



Sec. 98-266. Water and wastewater billing and rates—Generally.

- (a) *Rate schedules.* The rate schedule for water and wastewater service furnished to customers shall be fixed from time-to-time by the board of commissioners, and changes in said rates may be made by the board of commissioners as necessary to support the financial needs of the county water and wastewater systems. A current copy of the rate schedule shall be maintained on file in the office of the clerk of the board of commissioners where it shall be available for public inspection.
- (b) *Service charges; when payable; disconnection of service for failure to pay.*
 - (1) The payment of all fees due for water and wastewater service shall be made monthly or at such other time as indicated by the county in accordance with a statement setting forth the amount due. Payment for services billed monthly shall be due and payable by the date specified on the bill. Failure to pay the bill on or before the due date shall result in the imposition of such delinquent penalties as fixed from time to time by the board of commissioners, and shall be in default and service may be disconnected by the county and a service may be disconnected by the due date. Failure to receive notice of the amount due shall in no way relieve the customer, or owner of the property served, from making payment as required in this subsection.
 - (2) Should any customer, including the owner of the property, receiving water or wastewater service fail to pay any sum due under this chapter, the water service shall be discontinued until such sums, with penalties as provided in this chapter, are paid in full. A penalty as set by the board of commissioners of the invoiced amount shall be assessed on all unpaid, past due invoices. A disconnection service charge, as set from time to time by the board of commissioners, shall be assessed for disconnections of water service due to delinquency. This delinquent service charge shall be applicable to each service call to discontinue service for delinquent accounts. The customer will be charged for the service call even if the service is not disconnected. The provisions of section 98-243 shall also apply.
- (c) The following regulations shall apply to customers seeking adjustments for water and wastewater charges billed:
 - (1) *Water bill adjustments for broken water lines and leaks.*
 - a. In cases where it is clear that water usage as reflected by a monthly meter reading is due to an unusual circumstance, the board of commissioners or its authorized representative may authorize an adjustment of one-half the usage in excess of the average bill.
 - b. The adjustment can only be made for the two most recent billings regardless of the duration of the leak.
 - c. Leak adjustments will only be given for broken water lines and meter leaks on the customer's side of the meter.
 - d. Receipts, invoices or statements that support service needed to repair the leak in question shall be presented to customer service to be considered for an adjustment for such repairs.
 - (2) *Wastewater adjustments for filling of swimming pools.*
 - a. The board of commissioners or its authorized representative may authorize a wastewater usage credit for the filling of a swimming pool.



Rockdale County, GA

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- b. Customer must make contact with customer service before the filling of the swimming pool to establish a date for filling the swimming pool.
 - c. There shall be a difference of a minimum of 4,000 gallons from the filling for the month the swimming pool is filled and the average billing for the past 12 months.
 - d. All wastewater usage will be billed that is related to water consumption.
 - e. An adjustment for wastewater billed will be applied to the account for that water volume used to fill the swimming pool.
 - f. The adjustment is credited to the customer's account and will not be considered a refund.
 - g. The adjustment will only be applied once per year per customer. Billing for the water and wastewater utilized for filling of a swimming pool will occur on the following billing cycle.
 - h. The adjustment for wastewater will be applied to the account on the proceeding billing cycle.
- (d) *Service calls.* All service calls shall be charged to the customer requesting the service in accordance with a fee schedule established by the board of commissioners reflecting as closely as possible the actual cost to the county for rendering the service. The county's regular work hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding established county holidays. Reconnections made after regular business hours and on weekends shall be made only upon customer's request and for the established after hours reconnect fees. No payments on account will be accepted in the field.
- (e) *Returned checks.* A processing fee as established by the board of commissioners will be charged for returned checks. If water service has been discontinued as a result of the returned check, the service charges of this section applicable thereto will also apply.
- (f) *Failure to apply for service.* A fee will be charged to water system users who have not properly applied for service in their own names. A separate fee shall be charged for each trip made by the county in an effort to have the customer properly and successfully apply for service. Payment must be made by the applicant for all water and wastewater services utilized subsequent to the former customer discontinuing service.
- (g) *Unauthorized connection or usage.* The board of commissioners shall establish fees to be charged for unauthorized water or wastewater system connections and also establish separate fees for the unauthorized use of the county water or wastewater system services. Also see section 98-141.
- (h) *Optional waiver of charges by county.* The chairperson or his designee shall be vested with the authority to determine any and all cases of hardship and waive CCR charges and other fees and penalties and that such action will be in the best interest of the county.

(Ord. No. 2007-29, § 3, 12-20-1007)