

To All New Heard County Water Authority Customers,

The Heard County Water Authority, in compliance with State regulations, installs Backflow Prevention Devices for residential water customers in Heard County.

A Backflow Prevention Device allows water to flow in one direction only—from the meter to your home. These devices are important in order to prevent the backwards flow of water from homes or businesses which, under some circumstances, may be contaminated, and could affect the health of many customers.

You are not likely to notice any difference in your water service; however, you should be aware of certain possible effects of this action.

Since water can now flow only to your house, your water heater may discharge from its overflow pipe. When water is heated in a hot water tank, pressure increases. Installation of the Backflow Prevention Device will prevent the excess pressure being released into the county's water mains as it might have done before installation of the device. Excessive pressure is supposed to be relieved by the automatic operation of a relief valve on your water heater. Some older hot water tanks may not have this type valve and in some cases, this valve may not be operating properly. It is important that your tank have a properly functioning relief valve. Without it, leaks in the plumbing or heater could occur.

While there is a very minor chance of problem leaks occurring from the installation of these Backflow Prevention Devices, we recommend that you have your water heater and plumbing system inspected by a qualified person to determine if your heater has a relief valve and if so, that it is functioning properly. When a relief valve opens, water will be released, so it is important that a floor drain or piping be installed from the valve to a drain. Other measures are available but may require varying types of plumbing changes. Your plumber should verify that you also have a pressure-reducing valve/regulator on the User's side of the meter.

Any homes with hydro-heat systems, which utilize hot water from the heater to heat the home, may be affected by this installation.

The Heard County Water Authority staff is not authorized to conduct these water heater checks so you should plan to call a qualified plumber. If you have any questions concerning backflow prevention or water quality, please contact our office at 706 675-3358.

Laurie Cook
Executive Director

STATE OF GEORGIA
COUNTY OF HEARD

WATER USERS AGREEMENT

THIS AGREEMENT between the Heard County Water Authority chartered and existing under and by virtue of the laws of the State of Georgia (hereinafter called the Authority)

and _____ (hereinafter called the user).

WITNESSETH: That, Whereas, the User desires to purchase water for domestic, commercial, agricultural, industrial or other uses, from the Authority and to enter into a Water Users Agreement.

NOW THEREFORE, in consideration of the mutual covenants, promises, and agreements herein contained, it is hereby understood and agreed:

1. The Authority shall furnish, subject to the limitations provided for in the service Rules and Regulations hereinafter provided for, such quantity of water as the User may desire in connection with his occupancy of property located at:

Street

City GA Zip Code

2. The User shall grant the Authority, its successors or assigns, the right of ingress and egress over the real property of the User for installation, maintenance, repair, and service of the facilities of the Authority which may be situated thereon adjacent thereto.
3. The User shall install and maintain at his own expense a service line that shall begin at a point designated by the Authority at his property line and extend to the dwelling and other portions of this premise.
4. The User's service line shall connect with the distribution system of the Authority at the place designated by the Authority, provided the Authority has determined in advance that the Authority's water system is of sufficient capacity to permit delivery of water to that point.

5. The User shall pay for water at such rates, time, and place that shall be determined by the Authority and agrees to the imposition of penalties for noncompliance as set out in the current Rules and Regulations or which be hereinafter adopted and imposed by the Authority.
6. The Authority shall purchase and install a cut-off valve and include a water meter in each service. Such cut-off valves shall be installed either off the User's premises or upon the User's property, within three (3) feet of the property line. The Authority shall have the exclusive rights to use such cut-off valves and water meter to turn service on and off. A back flow preventer will be installed by the Authority in residential installations. **The User shall furnish and maintain a private cut-off valve on the User's side of the meter.**
7. The User shall be responsible for the installation and maintenance of a pressure-reducing valve/regulator on the User's side of the meter. The water pressure regulator reduces the water pressure from potentially high pressure of public water and prevents pressure surges from entering the user's plumbing from the public water main.
8. The Authority shall make the final determination of location of any service line connection to its distribution system and shall determine the allocation of water to Users in the event of a shortage.
9. The Authority may shut off the water of a User who allows a connection or extension to be made to his service line for the purpose of supplying water to another user.
10. The failure of a User to pay water charges duly imposed shall result in the automatic imposition of penalties as set forth in the current Rules and Regulations.
11. The User agrees to comply with the requirements of the Georgia Rules for Safe Drinking Water that no other present or future source of water will be connected to any water lines served by the Authority's water lines and further agrees to disconnect from his present water supply prior to connecting to and switching to the Authority's system.
12. The User understands that billing for water service will begin immediately after the date water service is made available by the Authority as set forth in the Rules and Regulations regardless of whether the User has made his connection to the system.

13. In the event it becomes necessary for the Authority to shut off the water from the User's property for violation of the Rules and Regulations, a fee will be charged for reconnection of the service.
14. Damaging or tampering with Authority property including, but not limited to, the cut-off valve, meter, back flow preventer, meter box, and meter locks may lead to penalties or legal action as deemed appropriate by HCWA.
15. The Rules and Regulations of the Heard County Water Authority are hereby incorporated into this agreement and made a part hereof by reference. A copy of said Rules and Regulations will be provided to User upon application for service. In the event the User shall breach this contract of the Rules and Regulations of the Heard County Water Authority, User agrees to pay a fine as set forth in the Authority's current Rules and Regulations. User further agrees to be bound by future changes, addendums or amendments to said Rules and Regulations upon legal notice of it. User hereby agrees that Authority's publication in local newspapers shall constitute legal notice to him of such changes, addendums or amendments.
16. There will be a base rate determined by meter size charged monthly. This rate is charged to your account regardless of water usage. Your monthly bill will be calculated based on the amount of water used and the applicable base rate.

IN WITNESS WHEREOF, we have hereunto executed this agreement this

_____ day of _____, 20__.

Phone Number

Signature of User

Street/Mailing Address

City State Zip

Accepted By: _____
WATER AUTHORITY REPRESENTATIVE