COUNTY AGENDA REQUEST

Department:	Water System	Presenter(s):	Tony Parrott
Meeting Date:	Thursday, August 23, 2012	Type of Request:	Consent

Wording for the Agenda:

Approval of the Water System's request to insert a letter about payment options, and about the ENERGY STAR and WaterSense Sales Tax Holiday in October, into customers' September water bills.

Background/History/Details:

The Water System is ready to begin e-mailing water bills to its customers. In order to do so, the Water System needs to collect information from the customers, and that information will be entered into the system's Utility Billing software. The Water System has drafted a letter to be included in each water bill that will be mailed in September 2012. The letter informs customers of the Water System's ability to e-mail the monthly water bills and of how to register to be billed through e-mail. The letter also reminds customers of other payment abilities that are available.

The Water System would also like to include information on the upcoming ENERGY STAR and WaterSense Sales Tax Holiday. ENERGY STAR is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy that encourages the use of energy efficient products and practices. WaterSense is a partnership program by the U.S. Environmental Protection Agency that desires to protect the future of the nation's water supply by suggesting simple ways to use less water with water-efficient products. The State of Georgia will have an ENERGY STAR and WaterSense Tax Holiday from October 5 through 7 for the purchase of specified items that meet these programs' approval. Providing this information to the customers will provide credit with the Metropolitan North Georgia Water Planning District's (MNGWD) educational program.

What action are you seeking from the Board of Commissioners?

Approval of the Water System's request to insert a letter about payment options, and about the ENERGY STAR and WaterSense Sales Tax Holiday in October, into customers' September water bills.

If this item requires funding, please describe:

Funding to print the letters is included in the Water System's Office Supply Budget. The cost of mailing will not change since the letter will be inserted with the water bills when they are mailed.

Has this request been considered within the past two years?	No	If so, when?	
Is Audio-Visual Equipment Required for this Request?*	No	Backup Provided with Request?	Yes

**** All audio-visual material must be submitted to the County Clerk's Office no later than 48 hours prior to the meeting. It is also your department's responsibility to ensure all third-party audio-visual material is submitted at least 48 hours in advance.***

Approved by Finance	Yes	Reviewed by Legal	
Approved by Purchasing	Not Applicable	County Clerk's Approval	Yes
Administrator's Approval	Yes		

Staff Notes:

ENERGY STAR AND WATERSENSE SALES TAX HOLIDAY

ENERGY STAR is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy that encourages the use of energy efficient products and practices to save money and protect the environment.

WaterSense, a partnership program by the U.S. Environmental Protection Agency, seeks to protect the future of our nation's water supply by offering people a simple way to use less water with water-efficient products, new homes and services.

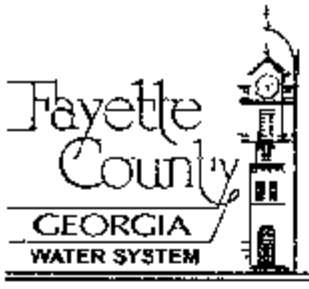
The state of Georgia will have an ENERGY STAR and WaterSense Sales Tax Holiday on October 5 through October 7, 2012. The state and local sales tax exemption will apply to:

•Dishwashers, clothes washers, air conditioners, ceiling fans, fluorescent light bulbs, dehumidifiers, programmable thermostats, refrigerators, doors and windows purchased for home use that meet or exceed ENERGY STAR requirements with a sales price of $1,500 or less.

•WaterSense-labeled products, including bathroom faucets and toilets, purchased for personal use with a sales price of $1,500 or less.

The state and local sales tax exemption will not apply to ENERGY STAR or WaterSense products purchased for trade, business or resale.

September, 2012



Where Quality Is A Lifestyle

To Our Valued Customers:

The Fayette County Water System is happy to inform you that we will soon have the ability to email your monthly water bill. To receive your monthly billing by email all we need is a current email address. To enroll in this program, please email our office from the email address you wish to add to your account. Send emails to watersystem@fayettecountyga.gov , subject line: E-Bill. Please include your name, Water System account number, water service address and a contact number. Additionally, we would like to remind you of our various payment methods for your convenience below:

- **Online Payments:** The Fayette County Water System uses a third party bill payment service called Paymentus. Payments made through Paymentus may be made at www.fayettecountyga.gov/water and by telephone at 1-866-283-9832. Customer's can also pay using their individual bank's online bill pay system.
- **Drop Boxes:** We have several drop box locations for payment pickups throughout the County. In Peachtree City, drop box locations are at the Regions Bank locations at Kedron Drive and at the corner of Crosstown Road & Peachtree Parkway. The drop box at the Regions Bank locations can be found next to the drive thru ATM. In Fayetteville, drop box locations are at the Government Administrative Complex at 140 Stonewall Ave and in front of the Water System office at 245 McDonough Road. In Tyrone, we have one drop box at the Town Hall. All drop boxes are picked up Monday-Friday at 8am; they are white and marked Fayette County Water System payments.
- **Bank Draft:** Customers have the option of having water bill payments automatically drafted from either a checking or savings account. Bank draft forms can be completed at the Water System office at 245 McDonough Rd in Fayetteville. Bank draft request forms may also be mailed to anyone wishing to use this option and can be printed online at www.fayettecountyga.gov/water/payment_options.htm. Customer's should include a voided check or deposit slip from the bank account they wish to have the payments drafted. Currently, bank draft is for checking and savings accounts only.
- **Retail Payment Center:** Many Wal-Mart stores offer options for customers to pay various bills, including the water bill, at Wal-Mart Money Center's located near the Customer Service counter in some Wal-Mart stores. Customers will need a copy of their current water bill to make payments at these locations.
- **In person and Mail:** At the Water System office located at 245 McDonough Road in Fayetteville, we accept cash, check or money order. Our office hours are Monday-Friday 8am-5pm. Fayette County Water System bills are mailed with a self-addressed envelope for payment remittance. For customers who wish to mail in their payment or send written correspondence, our mailing address is: P.O. Box 190 Fayetteville, GA 30214.

We look forward to implementing this program soon and hope that it will simplify your bill paying experience with us.

If you have any additional questions please contact our Customer Service staff at (770) 461-1146 ext. 5.