



RABUN COUNTY WATER AND SEWER AUTHORITY

Update on Consolidation of Water and Wastewater Assets in the Rabun County Community

February 27, 2024

Dear Rabun County Community Residents,

The Rabun County Water and Sewer Authority (RCWSA) is an Authority created by the Georgia Legislature and signed into law by the Governor in 2013. The main objective-goal of the RCWSA is the consolidation of all the Rabun County Community's water and wastewater assets thereby having one entity to handle water and sewer services for the Community. The RCWSA acquired the City of Tiger Sewer Assets in 2015 beginning the Consolidation process. In the following years, the RCWSA has completed numerous projects in the Rabun County Community namely:

- Construction of the Little Tennessee Water Treatment Plant (LTWTP) in 2017. Project was completed under budget and on-time. The LTWTP provides additional water treatment in conjunction with the RCWSA's Lake Rabun Water Treatment Plant.
- Construction of the Parkdale Sanitary Sewer Project in 2015 providing sanitary sewer service in the Wolffork Valley area. Project was completed under budget and on-time.
- Construction of the Coroner's Sanitary Sewer in 2018 to provide sanitary sewer service to the Rabun Golf Course area. Project was completed under budget and on-time.
- Construction of the Greg Peters Ground-Level Water Storage Tank in 2023 to provide 750,000 gallons of water storage for use in the north part of the Community and volumes to the City of Mountain City and Clayton. Project was completed under budget and on-time.

On September 28, 2023, the RCWSA reached an agreement with the City of Clayton to acquire the City's Water and Sewer Assets. Subsequent to this agreement on February 26, 2024, the RCWSA and Clayton met to Close the transaction. The Closing was successful and the RCWSA is now in possession of the water and wastewater assets that were formerly Clayton's. The RCWSA along with the Rabun County Board of Commissioners remodeled the building at 137 Hiawassee Street to house business operations for the RCWSA.

The RCWSA is moving forward with needed repairs of the water and wastewater system at this time. The long-range outlook is to develop an overall Master Plan for the City's water and wastewater system including stormwater, electric, natural gas, etc. This planning effort will include prioritizing, scheduling and most importantly the financing for these endeavors. The RCWSA will strive to provide rates that are consistent with the rates charged by the City of Clayton and looks forward to serving the Rabun County Community and improving water and wastewater services. Please be patient with us because this will be a long and expensive undertaking.

Brendan Thompson
General Manager
RCWSA

WATER/SEWER SERVICES CHANGES

What is changing? The 2023 City of Clayton Council voted unanimously to consolidate the City of Clayton water/sewer infrastructure under the ownership and management of the Rabun County Water and Sewer Authority (RCWSA). Effective February 26, 2024, ALL CURRENT AND NEW WATER/SEWER SERVICES will be provided by the RCWSA. The City of Clayton and the RCWSA teams are working together to address any potential issues and implement solutions to ensure a smooth transition.

No action is needed for the transfer on accounts in good standing.

1. New Location

All water/sewer billing and customer service will be conducted at the new RCWSA Business Office (the former Sharing and Caring Building at 137 Hiawassee Street). Customers may pay bills and seek customer service at this new location.



2. Different Rate Structure

Please see RCWSA web site to review rates, fees and charges. [RCWSA.org](https://www.rcwsa.org)

The RCWSA charges one STANDARD rate for all customers regardless of if in/out of City or size of pipe or commercial or residential. RCWSA does not add extra fees for tank maintenance. As with any organization, rate adjustments will occur as the costs of producing the product rise. A rate adjustment is estimated for July 2024 in the 4% to 5% range for water and 6% to 8% for wastewater.

3. Billing Method Changes

- A. If I paid in advance to Clayton, will I get a refund, or will the money be transferred over? **Please contact the City of Clayton for a refund and other financial items after the Closing Date.**
- B. Does the customer need to do anything to continue the billing process? **Not at this time.**
- C. If I have direct pay now via my bank or bank card, may I continue that? **Yes. Set up your account through the RCWSA website. [RCWSA.org](https://www.rcwsa.org)**
- D. What are the other changes regarding billing? Late fees? **Please see the RCWSA July 2023 Rates, Fees and Charges on the RCWSA website.**
- E. What is the bill due date? **The RCWSA strives to get bills sent by the first of the month. Payment is due by the 20th. The RCWSA will work with customers if extenuating circumstances arise.**
- F. If I have an outstanding bill, how will that be addressed? Other billing changes? **Payment arrangements can be made on an individual basis. Please contact RCWSA staff and we will be happy to work with you.**
- G. Will the option of the water leak protection program be available? **Not initially, however, RCWSA is reviewing the potential to offer this service in the future.**
- H. Will the option of customer paid trash service continue to be available? **Yes. Trash service will be available via Clayton billing through June 2024. After June, other options for trash pickup will be communicated.**
- I. Who and how do we contact the RCWSA? **Please call RCWSA at 706-960-9835 and follow prompts for service or contact RCWSA on line at [RCWSA.org](https://www.rcwsa.org)**

For more information, please call RCWSA at 706-960-9835 and follow the prompts.
Clayton City Hall staff can be reached at 706-782-4512.

2.22.2024