

# Policies

## NEW SERVICE

An application for new service must be completed to have service turned on. A fee of \$20.00 will be charged to activate new service.

You are responsible for making sure all water connections are off at the property. The City of Gainesville **will not** be responsible for damage caused by an open connection and any flooding that might occur when the water is turned on at the meter.

## WATER DEPOSITS

A deposit, based on meter size, will be included on your first bill. Deposits may be waived when the customer receives a satisfactory consumer credit report or they have demonstrated good payment history with the utility. Deposit refunds will be mailed after the final bill is completely processed for closed accounts.

### Meter size

¾-Inch .....	\$160.00
1-Inch .....	\$360.00
1½ to 3-Inch .....	\$400.00
4-Inch or larger .....	\$500.00

Cutoffs for non-payment within a continuous 24-month period will result in increases to the current deposit established for that customer's meter size as follows:

**First Cutoff:** Increased to the current rate.

**Subsequent Cutoffs:** Increased by 50% of the current rate.

## DISCONTINUE SERVICE

Any person wishing to discontinue the use of water supplied from the City of Gainesville must give notice to the Department of Water Resources by completing a Utilities Turn Off Form. Customer is responsible for all water until notice is received.

A **Utilities Turn-off Form** may be obtained from the City's web site, [www.gainesville.org](http://www.gainesville.org), under the Department of Water Resources page, or by calling 770-535-6878.

A fee of \$15.00 will be charged to each customer deactivating their account.

## DUE DATE/LATE PAYMENT OF BILLS

Due date for water & sewer bills is 20 days from the billing date. A late fee of 10% of the current charges shall be assessed for payments made after 20 days of the billing date. Water service will be disconnected when one month's bill is 10 days past due or when partial payments are made on accounts over 30 days past due. A \$40.00 fee is required each time the account becomes delinquent to the extent the system initiates a cutoff of the account. **This fee is owed if payment is not received by 5 PM on the Monday prior to the scheduled disconnect.**

## WATER TAPPING FEES

### WATER TAP, METER, CONNECTION & ADMINISTRATIVE FEES

TAP SIZE	Tap & Meter	Connect	Admin	Total
¾-Inch	\$1,073	\$1,726	\$51	<b>\$2,850</b>
1-Inch	\$1,600	\$4,765	\$143	<b>\$6,508</b>
2-Inch	\$3,600	\$15,248	\$457	<b>\$19,305</b>
3-Inch	cost	\$30,496	\$915	
4-Inch	cost	\$47,650	\$1,430	
6-Inch	cost	\$95,300	\$2,859	
8-Inch	cost	\$152,480	\$4,574	

3 to 8-Inch Tap & Meter Fees are charged at actual cost for time and materials and require a fully-executed Agreement to Pay at time application for service is made.

### Additional Water Meter Information

The property owner must provide his/her own cutoff valve. Using the turn off at the meter is not permissible.

Each lot, tract or parcel of land to be served by the city water system, within or without the city limits, shall be served by its own individual water meter.

Water meters cannot be moved or transferred from the original lot, tract or parcel of land it was purchased to serve and remains the property of the City of Gainesville.

A water meter can be relocated on the same lot, tract or parcel after making application and paying the cost estimate prepared by the Department of Water Resources.

## WASTEWATER TAPPING FEES

Wastewater tapping Fee is **\$900** for a **6-inch\* service line** serving a single dwelling or commercial unit.

**\*Wastewater service lines over 6-Inches shall be charged an additional fee at actual cost per inch.**

### WASTEWATER TAP, CONNECTION & ADMINISTRATIVE FEES

METER SIZE	*6" Tap	Connect	Admin	Total
¾-Inch	\$900	\$3,570	\$107	<b>\$4,577</b>
1-Inch	\$900	\$9,683	\$290	<b>\$10,873</b>
2-Inch	\$900	\$30,984	\$930	<b>\$32,814</b>
3-Inch	\$900	\$61,968	\$1,859	<b>\$64,727</b>
4-Inch	\$900	\$96,825	\$2,905	<b>\$100,630</b>
6-Inch	\$900	\$193,650	\$5,810	<b>\$200,360</b>
8-Inch	\$900	\$309,840	\$9,295	<b>\$320,035</b>

# CITY OF GAINESVILLE

## WATER RESOURCES

# Water and Wastewater Rates, Fees and Policies

## March 2026

## PAYMENTS

Checks may be mailed to:

City of Gainesville  
PO Box 779  
Gainesville, GA 30503-0779

You may pay your bill online by using your credit card or checking account. Log onto [www.gainesville.org](http://www.gainesville.org), click on SERVICES, then click on Pay Your Water Bill.

Cash, check and credit card payments may be made in person at Customer Account Services Department located at 757 Queen City Pkwy. Monday—Friday, 8:00 AM to 5:00 PM.

Credit card payments can be made by phone by calling 770-535-6878 press 1, 24 hours a day through our automated phone attendant.

When the office is closed, your payment plus the remittance section of the bill may be dropped in the *Night Deposit Box* located in the drive-thru side of the building. The City of Gainesville is not responsible for **cash** deposited in this manner.

We also accept payments made via bill pay through your bank.

