



GEORGIA RURAL WATER ASSOCIATION
P. O. BOX 383 • BARNESVILLE, GA 30204 • (770) 358-0221 • FAX: (770) 358-4379

**UPDATED
BUSINESS PLAN

FOR
THE TOWN OF

TALLULAH FALLS**

SYSTEM NAME:	TALLULAH FALLS
WATER SYSTEM ID:	GA2410001
COUNTY NAME:	RABUN COUNTY
OWNER'S NAME:	TALLULAH FALLS
ADDRESS:	P. O. BOX 56 TALLULAH FALLS, GEORGIA 30573-0056
DATE COMPLETED:	PHONE NO: (706) 754-6040 APRIL 4, 2019

PREPARED BY: GEORGIA RURAL WATER ASSOCIATION

TRAINING • TECHNICAL ASSISTANCE

WATER... OUR MOST PRECIOUS NATURAL RESOURCE

BUSINESS PLAN

I. INTRODUCTION

A. THE NEED TO "OPERATE LIKE A BUSINESS"

A water system should be "operated like a business." This is a frequently repeated phrase. But, what is meant by it? Here's one useful way to think about what it means to operate like a business:

For a successful business, a manager must be aware of changes taking place in the environment in which the business operates. It is necessary to constantly look towards the future to:

1. Cope with any **threats** to the survival of the business, and
2. Take advantage of **opportunities** to improve the performance of the business.

In the same way, owners and manager of a water system must look towards the future. Such things as the need for financing, the impact of new regulations or the loss of key customers will present management demands that can only be met through sound business planning.

Many water systems were started at a time when providing water service was low and regulatory demands were few. But times have changed! Little remains of the good old days when operating a water system was a simple job. Not anymore. Now, it is essential that all water system owners and operators prepare themselves for an uncertain future by becoming capable business managers and financial planners.

A successful manager relies on a "business plan" to assure a company (a water system) will be able to meet the changing demands of an uncertain future.

A business plan requires a **two-sided** analysis:

1. Receiving income from sales to pay for capital investments and operating expenditures, and
2. Spending money to produce a product or service.

In any business plan, the fundamental budget question is the "bottom line" -- whether income received will equal or exceed the money spent. When there is more income than expenses, there is a "positive bottom line," indicating the business has done a good job of planning for challenges, and that the business will be "viable" in the future. A "negative bottom line" indicates a business has failed to respond to threats and opportunities. Such a business may be said to be "nonviable" because its ability to service is suspect under current conditions. In such circumstances, businesses are often "restructured" to change their costs, their access to capital, or the revenues they receive for products or services, in an attempt to become viable again.

Whether a business is viable or nonviable is directly related to the planning done by the water managers. With good information, the picture becomes crystal clear. But, when there is little

information on which to build a plan, this picture becomes only bleak. A lack of information about current operations and absence of planning can severely limit the ability of a water system to meet future challenges. If a water system is operated as a viable business, its survival as a business, as well as, its ability to achieve and maintain compliance with all regulations will be uncertain. Without a sound business plan, it will be difficult, if not impossible, for a water system to survive in an increasingly complex world, as more stringent regulations are introduced.

B. REQUIREMENTS OF A WATER SYSTEM TO DEVELOP AND MAINTAIN TECHNICAL, MANAGERIAL, AND FINANCIAL CAPACITIES TO ACHIEVE THE REQUIRED OBJECTIVES.

What is technical capacity? The technical capacity is the physical and operational ability of a water system to meet all requirements. Technical capacity of the water system refers to the physical infrastructure, including the adequacy of the source water, treatment, storage, and distribution. It also refers to the ability of system personnel to adequately operate and maintain the water system and to otherwise implement requisite technical knowledge.

What is managerial capacity? Managerial capacity is the ability of a water system to conduct its affairs in a manner enabling the system to achieve and maintain compliance with all regulations and requirements. Managerial capacity refers to the system's institutional and administrative capabilities.

What is financial capacity? Financial capacity is a water system's ability to acquire and manage sufficient financial resources to allow the system to operate and maintain compliance with all regulations and requirements.

C. WHY, WHO, WHAT and WHEN

WHY A BUSINESS PLAN?

To demonstrate that the water system will technically, managerially, and financially be capable of meeting all requirements to provide safe and adequate drinking water.

A business plan can benefit all types of water systems. It can help prevent investments in the water systems that may become problems for everyone, including the owner, operator, customers, community, lender, and regulator.

When developed, a Business Plan will provide the water system owner, operator, local officials, customers and the Georgia Environmental Protection Division (EPD) with assurances that the water system has the financial, managerial, and technical capability to reliably meet all performance requirements over a period of time.

WHO CAN PREPARE A BUSINESS PLAN?

The systems engineer, financial advisor or other consultant such as the Georgia Rural Water Association can prepare the business plan. The system can prepare their own business plan if the system is familiar all the required information. Regardless of who prepares the business plan, the responsibility and ultimate implementation remains with the system.

