



City of Lavonia • 12221 Augusta Road • P.O. Box 564 • Lavonia, Ga. 30553
(706)356-8781 • Fax (706)356-4694
Website: www.lavoniaga.gov

NEW WATER INFORMATION SHEET

1. Once new water service has been established, you will not receive a bill the very next billing cycle. Your billing is always in arrears, i.e., the customer pays for the water used during the previous month. Example: If you open a water account in August, your first bill will be the October billing which will be the water used from turn on date through the meter read date in September.
2. All Water Bills are mailed on the same day to our customers. If for some reason you fail to receive your monthly bill that does not relieve your responsibility to pay the bill. Please contact the Water Department at City Hall to get a copy of your bill before the past due date.
3. The City mails the Water Bills on the first of every month unless the first of the month falls on a Saturday or Sunday, then the bills will be mailed on the next business day. If the first of the month falls on a holiday, the bills will be mailed on the next business day.
4. Bills are due fourteen days (14 days) after they are mailed. Please check your bill each month for the due date as it will vary according to the mailing date.
5. Renter's Responsibility: It is the renter's responsibility to advise City Hall when you are moving and wish the water service to be turned off. We require that a forwarding address be given to the Water Department so your final bill can be mailed to you. Normally, the final water usage bill is deducted out of your deposit and the balance mailed to you. If your final bill is more than your deposit, then a balance due and payable will show on your final bill.
6. Delinquent Water Accounts: The City generates cut off list on the 10th of every month. If your bill is due on the 15th of the month and not paid by the 10th day of the following month, your account will be declared delinquent. Your name will be placed on the cut off list and your water service cut off until such time as your account has been paid in full. There will be a \$30.00 reconnect fee due and payable in cash, money order or cashier's check before reconnection of water service. Delinquent water accounts paid by 2pm will be reconnected by 4pm. Payments received after 2pm will have water service restored the next day. **(If you call our afterhours for reconnection you will be charged an additional fee of \$50.00).**
7. Extended Time Away from Home: Water damage resulting from leaks, defective water heaters and broken pipes cost homeowners and insurance companies millions of dollars per year in repair costs. Therefore, the City encourages you to please cut your water off at your cut off valve if you plan on being away from your home for an extended period i.e., vacations, etc. Remember, you are responsible for all water that passes through your water meter should a leak occur while you are away from home. **(Water Leak Protection Program \$1.49 billed monthly unless you have signed agreement at City Hall to opt out of Program)**
8. Payment Options:
 - Drop Box provided for payments anytime.
 - Pay in person: cash, money order, check.
 - Online www.lavoniaga.gov (no fees to pay online)
 - ACH (Bank Draft) pick up form in office, go to www.lavoniaga.gov or call & request form.