

# Frequently Asked Questions

## Do you offer budget billing?

No, because budget billing does not promote conservation. A customer on budget billing may not realize that they have a leak or other water related problems at their property until the “true-up” period which could waste a great deal of water and money.

## Where can I find information on the current water restrictions?

Visit our website at [www.cobbwater.org](http://www.cobbwater.org) for current water restrictions, or you can call our Interactive Voice Response System at 770.419.6200.

## I get paid at the beginning of the month. Can you change my billing cycle to coincide with my pay date?

Approximately 178,000 customers are billed per month. Because we send out so many bills, customers are billed daily. The county is divided into cycles. 1 or 2 cycles are read per day and billed the same day. Billing date is based on the cycle you live in. Unfortunately, there is no way for us to manually change your billing cycle.

## If my service is in a cutoff status is there a fee?

Yes, a \$50 fee is assessed if you are scheduled for cutoff. This fee is to re-establish service. An additional premium charge of \$75 will be assessed for after-hours (6:00 – 8:00 PM) service.

## What do I do if my water tastes or smells funny?

Different factors can affect the taste and smell of your water. To report a problem with your water, call the Customer Service Call Center at 770.419.6200 during office hours Monday – Friday 7:30 AM – 6:00 PM.

## What if water is pouring out of my meter or running down my street?

To report a large volume leak call our 24-hour Emergency Dispatch at 770.419.6201.

## Who pays to fix leaks on my property?

The maintenance and repair of pipes and fixtures after the water meter are the sole responsibility of the resident. This includes any charges associated with a leak in that system.

For more information about the Cobb County Water System and answers to Frequently Asked Questions, please visit our website at [www.cobbwater.org](http://www.cobbwater.org)

# Contact Us

## CUSTOMER SERVICE FACILITY

660 SOUTH COBB DRIVE, MARIETTA, GA 30060  
770.419.6200

## HOURS OF OPERATION (MONDAY THRU FRIDAY)

Main Customer Service Building	Drive Through Window
8:00AM - 5:00PM	7:30AM - 6:00PM

Customer Service Call Center	Night Deposit
7:30AM - 6:00PM	24-HRS / 7-DAYS

## 24-HR/7-DAY EMERGENCY SERVICE

EMERGENCY DISPATCH 770.419.6201

## 24-HR/7-DAY WATER RESTRICTION INFORMATION & REPORTING LINE

Call to leave a message 770.419.6244

## COBB COUNTY WATER SYSTEM WEBSITE

[WWW.COBBWATER.ORG](http://WWW.COBBWATER.ORG)

## COBB COUNTY GOVERNMENT WEBSITE

[WWW.COBBCOUNTY.ORG](http://WWW.COBBCOUNTY.ORG)

## NEW OR CHANGE IN SERVICE

Customers can call for new service by phone (or at the Customer Service Facility) Monday through Friday 7:30 a.m. to 6 p.m. We ask that you notify us 24 hours prior to the date you need new or change in service. For new service, an initiation of service fee and a one-time deposit are required. Call 770.419.6200.

## SENIOR CITIZEN'S DISCOUNT

To receive a discount, customers must be 65 years old or over with an income less than \$15,930 per year. An affidavit must be completed and notarized prior to approval. Call 770.419.6200 or visit our website at [www.cobbwater.org](http://www.cobbwater.org) to get an application.

This is an official publication of the Cobb County Water System, an agency of the Cobb County Board of Commissioners.

Tim Lee, Chairman

Bob Weatherford, District One  
Bob Ott, District Two  
JoAnn Birrell, District Three  
Lisa Cupid, District Four

David Hankerson, County Manager  
Steve McCullers, Water System Director

# Cobb County Water System



*Cobb County...Expect the Best!*

# Customer Information Guide



660 South Cobb Drive  
Marietta, GA 30060  
September 2015

# Welcome to the Cobb County Water System

Whether you've just moved to a new home or recently established a business in the area, the employees of the Cobb County Water System would like to say, "Welcome to our community."

