

# **FREQUENTLY ASKED QUESTIONS FROM THE CUSTOMERS BEING TRANSFERRED FROM ATHENS TO LCWSA**

## **IMPORTANT NUMBERS**

<b>Billing/Customer Service</b>	<b>233-6444</b>
<b>Customer Service Manager, Gary Hyche</b>	<b>233-6444 x 119</b>
<b>Water Outage/Report Leak</b>	<b>233-6445 x 128</b>

- 1) Will my rate be the same as I was paying with Athens?

No, you will be paying the same rate as the rest of Limestone County Water customers. You may check our website or contact our customer service office for a complete rate structure.

- 2) Will I receive a separate water bill?

Yes, you will be mailed a water bill separate from your utility bill. Your water bill will be mailed in an envelope with a return envelope enclosed.

- 3) When will I receive my bill and when will my bill be due?

This will vary according to where you live. Please contact our Customer Service Manager give him your address and he can inform you of the billing cycle information.

- 4) What is the minimum due before service is due for disconnection and when is the last date for payment before disconnects?

\$30 is the minimum due for disconnection. Disconnection dates are based on the area in which you live. Please contact the Customer Service Manager for specific dates in your area.

- 5) What are my payment options?

Online at [LimestoneCountyWater.com](http://LimestoneCountyWater.com)

Automatic Bank Draft

Mail

Debit/Credit Card via phone or in office

520 S Jefferson St

17218 US Highway 72 (Night Deposit Only)

10992 US Highway 31 (Night Deposit Only @ Turner Treatment Facility)

Superior Bank (Elkmont)

6) Will my pressure be the same?

Pressure will depend on the area in which you live. As a general rule, Limestone County Water does operate at a higher pressure than Athens.

7) Will I need a pressure regulator?

Limestone Co. Water and Sewer Authority recommends ALL of its customers have pressure regulators. These regulators protect the customer's plumbing from high pressure situations. From time to time, we may install system improvements, change the direction of flow, etc., which can cause an increase in water pressure.