letter of credit signed by the President of an accredited bank in the state of Georgia will be acceptable in lieu of cash. If it becomes apparent to the Authority that construction of said lines will cost more than the original estimated cost, the Authority may terminate work until such time as adequate funds have been placed with the Authority, or a revised letter of credit with an adequate figure is received.

Construction by Developer

1. During construction, the Authority will inspect work, as necessary. Upon completion of construction by the developer, but prior to the initiation of water service, the following must be done:
 - 1.1. The Authority will conduct tests to ensure that completed water lines meet Authority specification for pressure, flow, and water quality.
 - 1.2. The developer must post a deed conveying the water line, appurtenances thereto, and any required permanent easements to the Authority
 - 1.3. The developer must post a surety bond, or a letter of escrow from any banking institution within the State of Georgia, with the Authority in the amount of 10% of the total cost of the construction of said line, which said bond, or letter of credit, shall guarantee payment to the Authority for any repairs or maintenance needed in said line over a period of one year from the conveyance of said line. The Authority will conduct a final comprehensive inspection of the water infrastructure once the facility has been in service between eleven and twelve months. The developer will be responsible for any corrections and listed noted through that time. Surety shall remain in place until a release letter is provided by the Authority.
 - 1.4. The developer must furnish three copies of as-built water lines and appurtenances in the size and format specified by the Authority
 - 1.5. The developer must execute an affidavit prescribed by the Authority stating that the cost of all labor and materials has been paid accompanied by copies of all invoices.