

## **Powder Springs FAQs**

### **Why is my first bill so high?**

Due to complications converting customer billing information from Powder Springs' billing system into ours, the first bill reflects two months of use (June 26<sup>th</sup>, to the end of August). We apologize for the combined bills, but we wanted to ensure the billing was as accurate as possible and this took more time than anticipated.

### **Will residential customers be compensated for some water being billed at a higher tier due to being charged for two months of consumption in one bill?**

A residential customer with usage less than 17,000 gallons saved money by paying only one monthly \$7.00 base charge. Cobb Water bills sewer at a flat rate per 1,000 gallons so being charged for two months of consumption in one bill does not affect the rate charged for sewer. Residential rate bills with consumption of 17,000 or greater will include an adjustment (deduct) to offset the increased cost due to the service period being two months instead of our typical 28-32 day service period. This does not apply to irrigation meters or commercial meters, because irrigation and commercial rates are flat rates.

Click here for example comparisons of two months of consumption charged in one bill verses two bills.

### **My irrigation bill is much higher than when I was with Powder Springs?**

There are two factors affecting Powder Springs irrigation customers' first bill with Cobb County. The first bill reflects two months of usage due to complications converting the billing system data to our system, it covers both July and August consumption. In addition, Cobb County Water bills irrigation water at the top tier rate of \$8.87 per 1,000 gallons for in-city customers and \$9.21 per 1,000 gallons for customers in unincorporated Cobb County. Cobb County, and all 92 water and wastewater utilities in Metro Atlanta, are required to bill irrigation at a rate that incentivizes conservation. Recent discussions between Powder Springs and Georgia Environmental Protection Division would have resulted in Powder Springs raising irrigation rates significantly to come into compliance. Information on how to reduce outdoor water use can be found here: <https://www.cobbcounty.org/water/customer-service/outdoor-water-use>

### **Do you have a landlord program like Powder Springs?**

Cobb County does not have a landlord program. If you own rental property and water service is currently in the tenant's name and you want it in your name after the tenant leaves, you will set up an account in your name and pay the non-refundable \$25.00 service charge. An additional \$50.00 deposit may be required if this is the first time the account is established in your name or if the account was previously in your name but had a less than good credit standing. The account will not revert automatically back into your name after a tenant closes out the account, and the non-refundable \$25.00 fee will be assessed every time the account is re-established in your name.

**Why do I have to wait on hold to speak with someone?**

Cobb County Water System has approximately 192,000 accounts. Unfortunately, we often experience high call volume. We try to answer calls as soon as possible, but there is often a wait to reach a customer service representative. We have several web-based resources to help customers with some requests: opening or closing accounts, changing addresses, sending an email inquiry, accessing your account online, or applying for a leak credit. They can be found at <https://www.cobbcounty.org/water/customer-service>

**Do you have auto pay?**

We did have auto draft from bank accounts. We suspended that in March of this year, because we are in the process implementing a new online payment system. This new system should be live in the late fall. It will have a lot of increased functionality including the ability to set up autopay using debit cards, credit cards, or e-checks. Customers will also be able to set up reminders and receive information notifications about important water system issues. Once the system is ready to go live we will push out information on how people can register and get set up. Everyone will need to register on the new site even if they use the current payment site. The new site is much more user friendly and easier to navigate. It will be available soon. We apologize for the delay.