



**Henry County Water Authority**  
Customer Support Services Division

**APPLICATION FOR WATER/SEWER SERVICE**

**Private Homeowners & Tenants**

**Welcome to Henry County Water Authority:**

Applications must be completed to set up new service or transfer existing service. For your convenience, you may submit the application with the required documentation on our website at [www.hcwa.com](http://www.hcwa.com), or complete the following application and mail, fax, or email the signed agreement, along with all requested supporting documentation, to:

Henry County Water Authority  
1695 Highway 20 West  
McDonough, Georgia 30253  
Fax: 678-583-2466  
Email: [customer.care@hcwa.com](mailto:customer.care@hcwa.com)

Please see our **Frequently Asked Questions (FAQs)** for required deposits and additional information, or contact our Customer Service Department at (770)957-6659.

**PLEASE PRINT:**

Applicant Name:

Service Address:

City:

Zip:

Subdivision Name:

*(if applicable)*

Billing Address:

City:

Zip:

Date to start service:

*(subject to availability)*

Social Security #:

Date of Birth:

Driver's License #:

State:

Cell Phone #:

Home Phone #:

Email Address:

Preferred Method of Contact:    Cell Phone    Email    Other Phone:

Please note that **all requested documents must be submitted** with the application along with a **copy** of the applicant's valid government-issued picture ID (i.e. driver's license, passport, state identification card). Applications that are incomplete or missing supporting documentation will **not** be processed. Please allow **48 hours (excluding weekends and holidays) for application processing**. Once your account has been established, a representative will contact you for payment and scheduling. If you do not receive confirmation, please contact us immediately. All deposits and a **\$5.00** application fee are required to begin service. **Please see the REDUCED DEPOSIT INCENTIVES section below for possible reduced deposit.**

Beginning July 1, 2023, HCWA will check the applicant's credit history using Online Utility Exchange (OUE) for all residential (non-business) accounts. This is a soft credit check that looks at your payment history with other utilities and based on the results of this inquiry, customers with a "Low Risk" rating (a score in the range of 668-850) will be eligible for a reduced deposit. This process will not affect your credit score but will be utilized to verify identity and validate a customer's social security number as part of our compliance with the Red Flag Rules mandated by the Federal Trade Commission. The Red Flag Rule is published at 16 C.F.R. ' 681.1. See also 72 Fed. Reg. at 63,771 (Nov. 9, 2007).

**REDUCED DEPOSIT INCENTIVES:**

Effective July 1, 2023, HCWA offers four incentives to residential customers that may reduce the amount of the deposit. New customers, and former customers starting service who do not have an active account, may participate in any, or all, of these cost savings as long as they agree to the terms and conditions of the program. The current incentives are:

**Incentives available at the time of application:**

1. **\$10** reduction in deposit for participation in the HCWA Charitable Assistance (bill round-up) Program (CAP). (**\$20** for accounts with Sewer).
2. **\$25** reduction in deposit for customers with a credit score between 668-850, based on the "Online Utility Exchange" score. (**\$50** for accounts with Sewer).

**Incentives available after the first billing statement is generated:** Note: deposit amounts must be paid upfront and once enrollment is confirmed, will be credited to the customer account. **It is the responsibility of the customer to notify HCWA when enrollment is active.**

3. **\$10** reduction in deposit for enrollment in paperless billing. (**\$20** for accounts with Sewer).
4. **\$25** reduction in deposit for enrollment in automated draft payments. (**\$50** for accounts with Sewer)

**Terms and conditions:** *Once accepted, these incentives will remain in effect as long as the account remains current and the customer maintains enrollment in the selected programs. Should the customer choose to terminate enrollment or **if service is disconnected due to nonpayment, the full deposit will be required immediately.***

**Please indicate the programs you would like to enroll in:**

I would like to help my community by enrolling in the HCWA Charitable Assistance (bill round-up) Program  
 I will be signing up for PAPERLESS BILLING and **will notify HCWA once active**  
 I will be enrolling in online AUTO-PAY and **will notify HCWA once active**

**SERVICE LOCATION INFORMATION:** (PLEASE CHECK **ALL** APPLICABLE BOXES)

I am a NEW Customer (*never had service with HCWA before*)

I am a FORMER customer, but currently do not have an account (*please list prior service address*)

I am TRANSFERRING service from another address in Henry County (*please list the address*)

- If transferring, would you like the service disconnected at the previous address?

Date to disconnect: \_\_\_\_\_ . **If no date is indicated, service will remain ON and you will continue to be billed for this address**

I OWN the home (*please submit a copy of your settlement statement, deed, or tax assessment*)

I RENT the home (*please complete the following information and attach a copy of your lease agreement*)

- If renting, please list names of other occupants (*18 and older*):

➤ **Landlord-Property Owner Contact Information:**

Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Mailing Address:

Email Address:

Check here if this property has a separate water meter for Irrigation

- Please indicate if you want your Irrigation Meter: **ACTIVE-**      **INACTIVE-**

*Accounts with active irrigation meters will be charged a monthly fee of \$6.45. You may choose to deactivate this meter from your account at the time of move-in at no charge. All subsequent requests for deactivation will incur a \$25.00 fee. Once deactivated, requests for reactivation will incur a \$150.00 fee.*

If your property has an Irrigation system, please see our FAQ page for **important information on how this could affect your monthly bill.**

**PLEASE UPLOAD REQUIRED DOCUMENTS HERE:** *Applications will not be processed without documentation*

**GENERAL SERVICE AGREEMENT:**

Upon receiving service from Henry County Water Authority (HCWA), the applicant agrees to be bound by the terms and conditions as outlined in this Agreement on the date service begins, and as thereafter amended. The terms of this Agreement may be modified by HCWA without notice to Applicant. Any such amendments to this Agreement shall be posted on HCWA's website and shall become effective upon the date of such posting.

