

# Frequently Asked Questions

## Water – Wastewater – Stormwater Utilities

Q. [How often will I be billed?](#)

A. City of Griffin customers are billed monthly.

Q. [What is the minimum residential bill?](#)

A. Effective March 1, 2019, Water Only Customers are charged a base rate of \$15.72. Water and Sewer Customers are charged a base rate of \$35.35 (\$15.72 for water and \$19.63 for sewer).

Customers are charged for water usage based on the following conservation tiers:

Single Family Residential Water Rates:

Monthly Use Usage Rate per Thousand Gallons  
0 to 2,000 gallons – Built into Base Charge  
3,000 to 5,000 gallons – \$7.11 per thousand gallons  
7,000 to 10,000 gallons – \$8.88 per thousand gallons  
More than 10,000 gallons – \$10.65 per thousand gallons

Customers are charged for sewer usage based on the following:

Single Family Residential Sewer Rates:

Monthly Use Usage Rate per Thousand Gallons  
\$8.60 per thousand gallons

Q. [If I live in Spalding County what is my bill:](#)

A. Monthly Use Usage Rate per Thousand Gallons  
Base Charge – \$13.71  
0,000 to 7,000 gallons – \$7.95 per thousand gallons  
7,000 to 10,000 gallons – \$9.94 per thousand gallons  
More than 10,000 gallons – \$10.89 per thousand gallons

[Q. Why must I pay a stormwater fee?](#)

A. All customers are billed a monthly Stormwater fee. Residential customers are billed \$5.02 each month. Non-residential properties are billed based on the actual amount of impervious surface on their property. Visit the Stormwater section of our web site for more details.

[Q. Are credits available for stormwater properties?](#)

A. Credits are available for commercial properties only. At this time residential pays a flat fee.

[Q. How is my sewer bill calculated?](#)

A. Sewer is billed on the number of gallons of water consumed.

[Q. My water service was disconnected due to non-payment on my account. Can I turn the water back on myself?](#)

A. No. The City of Griffin requires that once service has been disconnected due to non-payment, the customer must pay the outstanding balance on the account, including disconnect and reconnect fees. Anyone caught tampering with a City of Griffin water meter will be issued a citation and must appear in Municipal Court.

[Q. I had or have a water leak and didn't use the water. Why do I have to pay for this water?](#)

A. The City of Griffin requires that all water meters be read every month and that each account be updated with the reading for the month. If the residence or business has experienced a water leak, it is up to the residence or business to repair the leak. Once the leak has been repaired, the customer can bring a Customer Service Representative a receipt of supplies or services completed to fix the leak. At that time the following process will occur:

**BROKEN PIPE ADJUSTMENT POLICY**

- Excessive water use caused by a leak, not the fault of the City of Griffin, is to be adjusted by one half the amount in excess of the customer's normal usage. An occurrence may entail two consecutive months but no more than two months. The adjustment will be issued upon proof of repair. One adjustment is allowed per twelve months.
- Excessive sewer use caused by a water leak, not the fault of the City of Griffin that does not flow into the sewer line, is to be adjusted by the amount of water in excess of the customer's normal usage. Sewer Credits will not be granted for negligent use of water and/or undetermined use of water. An occurrence may entail two consecutive months but no more than two months. The adjustment will be issued upon proof of repair. One adjustment is allowed per twelve months.

- Payment plans for customer with high bills due to leaks, that are not the fault of the City of Griffin, are permissible with no penalties added for late payment. The Customer Service Department Manager must approve payment plans.
- Adjustments other than the above must be approved by the Water & Wastewater Director or Electric Director and signed by both Department Managers.
- Customers with a good payment history may have their penalty waived at their request. Only one penalty may be waived per twelve month period.

[Q. I have a swimming pool and must fill every summer, do I have to pay sewer?](#)

**A.** A Customer is eligible to get one month of sewer charges adjusted to average if the customer has replaced a liner or installed a pool. The Customer must provide proof of purchase or repair to be eligible for credit. This is a one-time only credit.

[Q. I just landscaped and sodded my yard, do I have to pay for sewer?](#)

**A.** A Customer is eligible to get the sewer charges adjusted to average for one billing cycle, (30 day period), if the customer has laid sod. The customer must bring in proof of purchase to be eligible for this credit. This is a one-time only credit.

[Q. I have a sewer easement and/or water line easement on my property, can I build on it?](#)

**A.** No permanent structures will be placed or erected upon City of Griffin water or sewer mains. Trees planted shall not be within city sewerage easements and if discovered will be required by the City of Griffin to have property owner remove. There shall be no obstruction 3' in circumference of any water meter. The City of Griffin shall not be liable for any loss located in the public right-of-way or utility easement.

[Q. I am renting and have a water leak, who is responsible for payment for water loss?](#)

**A.** The City of Griffin may discontinue water service until leak is corrected. If the utility service is in your name, you are responsible for the bill.

[Q. My water meter is leaking, what do I do?](#)

**A.** Contact the City of Griffin immediately at 770-229-6403 or 770-229-6603 and a meter technician will be dispatched to review the issue.

[Q. What do I do if my water smells or is discolored or has particles in it?](#)

**A.** Contact the City of Griffin at 770-229-6403 or 770-229-6603.

[Q. I call in a water leak yesterday and no one is here today to fix it, Why?](#)

**A.** Unless it is a major leak the City of Griffin is required to call for locates and it takes 3 days for the locate to clear before we are allowed to dig.

[Q. I have sewer backed up in my house, who should I contact?](#)

**A.** Contact the City of Griffin. A crew will be dispatched. If issue is cause on customer side of clean out you will be required to contact a plumber to resolve the issue.

[Q. How do I check for leaks?](#)

- Turn off all water inside and outside of the house, including showers, sinks, the washing machine, and any appliance that uses water.
- Take the lid off the meter box. Be careful, as lids can be heavy, and sometimes bugs and small animals hide inside meter boxes.
- Watch the meter.
- Your meter has a triangular black or red flow indicator on it. If it is spinning, you have a leak.
- If the indicator is not moving, note the position and wait ten minutes. Check the meter again, if it has moved, you have a slow leak.
- Locate the main shut-off valve in your house. It is usually located near the hot water heater in the basement, garage or crawl space.
- Turn off the valve.
- Turn on a faucet inside the house to test.
- If water still flows from the faucet after several seconds, the shut off valve is not working. There is no way to tell if the leak is indoors or outdoors.
- If no water flows through the faucet, the shut off valve is working. Return to the meter.
- Check if the meter's flow indicator is moving.
- If the leak indicator or dial hand is still moving, water is flowing between the meter and the shut-off valve. That means you have an underground leak.
- If it is not moving, then you have an indoor leak.