



BILLING SERVICES

All water meters are read monthly and bills are generated based on those readings. Meters are read electronically, thus eliminating the possibility of a visual misread. The fax number for Customer Service and Billing is 770-385-3966.



[Current Rates](#)

[Leak /](#)

Leak Policy

Established April 1, 2008 – Revised December 21, 2022



Leak Adjustment Form

The customer is responsible for all costs associated with leaks from the NCWSA meter to the residence and inside the customer's residence. However, NCWSA has an interest in efficient management of water and sewer resources and recognizes that leaks can result in unexpectedly high bills for customers. Therefore, NCWSA hereby adopts a policy to incentivize customers to address quickly and completely any and all leaks. If a leak occurs on the residence side of the meter (anywhere from the meter to the home, or inside the home itself), a possible adjustment can be given. A "leak adjustment" is a discounted rate for



to apply for an adjustment. The necessary paperwork includes a receipt, or repair bill showing that the leak was fixed, accompanied by a Leak Adjustment Form that you can find at our office, or on our website at www.ncwsa.us. This paperwork can be forwarded to the Billing Department by way of: Email at info@ncwsa.us, Fax# 770-385-3966, Mail to: 11325 Brown Bridge Rd Covington, GA 30016, or Customer Service.

You must provide both the Leak Adjustment form and repair bill/receipt(s) to qualify for a leak adjustment.

No customer shall receive more than two (2) leak adjustments during a twelve-month period. Leak adjustments can take up to two months to complete or longer if it is new service and there is no usage history. NCWSA only adjusts for the two highest consecutive months involved in the leak. The total amount billed when the leak occurred is not reimbursed; it is a partial adjustment at a discounted rate. Customers will receive a discounted rate on the two bills that are taken into consideration for the leak adjustment. During the period that the account is being reviewed, no penalties will accrue on the account; however, to keep the account in good standing a monthly minimum payment equal to the customer's twelve-month bill average is required.

If the leak occurred outside the home and the customer is on NCWSA's sewer, we will adjust the sewer portion back down to an average (no discounted rate is given). If the customer is on NCWSA's sewer and the leak occurred inside the home, no sewer adjustment can be given because that water had to be treated.

Once the leak adjustment has been figured, the credit will be applied to the customer's account. Please refer to your bill for any adjustments that have been made. Any remaining balance will be subject to penalties if not paid by the current due date. If additional time is needed to pay off the balance, please contact our office at 770-787-1375.

Leak Adjustments are a courtesy extended to you, the customer, to assist with high bills; however, it is at the discretion of NCWSA to deny any paperwork submitted that is deemed not legitimate leak repairs.



Pool Sewer Adjustment Request Form

Are you a customer using sewer and thinking of filling your swimming pool?

If you answered yes to both of these questions, you may be eligible for a one-time sewer reduction adjustment. In order to be qualified for a reduction in your sewer cost, you will have to meet the following criteria:

- You must call the office prior to filling your swimming pool
- You will need to complete the Sewer Adjustment Request Form and submit it to our Billing Department – you can find the form on our website, or come into the office
- You will be required to note the size of the pool and how many gallons it holds
- You will be required to specify whether it is an above ground, or below ground pool
- You will be required to enter the date you began to fill the pool along with a picture of the meter reading before starting to fill.
- You will be required to enter the date you stopped filling the pool along with a picture of the meter reading after filling.
- Further steps may be taken for us to verify a sewer adjustment be given, by sending a service tech to the property to verify there is a pool.

Please note that if the above criteria are met, only one sewer reduction adjustment will be given per calendar year. If you fail to provide any of the information above, your account will not be eligible for a sewer reduction. You may email this completed form, along with pictures to info@ncwsa.us

Medical Alert Policy



Physician Medical Form



To minimize the possibility of such a situation from occurring, the Authority has established a policy for identifying the needs of those who have critical care needs. The purpose of this policy is to convey in written form the criteria required to become a customer with a “Medical Alert” status.

Definition of Critical Care Need

For purposes of this policy, a critical care need for water is defined as stated below:

- **“Critical”** means that a continuous supply of potable water is necessary in order to maintain life and/or public health or safety. Life support systems, kidney dialysis facilities, home dialysis patients, hospitals and surgical centers are examples of customers who qualify for “Medical Alert” status.

Registering a Critical Care Need

In order to be considered for “Medical Alert” status, an application must be completed by you and your physician. ***The Authority will make the final determination if a “Medical Alert” status is warranted.*** All applications must be returned to info@ncwsa.us, or at the Authority office located at 11325 Brown Bridge Rd, Covington, GA 30016.

Customer Responsibilities

It is important that you notify the Authority with any contact information changes. The “Medical Alert” status will be reviewed and updated annually.

Notification Process

If a customer who has a “Medical Alert” status becomes delinquent and faces disconnection, they will receive an automatic twenty-four-hour extension in order to make sufficient payment. If no payment, or arrangement is made within that twenty-four-hour period, The Authority may place a flow restrictive device on the service, which will limit the amount of flow accessible to the home. This device will remain on the service until the account has been paid current. If the account remains delinquent and sufficient payments are not made, the account could then be terminated and the service locked.



3/4"	\$2,951.00	\$3,650.00 (Residential)
1"	\$3,082.00	All commercial sewer fees will be calculated by the Engineering Division.
2"	\$3,221.00	
		Sewer Tap Inspection Fee: \$75.00
Fire Line	\$3,780.00 (All Meters)	NCWSA does not make sewer taps
Meters over 2" will be calculated by the Engineering Division		

Miscellaneous Fees:	Homeowner	Tenant	Commercial
Cut on charge for new customers on existing meters- Service Establishment Fee/Application Fee: NON-REFUNDABLE	\$50.00	\$50.00	\$50.00
Delinquent penalty charge added if payment is not received by the due date	\$8.00	\$8.00	\$8.00
Penalty/Disconnect charge for non-payment plus all past due bills, delinquent charges, and final notice:	\$35.00	\$35.00	\$35.00
Restoration of services after normal business hours; emergency situations only	\$150.00	\$150.00	\$240.00
Meter Tampering Fee: First Offense	\$300.00	\$300.00	\$300.00
Meter Tampering Fee: Second Offense	\$600.00	\$600.00	\$600.00

Theft of Water:

At the Authority's discretion, a complaint will be filed with the Newton County Sheriff's Department.

Penalty for Cross Connection:

A: Applies to any connection not approved or paid for at above charges on Authority's system and any other water source.

B: Any cost incurred by the Authority in disconnecting and removing a cross connection will be added to the penalty charges as shown above, including any legal fees and/or fines incurred by the Authority.

Returned Check Charge: \$37.50 (Effective March 1, 2008)

Use of Fire Hydrant Meter: \$250.00 (This is a non-refundable fee.)

Sale of water in bulk quantities per thousand gallons: \$9.81

Meter Testing Fee: \$50.00