

SAGES SUBMITTALS GUIDE

SINGLE LOTS

Step 1. Water Service Availability Request

What this step does (and does not do)

This step determines whether Fayette County Water System (FCWS) can provide water service to a specific property.

- Confirms if water service is available
- Identifies required fees and next steps
- Does not start water service
- Does not install a meter
- Does not create a monthly water bill

Most customers complete this step once.

Who should complete this step

Complete Step 1 if you are:

- Building a new home
- Connecting a property to FCWS water for the first time
- Preparing a property for future water service

If you already have an active water account and will continue using an existing meter, do not complete this step. Instead, submit an Online Services Request or contact Customer Service at 770-461-1146 or water@fayettecountyga.gov.

How to submit your request

All requests are submitted online through the [Sages](#) permitting system.

1. **Create or log into your [Sages](#) account.**
2. **Start the Water Service Availability application.**
 - From the Sages homepage, scroll to Water System and select Step 1: Water Service Availability Request (required for all new FCWS connections).
3. **Enter property information.**
 - Property address
 - Parcel number
 - If an address has not been assigned, enter the parent parcel number and describe the location.
 - The Fayette County GIS Mapping Site may be used to locate parcel information.

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4. Complete the application.

- Complete all required fields
- Enter billing contact information (no bill begins at this stage)
- Add email addresses for anyone who should access the project
- Construction plans (if applicable): upload plans only if applicable; most single-lot homeowners do not need plans unless instructed otherwise.

After submission, you will receive a confirmation email with your Sages project number.

What happens next

FCWS will review your request and email a Water Service Availability Letter. This letter will:

- Confirm whether water service is available
- Identify applicable fees
- Provide property-specific next steps

Fees and payment

If water service is available, required fees will be listed in your letter. All fees must be paid before installations, services, or additional reviews can proceed.

Payment options:

- Online (credit card): Log into [Sages](#) and select Pay Fee Online (a 3% processing fee is charged by the payment vendor, not FCWS).
- In person (cash or check): FCWS Administrative Office, 245 McDonough Road, Fayetteville, GA.

After Step 1

Follow the instructions provided in your Water Service Availability Letter to proceed.