Graphical user interface, application

Description automatically generatedDear Valued Customer,

Our top priority at Newton County Water & Sewerage Authority (NCWSA) is providing you and your family with safe drinking water and protecting the environment through wastewater treatment. We take our stewardship role in the community very seriously because we live here too, and work hard every day to deliver water services in the most efficient way possible.

All of us are still experiencing the impacts of a difficult economy and the lingering effects of the high rate of inflation on our household budgets, from the gas pump to the grocery store. Unfortunately, those impacts are also felt here at NCWSA in the rising cost of basic materials like supplies, fuel, chemicals, materials, and electricity – all needed to ensure the water you receive remains safe.

Just as you have tightened your budget, we have also taken cost-cutting measures, finding ways to improve efficiencies further and save money where possible. However, the reality is that there is only so much we can do and still deliver quality service. NCWSA does not receive tax dollars, relying solely on revenues to operate.

We know the present economy is straining everyone, and we understand that no one is fond of price increases in these challenging times. However, we must stay on our mission of protecting public health by delivering safe and reliable drinking water at a competitive rate and improving public safety with fire protection while protecting our environment and waterways through efficient wastewater treatment. Therefore, to reduce the financial impact on NCWSA customers, we have implemented a policy of making marginal rate adjustments each fiscal year compared to a more significant "one-time" adjustment that would significantly impact most of NCWSA's customers.

Beginning on July 1, 2023, a new rate structure will go into effect. At its recent monthly meeting in May, the NCWSA Board adopted the revisions to our rate structure. For example, using a typical customer (family of 4) who consumes 5,000 gallons per month would see an increase of $0.71 per month (water only) or $2.89 if the customer has water and wastewater services. This increase would cost $0.02 per day (water only) and $0.10 per day for both services. A different example would be annualizing the cost: water only – an increase of $8.52 per year, water/wastewater $34.68.

In addition, customers can reduce their monthly water bill by practicing better water stewardship as we have phased out our minimum 0-3,000 gallons tier. Instead, we charge everyone on a per thousand-gallon basis, starting at 1,000 gallons, which will allow you to save water and money. The less you use, the less you pay.

Thank you for allowing us to continue serving you. If you have any questions about the new rates, please call us at 770-787-1375. Again, we appreciate your cooperation in preserving our most precious resource - water.

Thank you,

**Mike Hopkins**

Mike Hopkins

Executive Director

Newton County Water & Sewerage Authority, NCWSA