



"WHERE QUALITY
IS A LIFESTYLE"

WATER SYSTEM
P.O. Box 190
245 McDONOUGH ROAD
FAYETTEVILLE, GEORGIA 30214
PHONE: 770-461-1146
water@fayettecountyga.gov
www.fayettecountyga.gov

Attention Fayette County Water Customers, as we continue to improve our services to all our customers it is necessary for us to make operational adjustments and reorganize our day to day operations of the department. Our focus is to maintain or improve our overall level of services to our customers. However, we strive to be diligent and to reduce any negative impact to our customers. The following notice is to inform all customers of changes we are making in case they see any changes in how we deliver our services to our customers.

NOTICE TO CUSTOMERS REGARDING DELINQUENT ACCOUNTS

It is the responsibility of every customer to pay their bill in full and on time; however, from time to time customers may find themselves in a financial pinch and unable to pay their bill on time. The Fayette County Water System encourages customers to call before their bill is past due to make short-term payment arrangements. If the customer does not contact Customer Service to make arrangements and the bill is not paid, the water service is subject to interruption.

If service is disconnected due to non-payment, the customer must pay the entire balance due plus a \$25.00 reconnect fee to have water service restored. Payments received by 4:00pm on the day of cut off will have the water service restored the same day*. Payments made after 4:00pm on the day of cut off, the water service may not be restored until the following business day.

Failure to receive a billing statement does not release the customer from paying monthly.

The Fayette County Water System has established an informative link to customer accounts using Citizen Self Service. Citizen Self Service allows customers to view a range of account information online as well as submitting a mailing address change and bank draft requests. Registered customers may make a payment on each linked account through Paymentus Corporation, a third party bill payment service. Paymentus Corporation accepts Visa, MasterCard, Discover and Electronic Check. Paymentus Corporation charges a convenience fee for each transaction. To access Citizen Self Service and view other payment options visit our webpage at http://www.fayettecountyga.gov/water/payment_options.htm

Contact Customer Service at 770-461-1146 option 5 for payment arrangements and bill inquiries.

*The Water System will remove the lock from the meter and attempt to turn on service. The meter will be left on provided the dial stops spinning once the plumbing line fills up. Meters will not be left on if water continues to run and the customer is not present.