



FORSYTHCOUNTY
Department of Communications
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FOR IMMEDIATE RELEASE

**CHANGES COMING TO COUNTY WATER AND SEWER
BILLING ROUTES AND CYCLES**

Billing changes are a result of changes to meter reading operations

FORSYTHCOUNTY, Georgia – The Forsyth County Water and Sewer Department is working to increase efficiency of its meter reading operations. Billing routes and cycles are being updated and more geographically grouped, allowing meter readers to stay in one general area of the county throughout a work day, rather than travel from one part of the county to another. In addition to increased efficiency, the measure is also expected to save fuel.

“We are continuously seeking ways to improve our operations and become more efficient, and this adjustment is certainly one way of doing so,” Director of Water and Sewer Tim Perkins said.

What this means to Forsyth County Water and Sewer customers is a potential change in their bill date and due date beginning with their March billing. Customers will receive detailed information about the change with their bills that are mailed throughout February.

What does this mean to customers?

In February:

For some customers, their water meter reading and billing has been handled as usual. After their February reading was taken and their bill was processed, their account is now being assigned to its new billing cycle.

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Other customers will receive a minimum bill in February. This will allow meter services staff ample time to make all necessary changes in the billing software. After their February bill is processed, these customers' accounts will be assigned to their new billing cycle.

In March:

Customers' water meter reading and billing will be handled in their new cycles. Customers may receive and pay their bill at a different time of the month than they are accustomed. This change could result in some customers having a longer or shorter usage period than normal. However, charges will still be based on the same tiered rate and daily average consumption that have been in place since 2006. The daily average consumption method ensures customers are billed in the correct tier (*please see important information below regarding daily average consumption*).

In April and beyond:

Customers' water meters will be read and bills will be processed at approximately the same time as in March, returning customers to a typical billing cycle length.

Important information about meter reading and bill calculation:

Daily average consumption:

The Forsyth County Water and Sewer Department is not able to read all of the 47,000+ water meters in the county on the same day each month.

Since customers' meters may be read on different days each month, their water and sewer bill is calculated based on a daily average consumption (gallons). Using numbers found on the monthly water and sewer bill, consumption is calculated using the equation: $(Curr\ Read - Prev\ Read) \times Multiply$. This consumption is then broken down into daily average consumption using the number of days in the service period. The daily average consumption is then billed according to the tiered water rate structure.

"We sincerely appreciate our customers' patience and understanding during this transitional period," said Christina Jones, controller for the Water and Sewer Department.

Customers with questions regarding their billing statement can call Forsyth County Water and Sewer Customer Service at 770.781.2160.

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