



Eatonton Putnam Water and Sewer Authority

Customer Account Policy

All bills are due by the 15th of each month unless otherwise noted on your bill. A tier 1 late fee of 15% of the balance will be added to your account on the business day following the 15th if the account is not paid in full by the 15th.

If you have a concern about your bill, you must contact the EPWSA office immediately. High readings will be verified by the meter reader via re-read.

If you do not receive your bill the first week of each month, please contact the EPWSA office immediately. Failure to receive your bill does not relieve obligation to pay or avoid penalties and/or disconnection charges. **Second notices will not be mailed out.**

The cut-off date for non-payment is the 25th of each month or the next business day. Payment must be received before 8:00 a.m. A secure drop box is provided by EPWSA for payments after hours. Payments will be removed from the drop box at 8:00 a.m. on cut-off day. Effective March 1, 2024, any payments received after 8:00 a.m. will move to a tier 2 late fee and a \$100 fee will be added to the account. Tier 2 can also include termination of water service until the entire balance of the bill is paid. If the meter is turned off and usage continues a \$250 meter tampering fee will be charged to the account and must be paid before service is restored.

Accounts with a returned check will be charged a \$35 returned check fee. A letter will be mailed to the customer and the customer will have 10 days from the date of the letter to pay the returned check amount and the returned check charge. In the event payment is not received in the time given, the service will be disconnected. If any check written for deposit on a new account is returned, the service will be disconnected immediately. If a customer writes a check on cut-off day or the day before cut-off day that is returned by the bank for insufficient funds or other reasons, the customer's meter will be locked immediately, and the account will be charged the \$100 tier 2 late fee plus the returned check charge of \$35. If any customer has 3 returned checks, only cash or money orders will be accepted on that account.

A \$25 transfer fee must be paid if you are transferring service to a new address. Any amount currently owed on your old account must be paid in full at the time of transfer. The deposit on file will be transferred to your new account. Any amount owed after the final meter reading on your old account will be transferred to your new account if not paid within 30 days.



Account Charges

Account Charges are as follows:

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|------------------------------|----------------------|
| Residential ¾" Water Tap | \$1,200.00 |
| Residential 4" Sewer Tap | \$2,500.00 |
| Deposit | \$150.00 |
| Returned Check Fee | \$ 35.00 |
| Tier 1 Late Fee* | 15% of Total Bill |
| Tier 2 Fee For Non-Payment** | \$100.00 |
| Meter Tampering Charge*** | \$250.00 |

*Any balance over \$10 unpaid by the due date shall be charged 15% of the total balance.

**Any outstanding unpaid balance on the 25th at 08:00 shall be assessed a \$100 fee as well as potential for disconnection of service until full balance is paid.

***A Meter Tampering Charge will be charged to any customer's account if it is discovered that the meter or meter box has been tampered With. If meter is removed for any reason or if locks that were placed on the meter by EPWSA are removed by another other than authorized personnel of EPWSA, or if a meter is turned back on after being turned off for non-payment, a \$250.00 charge will be made to the customer's account and possible legal action may be taken.