**CALL BEFORE YOU DIG**

**1-800-282-7411**

**UTILITIES PROTECTION CENTER**

# Water Rates

## Rates per 1,000 gallons

<b>Residential</b>		Inside City Limits	Outside City Limits
Tier	Consumption		
Lifeline	0—2,000 gallons	\$ 2.92	\$ 5.55
1	2,001-5,000 gallons	\$ 3.72	\$ 7.07
2	5,001-8,000 gallons	\$ 4.65	\$ 8.84
3	>8,000 gallons	\$ 7.44	\$14.14

## **Commercial & Multifamily— Based on % of average**

Tier	Consumption	Inside City Limits	Outside City Limits
1	≤125%	\$ 3.72	\$ 7.07
2	>125% - 180%	\$ 4.65	\$ 8.84
3	> 180%	\$ 7.44	\$14.14

## **Irrigation**

Tier	Consumption	Inside City Limits	Outside City Limits
3	All usage	\$7.44	\$14.14

## **General Industry**

Tier	Consumption	Inside City Limits	Outside City Limits
1		\$3.72	\$7.07

Each account holder on the City's System shall pay a monthly Account Service Fee, plus demand charges.

Account Service Fee \$6.78

# Wastewater Rates

## Rates per 1,000 gallons

### City of Gainesville Wastewater Rates

Inside City Limits	Outside City Limits
\$10.85	\$10.85

Residential wastewater charges are based on 95% of monthly water meter readings. No wastewater will be billed for anything above 8,000 gallons for Residential. Commercial, Multi-Family and Industry wastewater charges are based on 100% of monthly water meter readings.

### Braselton Wastewater Rates

Residential	Base Rate	Commercial
\$9.32	\$29.05	\$12.36

These charges are based on 100% of monthly water meter readings. For questions regarding anything other than billing questions please call the Town of Braselton at 706-654-3915.

# Wastewater Rates Continued

## Flowery Branch Wastewater Rates

### Inside City Limits

**Base Charge** \$11.50      **Unit Charge** \$12.98

### Outside City Limits

**Base Charge** \$14.38      **Unit Charge** \$16.24

The unit charge is based on 100% of monthly water meter readings. Oakwood customers served by Flowery Branch pay the above rates in addition to the Debt Service Fee of \$2.98/thousand gallons. For questions regarding anything other than billing questions please call the City of Flowery Branch at 770-967-6371

## Oakwood Wastewater Rates

### Served by Gainesville and Braselton

**Residential and Non-Residential / Gainesville** \$11.07

**Residential and Non-Residential / Braselton** \$11.48

**Debt Service** \$2.98/thousand gallons

Residential wastewater charges are based on 95% of monthly water meter readings. No wastewater will be billed for anything above 8,000 gallons for Residential. Non-residential wastewater charges are based on 100% of monthly water meter readings. For questions regarding anything other than billing questions please call the City of Oakwood at 770-534-2365.

## Hall County Wastewater Commodity Charge

Residential	Commercial
\$11.26	\$11.26

Residential wastewater charges are based on 93% of monthly water meter readings. No wastewater will be billed for anything above 8,000 gallons for Residential. Commercial, Multi-Family and Industry wastewater charges are based on 100% of monthly water meter readings.

### Base Charge

3/4" Meter Size	\$ 13.40
1" Meter Size	\$ 30.49
1 1/2 " Meter Size	\$ 58.98
2" Meter Size	\$ 93.16
3" Meter Size	\$184.32
4" Meter Size	\$286.88
6" Meter Size	\$571.77
8" Meter Size	\$913.62

For questions regarding anything other than billing questions please call Hall County at 770-531-6800.

# Other Fees

## RETURN CHECK FEE

A fee of \$30.00 will be charged on checks or bank drafts returned for any reason, and water service may be subject to disconnect.

## FIRE HYDRANT METER RENTAL FEES

A deposit and application fee, based on meter size shall be charged for rental of fire hydrant meters, in addition to charges for the water consumed which will be calculated monthly using the outside Tier 3 rate. A late read fee shall be charged for any meter not returned for reading by the scheduled deadline. The deposit shall be refunded upon return of the undamaged meter. If a meter is damaged, the repair cost will be deducted from the deposit. Deposits will not be refunded for lost meters.

Meter Size	Deposit	Application Fee	Late Read Fee
3/4-Inch	\$375.00	\$45.00	\$150.00
3-Inch	\$2,450.00	\$45.00	\$150.00

## FIRE HYDRANT FLOW TESTING FEES

A fee of \$110.00 shall be charged for work performed for testing fire hydrants for flow and pressure for insurance or development design purposes.

## PRIVATE FIRE FEES

Application Fee \$20.00

Deposit Required

Metered water billed at Tier 3 Rates

### Inside Monthly Fee based on Size

1.5" - \$1.00	2" - \$2.00	3" - \$6.00	4" - \$12.00
6" - \$35.00	8" - \$74.00	10" - \$134.00	

### Outside Monthly Fee based on Size

1.5" - \$1.90	2" - \$3.80	3" - \$11.40	4" - \$22.80
6" - \$66.50	8" - \$140.60	10" - \$254.60	

INDUSTRIAL SURCHARGES FOR PRETREATMENT PERMIT HOLDERS				
(Charges Per mg/l)				
	251-500	501-700	701-900	>900
<b>BOD</b>	0.00254011	0.00668449	0.00762032	0.01497326
<b>TSS</b>	0.00187166	0.00467914	0.0052139	0.00962567
	101.01-125	125.01-150	150.01-175	>175
<b>FOG</b>	0.00668449	0.01604278	0.01871658	0.03743316
	7.01-11	11.01-15	15.01-20	>20
<b>PHOS</b>	0.02941176	0.06550802	0.07754011	0.14973262
	40.01-75	75.01-100	100.01-135	>135
<b>TKN</b>	0.00668449	0.01737968	0.02139037	0.04278075