

NOTICE

Heard County Water Authority has made changes to enhance all customer's billing and payment options. Billing system improvements:

- Payments with credit or debit cards are now "real time". A convenience fee of \$2.50 will be charged on all payments, regardless of amount. The convenience fee is paid to the credit card processing company, and not to HCWA.
- Using credit or debit cards, Customers may pay online via the link posted on www.myhcwa.com or via phone # 1-888-695-7749, and in the HCWA office. As always, cash and checks are accepted. Automatic bank drafts are also available to ensure a payment is always on time. Our staff will be happy to assist you with your payment choice, so please call the office at 706-675-3358 if you have any questions.
- Email notices are available for bill notifications instead of paper bills. Please contact the HCWA office to request email notifications. After notification, you may log in to your account and pay your bill online.

Water bill payments are ALWAYS due on the 10th of the month. A 15% late fee is applied after the 10th of each month. Accounts unpaid before the last Tuesday of the month are subject to an additional \$30 penalty, and disconnection of service.

If your account is delinquent and subject to disconnection, ALL fees must be paid to avoid disconnection of water service. To avoid disconnection, the account must be paid in full before 8:30 am on the final due day. HCWA is pleased to now offer the "real time" credit/debit card option of payment to assist customers in paying their bills to avoid disconnection of service.

Again, if you wish to pay your bill online, please access www.myhcwa.com and click on the box "CLICK HERE FOR SECURE HCWA BILL PAY".

Delinquent accounts that have been disconnected will only be reinstated once the account is paid in full. Payment of a delinquent bill must be made before 4:30 pm to ensure same day turn-on. NO services will be connected after 5:00 pm.

If you have any questions regarding paying your bill, please call 706-675-3358.