

## FAQ

### Related Questions

#### Can i transfer my service to another property?

Existing services can be transferred to another property within our service area as long as the new and existing service are in the same account holder name.

The requirements of starting a new service will apply. A picture ID and lease or ownership documentation are required.

A transfer fee is payable on date of transfer. The existing service will be disconnected no later than 15 days from date of transfer.

#### How and where can I pay my bill?

PCWA bills may be paid in the following ways:

By providing cash, check, money order, credit or debit card in our office lobby or drive thru window.

By check or money order through the mail

Drop box located at the front of the PCWA office building and in the drive thru (check or money order only)

Cash, check, or money order at the Rockmart Branch of South Crest Bank (during their regular business hours- past due payments are NOT accepted at this location and you must have your statement)

By using the PCWA website on-line payment (see [www.polkwaterauthority.com](http://www.polkwaterauthority.com) )

By calling our 24/7 automated payment line using your credit or debit card 1-855-526-1572

#### How do I check my meter for a leak?

ONCE YOU HAVE LOCATED YOUR METER ON YOUR PROPERTY, SIMPLY LOOK AT THE DIAL FACE OF THE METER FOR ANY MOVEMENT. IF YOU DO NOT HAVE ANY WATER RUNNING IN YOUR HOME OR ON YOUR PROPERTY, THERE SHOULD BE NO MOVEMENT OF THE HANDS ON YOUR METER. FOLLOW THE RED ARM DOWN TO ITS END AND LOOK FOR THE SILVER WHEEL...IF THIS IS SPINNING, THAT IS A LEAK INDICATION.

## **How do I get the water turned on at my new residence?**

All new services must be completed in office. To start a new service, please drop by our office during normal business hours of Mon - Fri

from 9am to 5pm.

You will need to bring your picture ID along with the appropriate paperwork (lease or ownership) on your new residence.

## **How is my water meter read?**

Polk Co Water reads every meter on a monthly basis. Each meter is read electronically or "radio-read" as we call it.

Each meter is equipped with a digital serial number called an AMR. When the meter reader comes to each meter, he is able to point a handheld device at the meter that transmits a signal telling it what the reading is for that meter. Since each meter is digitally assigned its own separate AMR number, the computer knows which reading is assigned to the correct meter.

## **What about credit or debit card payments made to PCWA over the telephone?**

For your convenience, PCWA accepts payments over the telephone using your credit or debit card. You may call 770-748-6001 during normal business hours to use the services or call directly 1-855-526-1572. Once the transaction is complete, the card data is not retained within

our system.

## What about unsolicited offers I receive in the mail?

PCWA is not affiliated with, nor do we support or endorse, any direct mail campaign or offers attempting to sell you goods or services.

## Why are my services disconnected?

If the services at your residence are disconnected, there are a few possible reasons why:

**Non-payment.** -If an account has a past due balance of 25.00 or more that is 30 days overdue, it is eligible to be disconnected.

**Returned check** -If we receive a returned check due to insufficient funds and are unable to contact the customer, services will be disconnected.

**Customer Request** -If the account holder requests to have services disconnected.

## Why is my bill higher but I have not used any more water than normal?

If you receive a water bill that is higher than your normal amount but you have not used more water, this is usually a sign of a leak. You may contact our office at 770-748-6001 to discuss your bill and our technicians can check your meter for a leak indication.

## Why is my water cloudy?

WHEN WORK CREWS HAVE TO TURN THE WATER OFF TO A LOCATION TO MAKE A REPAIR, THE WATER LINE MAY BE OPENED TO COMPLETE THE REPAIR. IN THIS CASE, WITHOUT WATER CONSTANTLY FLOWING THROUGH THE PIPE, IT CAN CREATE AIR IN THE LINE.

THIS WILL CREATE A CLOUDY LOOK TO THE WATER FOR A SHORT PERIOD OF TIME AFTER IT IS TURNED BACK ON. THIS IS A NORMAL OCCURRENCE. THE AIR WILL CLEAR THE LINE ONCE THE WATER HAS BEEN TURNED BACK ON AND BEGINS A CONSTANT FLOW THROUGH THE LINE .

# Why is my water pressure low?

when water pressure is low, there can be a couple of reasons why:

If water pressure is low, it can be a sign of a leak. To know for sure, you may check your meter for a leak indication. If the silver wheel on the meter is spinning and there is no water running in the home...this will indicate a leak.

Sometimes this can also indicate that your line is in need of a pressure regulator or that an existing pressure regulator is beginning to malfunction. A pressure regulator controls the amount of pressure coming into your home, high and low. Recommended psi is between 45-60.

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