



**FORSYTHCOUNTY**  
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**FOR IMMEDIATE RELEASE**

**COUNTY WATER AND SEWER CUSTOMERS TO SEE NEW BILLING FORMAT AS NEW SOFTWARE IS IMPLEMENTED**

*New features to be included on customer bills*

**FORSYTHCOUNTY, Georgia** – Forsyth County Water and Sewer customers will see a newly formatted water and sewer bill beginning in mid to late February. The new bill format is just one result of the county’s conversion to a new water and sewer software called Cogsdale. In addition, the new software will allow the county to update and improve the operations and processes that involve serving its utility customers.

When customers receive their first newly formatted bill, they will notice a new account number, as well as several new features. One new feature is a graph illustrating the customer’s monthly water consumption. As each monthly bill with the new software is generated, customers will begin to see on the graph water usage from previous months, and eventually will be able to visually review an entire year’s worth of consumption.

Another new feature is the breakdown on the bills of the consumption tiers by which the county bills. In 2006, Forsyth County implemented tiered water rates to encourage conservation. The residential water base rate includes the first 1,000 gallons of consumption; any usage beyond that is charged on a tiered rate system. The new billing software will allow customers to see a breakdown on their bills of their charges by tier.

“We believe that these new features will be a benefit to our customers,” Interim Assistant Director of Finance Jamie Payne said. “As we have gone through the process to prepare for this conversion, our priority has remained enhancing the manner in which we serve our customers and providing them information and data we believe will be helpful. We also want to stress to our customers there are absolutely no rate changes associated with this transition.”

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Payne noted that during the transition to the new software, customers may experience longer than normal wait times when calling Water and Sewer customer service.

“We greatly appreciate customer’s patience during this transition,” Payne said. “We will do our very best to get to everyone’s questions as quickly as possible.”

Customers may also notice that their first bill generated using the new software may arrive a few days later than normal.

“We are scheduled to make the conversion to the new software the weekend of February 11,” Payne said. “During this transition, it may take a few days longer than normal to process customer bills, and customers may receive their bill several days later than they typically do. All customers will still have a 20-day window in which to make their payments as they always do.”

Customers utilizing the online water and sewer payment feature on the Forsyth County Web site may see additional instructions during and after the software conversion. Included in these instructions will be information on how to locate their new account number as the payment system will not be able to recognize the previous account numbers.

Customers who pay their water and sewer bill online through their own bank Web site will need to be sure to update their online banking to reflect their new water and sewer account number. The new account number will be located at the top right corner of the newly formatted bills.

The software conversion project was undertaken after the county was notified the existing provider would no longer be able to provide support for the system. It was also deemed necessary to identify and implement a new platform that could provide a more centralized customer information management system.

The existing software was put in place in 1999, when the county served approximately 21,000 water customers and approximately 3,000 sewer customers. Today, the county serves nearly 45,000 water customers and nearly 17,000 sewer customers.

“We needed to implement a more robust platform that would allow us to better serve our customers,” Interim Information Technology Director Brian Converse said. “The Cogsdale software provides a more comprehensive approach to managing all of the account activity and information in one location in conjunction with a very scalable platform that presents data for both staff and customers in a more real-time manner. This solution will grow with the county for years to come.”

The Cogsdale software provides a platform for future customer service enhancements and features, including a Web portal allowing customers to view monthly charges in addition to making online payments.

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“We plan to add the Web portal in the near future, and also explore other features we could possibly make available to further enhance our customer service,” Payne said.

Deputy County Manager Tim Merritt noted the benefits the new software will bring to day-to-day operations.

“This new software will allow for improved communications between those working in the field and our customer service representatives which will in turn allow us to better serve our customers,” Merritt said. “We will now be able to centralize information such as work orders, repairs and meter sales. This functionality will allow us to operate more efficiently.”

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