

Service Information

New Service

Lincoln County Water System new service applications must be processed inside the main office located at 182 Humphrey Street in Lincoln County, Georgia.

A customer service representative will be readily available to provide customers with detailed information regarding this water and wastewater system including service availability; initial service charges and required deposit; meter installation procedures and established utility billing policies. The following charges are relevant to new service customers:

Sign-up Fee

Sign-up fees are non-refundable charges of \$35.00 for each utility (water and/or sewer) service.

Billing Procedures

Lincoln County Water Department service utility bills are calculated from the total water consumption and wastewater disposal (equivalent to water consumption charges for sewer customers) that has occurred within a designed meter-reading period called a billing cycle. The billing cycle of each serviced establishment within our accounting system is around the first of the month. An additional volume charge of \$4.00 per 1,000 gallons is applied for each utility system service to customers exceeding their established water consumption base level within a billing cycle.

Note: service utility bill within five (5) business days of their designated billing date should immediately contact our main office at (706) 359-5523 for additional information! Failure to receive service utility bills does not relinquish customers of their payment obligations!

Payment Options

Service utility bill payments can be delivered to our main office located at 182 Humphrey Street in Lincolnton, Georgia during regular business hours (Monday-Friday, 8:00 A.M.- 5:00 P.M.); placed inside our night-drop or mailed to the following address: Lincoln County Water Department, P.O. Box 340; Lincolnton, GA 30817. (Please do not mail cash payments!) Our department is currently not accepting debit or credit cards.

Billing Penalties

Late Fee: A Late fee equivalent to 10% of total chargers is assessed to service utility bills that have been unpaid by their respective due date (10th of every

month.) The adjusted balance for overdue service utility bills is printed adjacent to the amount after due date field.

Reconnect Fee: Customers have until the 25th of each month to pay the balance of their

service utility bill, including late charges, before a non-payment disconnection order is issued for their serviced establishment. Service restoration would then require complete payment of this account balance, late charges and a reconnect fee (\$50.00 before 4:00 P.M.) Note: The latest time that our department will restore service to an account disconnected for non-payment is 4:30 P.M.

Returned Check Fee: Serviced accounts that have checks returned to our department from a banking institution due to insufficient funds are assessed a \$25.00 returned check fee and are promptly mailed a returned check statement. These customers should immediately collect their returned check from inside our main office at 182 Humphrey Street in Lincolnton, Georgia and make complete cash payment of the account to avoid nonpayment service disconnection procedures.

Transfer of Service

Customers are not charged to complete a transfer of service within Lincoln County. Our department shall provide utility service to the disconnecting location for a period of up to seven (7) days following the initial transfer notification date.

Disconnection of Service

Lincoln County customers must provide our department with a definitive termination date upon submitting a disconnection of service order (This can be requested over the phone.)

For further questions or additional information, please call the Lincoln County Water Department at (706) 359-5523