## Our Organization

As an agency of Cobb County Government, the Water System employs a skilled, professional workforce and services over 178,000 accounts. Our top priorities are to provide you with a sure supply of high quality water and excellent customer service. The Cobb County Water System is under the direction of a five-member Board of Commissioners elected by Cobb voters. The leadership and management provided by the Board of Commissioners, County Manager, and Agency Director of the Water System contribute to making the organization a continual regional leader.



## About the System

The Cobb County Water System delivers quality drinking water to customers throughout unincorporated Cobb County and the cities of Acworth and Kennesaw via a network of nearly 3,000 miles of water lines. The Water System collects and treats wastewater flows from these customers and several other jurisdictions at four advanced water reclamation facilities. Water demand for each retail customer is measured by a water meter set at the property's edge. The resident or property owner is responsible for all piping and fixtures on the customer's side of the meter (on private property). Proactive maintenance of your plumbing is recommended and may help prevent expensive repairs; however, the cost of repairs and any billed services associated with a leak in your system are the responsibility of the customer. More detailed information about system maintenance can be found at [www.cobbwater.org](http://www.cobbwater.org).

## Your Bill

The Cobb County Water System bills for water and sewer service on a regular cycle. We strive to read each meter every 28-32 days. Sometimes weather, holidays, or service issues will extend the reading period. If we provide you with both water and wastewater service, you should see a line for each on your bill. Billing for both services is based on metered water use in 1,000 gallon increments. Billing, based on meter reading, is always rounded down for the customer's benefit. For example, if your reflected usage is 9,950 gallons you are billed for 9,000 gallons. Your bill may vary slightly from month to month, but you will never be billed for more water than you use. Current rates and fees may be found on the back of the water bill and at [www.cobbwater.org](http://www.cobbwater.org).

## Bill Payments

Customers may access account information and make payments via the website ([www.cobbwater.org](http://www.cobbwater.org)) or Interactive Voice Response System 770.419.6200. Payment options include:

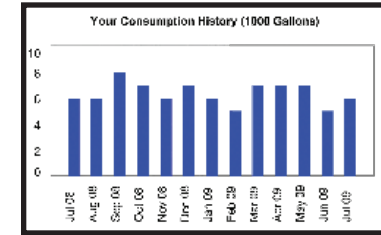
*Automatic Bank Draft* - Direct payments from customer bank accounts to Cobb County Water System.

*Payments On-Line* - Water System Customers have the option to pay their bill securely on the Internet. All major credit cards (VISA, MasterCard, Discover, American Express and VISA Check cards) are accepted. *Payments will be applied to your account on the next business day.*

*Payment Locations* - Cobb County Water System has three locations that customers may visit to pay their bill in person. Additionally, you can mail in your payment. For detailed information about the locations and operating hours, visit the website or refer to the back of your bill.

## Monitoring Your Water Usage

There are many reasons to monitor your water usage. Recent drought conditions have changed the way we look at our outdoor water use. A sudden increase in water usage could indicate a leak. Your monthly water bill contains information to help you monitor and manage your system.



## Public Education and Outreach

We recognize that protecting the environment in an urban setting is important and requires a comprehensive approach. Cobb County Water System has a very strong public education and outreach focus to help county residents increase their understanding of water, sewer and stormwater issues. Free activities and workshops are offered throughout the year to identify efforts being made to protect our water resources and instruct the community on how they can take part in these efforts. For more information about the Cobb County Water System's outreach programs, visit the Programs tab of the [cobbwater.org](http://cobbwater.org) website.

## Do You Have a Leak?

It is important to check your home plumbing system for leaks regularly. Your home plumbing system consists of all the pipe and fixtures that are on your property after the water meter connection. Visual inspections and leak tests should be a routine part of home maintenance. Faucets, toilets and irrigation systems are common locations for leaks around the home. If you have an older home, an annual plumbing inspection, by a licensed plumber, is recommended to ensure your system is functioning efficiently and there are no hidden or slow leaks. Any private plumbing system issues are the customer's responsibility. Cobb County Water System does not offer repair services on private property, you should contact a licensed plumber. The Water System does not maintain a list of recommended plumbers.

If you are concerned about a possible leak, please contact our Customer Call Center at 770.419.6200 during office hours of 7:30am - 6:00pm. For after business hour emergencies please contact our Emergency Dispatch line at 770.419.6201.