

paying your bill

IN PERSON

Visit the ACC Water Business Office, 124 E. Hancock Ave, Athens, GA 30601. We accept cash, check, credit/debit card, or money orders, made out to ACC WBO. Office hours are 8:00am–5:00pm, M–F. After hours drop-off boxes are located at the front and rear of the building.

ONLINE

First-time users will need their water account number to set up an online account and create a user ID. Online payments are made using your checking account. Visit accgov.com/923/Pay-Your-Bill.

BANK DRAFT

Complete a bank draft authorization form available online or at the ACC Water Business Office (WBO). Bring the completed form and a voided check to the WBO. Payments are automatically deducted from your checking account by the due date on your bill. Visit accgov.com/923/Pay-Your-Bill

MAIL

Use the payment stub and mailing envelope provided in your bill. Send checks or money orders made out to ACC WBO to:

The United Government of Athens-Clarke County
Public Utilities Water Business Office
PO Box 16869
Atlanta, GA 30321-0869

did you
H2knOw?

- Water delivery and collection is essential for our health, economy, fire protection, food production, and environment.
- Water charges and fees contribute to replacing and building our vital water infrastructure.
- In Athens-Clarke County, water is about 1¢ per gallon.
- High bill? The Water Conservation Office offers water-efficiency tips, home assessments, and water-saving devices. Visit www.ThinkAtTheSink.com

Visit our website to learn more about the Public Utilities' services:
www.accgov.com/publicutilities

For additional information call:

• Water Business/Billing	706.613.3500
• Meter Management	706.613.3479
• Engineering Management	706.613.3490
• Water Conservation	706.613.3729
• Water/Sewer Line Construction	706.613.3495
• Administration	706.613.3470



Credit card payments are accepted when paying in person at the Water Business Office.

MONTHLY WATER & SEWER SERVICE

rates & fees



Public Utilities

water. wastewater. conservation.

Effective July 1, 2019

summary of rates & fees

RESIDENTIAL WATER USE is billed on a four-tiered pricing system, based on Winter Average (WA) water use or 100 gallons a day multiplied by the number of days in the billing cycle, whichever is greater.

NON-RESIDENTIAL WATER USE is billed on a four-tiered pricing system, based on the Annual Average (AA) of monthly water use.

SEWER USE is equal to 100% of water consumption. The sewer rate for residential and non-residential is \$6.76 per 1,000 gallons.

4 TIERED PRICING

- Tier 1** Winter Average (WA) or Annual Average (AA) at a rate of \$5.73 per 1,000 gallons
- Tier 2** Additional water use up to 10% over Winter Average (WA) or Annual Average (AA) at a rate of \$7.16 per 1,000 gallons
- Tier 3** Additional water use more than 10% up to 25% over Winter Average (WA) or Annual Average (AA) at a rate of \$8.59 per 1,000 gallons
- Tier 4** Additional water use more 25% over Winter Average (WA) or Annual Average (AA) at a rate of \$14.32 per 1,000 gallons

CUSTOMER SERVICE

Monthly customer service fees cover the overhead costs for meter reading, fixed costs and billing operations.

Water Customer Service Fee = \$8.81

Sewer Customer Service Fee = \$8.81

WINTER AVERAGE (WA) is the average amount of water used during December, January, February, and March of the previous year, or 100 gallons a day (based on a two-person household with an average use of 50 gallons a day per person) multiplied by the number of days in the billing cycle, whichever is greater. The minimum winter average is 3,000 gallons for residential customers.

METER FEES

A monthly meter fee is billed based on meter size. Residential homes typically have a 3/4 inch water meter.

Meter Size	Fee
3/4 inch	\$0.39
1 inch	\$0.86
1 1/2 inch	\$2.72
2 inch	\$20.12
3 inch	\$28.70
4 inch	\$39.74
6 inch	\$97.91
8 inch	\$129.60

IRRIGATION METERS

A separate irrigation meter for outdoor water use is billed at the Tier 4 rate of \$14.32 per 1,000 gallons. Because the water from a separate irrigation meter does not enter the sanitary sewer system, no sewer charges apply.

WASTEWATER

Industrial and commercial water users that discharge high-strength waste to the wastewater system are charged a cost recovery surcharge, based on the following:

Concentration Subject to Surcharge (mg/L)	Rate per 1,000 Pounds
Five-day BOD:	
250 mg/L and above	\$300.00
Total Suspended Solids (TSS):	
250 mg/L and above	\$300.00
Fats, Oil, Grease (FOG):	
101 mg/L and above	\$160.00

FIRE SPRINKLER SYSTEMS

Charges for fire sprinkler systems are payable monthly at the following rates for each system:

System Size	Monthly Rate
1 1/2 inch	\$1.00
2 inch	\$1.50
3 inch	\$2.00
4 inch	\$5.00
6 inch	\$10.00
8 inch	\$15.00
10 inch	\$30.00
12 inch	\$45.00