

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 9:00am–4:00pm, M–F. After hours drop-off boxes are located at the front and rear of the building.

Online

We now accept online credit card payments. Pay with a credit card, set up autopay with credit card or bank account, or check your balance. Visit: accgov.com/WBO

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/WBO

By 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



Credit card payments are accepted online or in-person at the Water Business Office. **To pay by credit card over the phone, please call 706-613-3500, 8:00am–5:00pm, M–F.**

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 less than 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:
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

Water Service

Rates & Fees



Public Utilities

Effective July 1, 2023

rates & fees

Water and Sewer Service Establishment Fees

Water deposit	\$50.00
Service fee	\$10.00
Same-day service	\$25.00
Re-establish water service*	\$25.00
Set up trash service (requires second step with Solid Waste)	\$10.00
Late payment fee	\$10% of current amount due
Meter tampering penalty	\$100.00

* A fee of \$15.00 will be charged to reestablish service when water is cut off for non-payment or other violation. Any outstanding bills must be paid before account is reestablished.

4-Tiered Residential Water Rates

Tier 1 Usage of 100 gallons per day or AA, whichever is greater is billed at **\$6.44 per 1,000 gallons**

Tier 2 Usage up to 50% over tier one allocation is billed at **\$8.05 per 1,000 gallons**

Tier 3 Usage between 51% - 99% over tier one allocation is billed at **\$9.66 per 1,000 gallons**

Tier 4 Usage of more than 100% over tier one allocation is billed at **\$16.10 per 1,000 gallons**

ANNUAL AVERAGE (AA) – average water use on the account from the previous year. Available on accounts active for one year or more. The minimum Annual Average is 3,000 gallons per month.

Single-family residential homes with a 3/4 inch, or smaller, water meter receive a monthly bill with a customer service fee and water consumption charges following a four-tiered pricing based on the household's annual average (AA).

Commercial, industrial, institutional, multi-family and other accounts, with meters larger than 3/4 inch, are billed a customer service fee and a uniform water rate of **\$6.44 per 1000 gallons**.

Sewer use is equal to 100% of water consumption. The wastewater rate for residential and non-residential is **\$8.14 per 1,000 gallons**.

Meter Fees

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

Meter Size	Fee
5/8 or 3/4 inch	\$0.52
1 inch	\$1.15
1 1/2 inch	\$3.62
2 inch	\$28.11
3 inch	\$38.20
4 inch	\$52.89
6 inch	\$130.32
8 inch	\$172.50

Irrigation Meters

Single-Family Residential: Water passing through a household meter and separate irrigation meter are combined and billed on the four-tiered pricing system.

Non-Residential: A separate irrigation meter for outdoor water use is billed at the Tier-4 rate of \$16.10 per 1,000 gallons.

No sewer charges apply to water consumed through an irrigation meter.

Customer Service

The monthly customer service fee helps cover the overhead costs for meter reading, fixed costs and billing operations.

Water Customer Service Fee = \$4.95

Sewer

A monthly fee covers waste discharged into the sewer system.

Sewer Customer Service Fee = \$4.95

Uniform Rate per 1,000 Gallons = \$8.14

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



AMI CUSTOMER PORTAL

WaterSmart

Evaluate Your Bill Concerned about your bill? Use the Evaluate Your Bill module available with your free online WaterSmart account. Visit accgov.com/WaterSmart to learn more.