1. Applicant hereby applies for water and/or sewer service at the address listed above, and in consideration of such service being supplied by HCWA, Applicant agrees to adhere to the rules and regulations of HCWA now in force or which may hereafter be adopted.
2. The Applicant hereby grants permission to HCWA and/or its affiliates to run a credit check and/or other identity verification by using any of the Applicant's personal information including but not limited to social security number, current address, or phone number.
3. At the acceptance of service from HCWA, Applicant acknowledges that Applicant is responsible for payment of the billing on the meter(s) at the requested service address until Applicant notifies HCWA to discontinue service. Applicant agrees to pay all applicable deposits. HCWA may elect to allow electronic paperless billing. It is the customer's responsibility to maintain an updated electronic billing address. When HCWA takes the normal action of sending an electronic paperless bill (or notice of bill), that bill (or notice of bill) is deemed to have the same standing as a paper bill delivered to the customer's physical address. Failure to pay an electronic paperless bill by the due date will be treated in the same manner as traditional billing. Failure of the customer to receive the electronic paperless bill (or notice of bill) does not relieve the customer from the obligation to pay by the due date. If the customer believes a bill to be in error, HCWA must be notified before the bill becomes delinquent. Any claim shall not be effective in preventing discontinuance of service as heretofore provided. The customer may pay such bill under protest and said payment shall not prejudice the claim. Settlement of claims and adjustments of bills are subject to the following additional provisions: (1) any customer who fails to notify HCWA within thirty (30) days after the date of said bill of any irregularities or errors that may be in said bill shall waive any right or claim for correction or refund; and (2) if it is determined that a leak is present on a customer's property, and satisfactory documentation of repair is presented to HCWA, then a leak discount may be applied to the customer's account.
4. Applicant's acceptance of service from HCWA shall constitute Applicant's acceptance of the terms of this Agreement and Water and Sewer Ordinances of Henry County Water Authority. Further, Applicant hereby grants access to HCWA and its agents, officers, and employees to the Property for the purpose of repairing, installing, removing, checking, turning on and off, and reading the meter. The applicant also acknowledges that the meter box, lid, and all materials inside the meter box are the property of HCWA and shall remain so, and HCWA shall have the authority to control and regulate their use. Applicant hereby acknowledges that he/she is prohibited from cross-connecting their plumbing system to any other water source such as wells located on the property or any other water supply. The applicant is required to notify HCWA in writing of any such source present either now or in the future. It is the Applicant's responsibility to install and maintain a pressure-reducing valve on Applicant's plumbing line. HCWA does not regulate pressure. During each meter installation, HCWA installs a backflow preventer. There is a potential for the Applicant to have a problem with thermal expansion from hot water in the water heater, and it is Applicant's responsibility to have the water heater inspected. The applicant is responsible for maintaining adequate insulation for the system to prevent freezing during the winter. Applicant understands it is the Customer's responsibility to maintain his or her water system in compliance with the current Georgia State Minimum Standards Plumbing Code and ensure that said system is in a watertight condition. HCWA assumes no liability for damages caused to private plumbing systems by varying pressure, interrupted services, or water quality changes. This includes water loss due to broken or leaking pipes for any reason, or damages to a person or property (before and/or after water loss).
5. Applicant agrees that they will not tamper with, alter, bypass, or modify the connection from HCWA's system to any device utilized by HCWA to meter and measure the water usage to the Applicant's premises. In the event that HCWA discovers any circumstance whereby the Applicant has, or has allowed, a violation of this provision, HCWA shall immediately disconnect the premises from its System. In such circumstance, the Applicant agrees, and shall be required, to pay: (1) any and all costs incurred by HCWA to disconnect the premises; (2) all water and sewer charges estimated by HCWA (using all available evidence, including historical service records) as being reasonably due to HCWA for water usage by the Applicant during the existence of the condition (in no case shall the charge be less than one month's average historical normal service); and (3) if the applicant wishes to reestablish water and/or sewer service, both items (1) and (2) and a "meter tamper fee".
6. Failure to pay all invoices in a timely manner shall be considered a material breach of this Agreement and cause for: (a) termination of service; (b) collection action and reporting to credit agencies; (c) civil legal action, attorney's fees and court, and other costs; (d) criminal prosecution where such failure to follow requests constitute a crime or an ordinance violation; and (e) any other remedies or actions deemed reasonable by HCWA and local, state or federal law. If Applicant has more than one account with HCWA, a default on one account shall constitute a default on all accounts. In such event, failure to pay an invoice on one account shall be considered a material breach of this agreement for all related accounts, and the remedies stated above, including termination of service for all related accounts, shall be available to HCWA.
7. Applicant acknowledges understanding that payments must be received, not postmarked, by the due date on the statement to avoid a late charge. Applicant understands that untimely or fraudulent payments, theft of service (unmetered water), or tampering with and/or damaging HCWA equipment may result in immediate disconnection, as well as additional fees. Please refer to our website or contact Customer Service for more detailed fee information.

By signing below, Applicant agrees to the terms and conditions of this service agreement, as well as all Water and Sewer ordinances adopted by the Board of Henry County Water Authority (HCWA), and certify that all of the information contained in this application is true and correct.

Printed Applicant Name

Authorized Signature

Date

**Please see page 1 for instructions on how to submit**

**NOTE: All requested documents, which includes a copy of your picture ID, must be submitted.** Applications that are incomplete or missing supporting documentation will **NOT** be processed.