

Changes To Your Bill and Payment System Coming

January brings not only a brand new year, but also a brand new payment and customer information system.

Here are just a few of the impressive benefits you'll soon have access to:

1. Paperless billing and email payment reminders
2. Electronically request new service, transfer of service or cancellation of service
3. Consolidated billing: customers with a sprinkler meter and a standard service meter will no longer receive 2 bills
4. Full account management including:
 - Access to account transaction and bill history
 - View details of payment arrangements
 - Interactive usage history
 - Update/edit account information
 - Ability to view service orders and their status for your service address
 - Bill Pay: save your payment methods, signup for autopay, make a one-time payment, request a payment extension

Visit CWWGA.org for more info

Low Income Credit Program

We know that times can be tough for many in our community. In an effort to help those with financial hardships, our Low Income Credit Program provides eligible customers with a monthly \$7.50 credit towards their water bill.

If you currently receive the reduced garbage rate, your water bill will automatically be adjusted to reflect the credit.

If you are not currently receiving the reduced garbage rate, please contact the Citizen's Service Center by dialing 311 or by calling 706-653-4000 to request enrollment.

Connect With Us:



1421 Veterans Parkway
Columbus, GA 31901

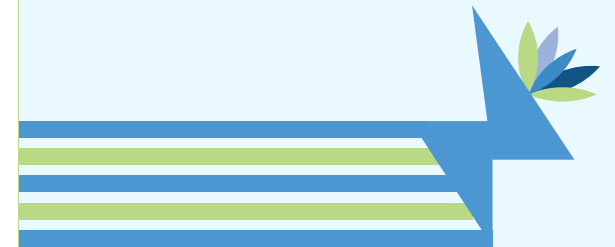
Customer Service: (706) 649-3400
Automated Account Information: 1-855-748-1350
Email: customerservice@cwwga.org

Or visit: www.cwwga.org



YOU SPOKE WE LISTENED

A New Payment System Is Flowing Your Way





Your Next Steps

Step 1

Save your customer number found on your current bill

Step 2

Visit Link.CWWGA.org and use your current customer number to look up your new customer number

Step 3

Use your new customer number to register for the new system

Step 4

Enjoy all of the benefits of the new and improved system

How To Read Your New Water Bill

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Columbus Water Works
Serving our Community
Protecting the Environment
P.O. Box 1600
Columbus, Georgia 31902-1600
(706) 649-3400
www.cwwga.org

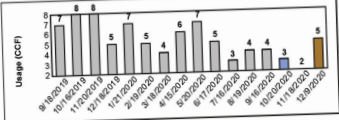
Bill Number: 3102489 Bill Date: 12/9/2020

Customer #	00000000	Account #	00000000
Customer Name			
Service Address			
Total Due	61.33		

Account Type: RESIDENTIAL/SINGLE FAMILY

Check out this section each month for updates and announcements.

Service	Meter #	Service Dates		Days	Readings		Usage (CCF)	Gallons (CCF=748 gallons)
		Previous	Current		Previous	Current		
WATER	65208320	11/18/2020	12/09/2020	21	39	44	5	3740



Current Activity	
Previous Balance	41.84
Payment - Thank You	41.84 CR
Remaining Balance	0.00
Current Charges	
WATER	17.16
SEWER	22.25
CSO Fee	3.92
GARBAGE	18.00
Total Current Charges - Due 12/30/2020	61.33

Garbage Collection Fee Questions Call: Citizens Service Center (706) 653-4000

Payment Options:
Automatic Bank Draft
e-TAP Website: www.cwwga.org
e-TAP Phone (855) 748-1350
Synovus - All Branch Locations
Office: 1421 Veterans Parkway, Columbus, GA
Lobby Hours: Monday-Friday 9:00 a.m. - 5:00 p.m.
Drive Thru Hours: Monday-Friday 9:00 a.m. - 5:00 p.m.

Notice about Electronic Check Conversion (ARC): When you pay as payment, you authorize us either to use information from you.

Columbus Water Works
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P.O. Box 1600
Columbus, Georgia 31902-1600

Don't forget to sign up for Paperless Billing!

*Visit our website for current rates

Service dates, meter readings and water usage (measured in CCF)

Current Water Charges: A combination of the monthly base meter charge and monthly volume charge

Current Sewer Charges: A combination of the monthly service charge and monthly volume charge

CSO Fee: Based on CCF usage and starts at 5 CCF

Garbage Fee: Set by the City of Columbus and collected by CWW on their behalf

Save your customer number. You'll need it to register for the new online system.

