



FORSYTHCOUNTY
Department of Communications
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Contact: Jodi B. Gardner
Director of Communications
770.886.2802
JBGardner@forsythco.com

FOR IMMEDIATE RELEASE

**ENHANCED ONLINE FEATURES FOR COUNTY
WATER AND SEWER CUSTOMERS NOW AVAILABLE**

New Web portal allows customers to view account history and more

FORSYTHCOUNTY, Georgia – The Forsyth County Water and Sewer Department has launched a new Web portal for its customers, providing the ability to not only view bills and make payments online, but also to view a variety of account information.

“We have accepted online water and sewer payments for several years, but this new portal provides our customers with access to more account information online,” Director of Water and Sewer Tim Perkins said. “We are always looking for ways to improve the service provided to our customers, and we recognized that it was important to enhance our online payment system.”

In addition to viewing bills and making payments online, Forsyth County water and sewer customers will also be able to view 24 months of previous bills. Customers’ consumption history for the previous 13 months will also be available, as will information on the type of service a customer has and their meter number.

“With this new Web portal, our customers will have access to much more information about their account, their past transactions and their water usage,” Christina Jones, controller with the Water and Sewer Department, said. “Online payments will also be processed quicker through the new portal.”

The new Web portal can be accessed by selecting ‘Pay Water Bill Online’ from the Quick Links menu at www.forsythco.com or can be accessed directly at <https://waterbill.forsythco.com>. To sign up, select ‘Create a New Account’ and enter the required information referenced in the link at the top of that page.

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Once registered, customers will receive an activation email; please follow the instructions in that email to activate access.

An informational insert with details on the new Web portal will be included with bills mailed throughout December.

“In 2011, the county converted to a new water and sewer software,” Jones said. “After recent upgrades, that software provided a platform for further customer service enhancements, including this new Web portal. We believe the new features available via the Web portal will really be a benefit to our customers.”

The Forsyth County Water and Sewer Department serves nearly 50,100 water customers and nearly 23,000 sewer customers.

To receive additional information, call 770.781.2160.

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