



Bartow County Water Department Information Regarding New Service Applications



Bartow County Water Department New Service Applications must be processed by either contacting Customer Service @ (770) 387-5170, emailing requests to water@bartowcountyga.gov, or our [Request Services Online Portal](#). A Customer Service Representative will be readily available to provide Customers with detailed information regarding our Water and/or Sewer Systems including Utility Service Availability; New Service Connection Fees; Water Meter/Sewer Tap Installation Procedures and established Billing Policies.

1. **Service Availability** - New Water and/or Sewer Service Applicants must acquire a Water and/or Sewer Service Availability Notification Statement from the Bartow County Water Department prior to obtaining a Building Permit from the Bartow County Community Development to be served by the Bartow County Water System. These Service Availability Statements are valid for a term of 180 days.
2. **New Service Applicants** - all applications for new service must be provided with proper identification and documentation including a valid Driver's License; Social Security Card; and proof of property ownership purchase or a Rental/Lease Agreement prior to processing Water and/or Sewer Utility User Agreements.
3. **New Service Activation** – requesting service at a previously served location (where installed water meters and/or sewer taps already exist) requires a minimum of three (3) working days. Requesting service which requires new water meter and sewer tap installations requires an average of seven (7) to ten (10) working days. New Service Applicants will be notified of their expected Utility Service Activation Date during initial registration procedures.
4. **Customer Responsibilities** - Water Service Customers are responsible for purchasing, installing, and maintaining the waterline connecting their water meter to their serviced establishment including the installation of a cut-off valve and pressure-reducing valve that shall be installed on the customer's side of the water meter. Sewer Service Customers are responsible for purchasing, installing, and maintaining the sewer line connecting their sewer tap to their serviced establishment. All water meters and sewer taps are required to be installed within the County or State Right-of-Way.
5. **Customers Requesting Multiple Meters** - Bartow County Water now provides Customers requesting multiple water meters and/or sewer service taps (3 or more) the option of placing Advance E-Mail Service Orders @ water@bartowcountyga.gov. To successfully process these Service Orders, Customers must provide our department with the physical address (or Subdivision/Development name and lot number), contact person, mailing address, Utility Service(s) requested, and daytime phone number for each potential Service Location. Customers submitting Advance E-Mail Water Meters and/or Sewer Service Orders please type "Advance Utility Service Request" in the subject line of their email transmissions. Once Utility Service Availability has been successfully determined, Service Orders shall be prepared by a Customer Service Representative and an appointment will be scheduled with the appropriate contact person for the purposes of acquiring proper identification, obtaining required signatures, collecting associated Service Fees, and issuing approved Service Contracts.
6. **Hours of Operation** - All Service Orders shall be processed during regular business hours; Monday - Friday; 8:00 a.m. to 11:30 a.m. and 12:30 pm to 5:00 p.m. If you have any questions or require additional information regarding New Service requirements and procedures, please contact our main administrative office @ (770) 387-5170