WHAT TO INCLUDE IN A BUSINESS PLAN FOR (EPD'S) REVIEW AND CONCURRENCE

Components discussed under the section, titled "Guidance on Preparing a Business Plan for a public water system in Georgia" must be addressed, as applicable. These components must include all and each subpart under Part I (Managerial Capacity), Part II (Financial Capacity) and Part III (Budgeting Worksheets). All questions requiring either a "Yes" or "No" answer must be answered appropriately. Any additional documents that are considered pertinent should be included as supplements.

Provide justification or documentation for any assumptions used in completing the budgeting worksheets and preparing entries for the Business Plan. Please use narratives to describe how assumptions were made and what factors were considered.

An Operation and Maintenance (O & M) Manual must be developed and maintained. The O & M Manual should summarize the actions necessary to identify those measures required for the cost effective, efficient, safe and reliable operation of the water system.

WHEN TO SUBMIT A BUSINESS PLAN

All new public water systems are required to submit an acceptable Business Plan with all engineering plans and specifications for the Division's review and approval, prior to any construction. All existing public water systems must maintain an updated Business Plan on site ready for the sanitary survey inspection.

GUIDANCE ON PREPARING A BUSINESS PLAN FOR A PUBLIC WATER SYSTEM IN GEORGIA

The "Business Plan" must be able to present all the pertinent information necessary to demonstrate the water system's **MANAGERIAL** and **FINANCIAL** capacity with respect to all water regulations in effect or likely to be in effect. The prepared "Business Plan" must include, at minimum, all the required information identified in Part I (Managerial Capacity), Part II (Financial Capacity), and Part III (Budgeting Worksheets).

PART I - MANAGERIAL CAPACITY

A. ASSESSING YOUR MANAGEMENT CAPABILITIES - This Section of the Business Plan must provide detailed information for items 1 through 12, listed below, and answer each of the "yes" or "no" questions asked under "Operations and Maintenance" and "Management and Administration". Any other supplemental information they may be pertinent and/or helpful in demonstrating the system's managerial capacity must be included in the Business Plan.

1. A description of the organization that clearly defines primary responsibilities of all key personnel involved in the management and operation of the system and reporting relationships.

Water Superintendent, William (Bill) Goatcher, serves as the water superintendent and is the chief operating officer of the water system. He answers to the Mayor and Council.

2. Contact information for those responsible for policy decisions, ensuring compliance with State regulatory requirements, and day-to-day operations.

The Mayor and Council makes all policy decisions. The Water Superintendent, Bill Goatcher, ensures that all procedures are in compliance with all state requirements and does the day-to-day operation and does the required maintenance and repair of the system. Contact information is The Town of Tallulah Falls, P. O. Box 56, Tallulah Falls, Georgia 30573-0056. Phone number (706) 7564-6040.

3. Description of any contracts for the management or operation of the system and how legal, engineering, and other professional services are provided.

The Town of Tallulah Falls has no contract for the operation of the water system. All operation and maintenance are done in house by The Town of Tallulah Falls personnel. Water Superintendent, Bill Goatcher has a Class IV water operator's license issued by the State of Georgia. All other contracts are on an as needed basis. The Town has no contract for management or operation of the water system.

4. Identification of the ownership and description of the legal basis of the system ownership.

The system is owned by The Town of Tallulah Falls.

5. Description of any leases or easements for land, water supply sources, or physical facilities used in the operation of the system.

There are no leases or easements for land, water sources, or physical facilities.

6. Description of the qualifications of the owners and managers of the system including experience in owning or operating other systems.

Not applicable to this situation.

7. Description of a training plan to keep management and operators current with the regulatory requirements of managing a system.

Water Superintendent, Bill Goatcher maintains a current Class four (IV) water operator certification. His certification is kept current by attending the required classes offered by Georgia Rural Water Association and other required classes to maintain his certification and keep current of regulatory requirements.

8. Emergency Management Plan. For community systems, the plan should identify known and potential risks (natural or man-made) to the system; specify the response plan; identify personnel responsible for action; and describe public notification procedures. For non-community systems, submittal of a notification plan containing names and 24-hour phone numbers of responsible persons to contact in the event of an emergency is acceptable.

A copy of the emergency management plan is on file in the Water Superintendent's office in Town Hall.

9. Description of customer service policies, including providing customers information and handling customer complaints.

Billing and customer service are handled by the Town Clerk, Linda Lapeyrouse. Policies are on file in Town Hall. Situations not handled by the Town Clerk are then transferred to the Mayor and Council.

10. If the person in charge of operation has other responsibilities unrelated to the system, it is necessary to provide information showing the operator will have sufficient time and be readily available to execute his or her responsibilities reliably.

Mr. Goatcher is a part-time employee. The Town also has emergency contractors to call on when needed.

11. Disclosure of any encumbrances, trust indentures, bankruptcy decrees, legal orders or proceedings, or other items that may affect or limit the owner's control of the system.

The Town of Tallulah Falls has none of the above.

12. Disclosure of any plans to change the ownership of the system once the system is completed and, if known, identification of future owners.

The Town of Tallulah Falls has no intention of transferring ownership.

B. OPERATION and MAINTENANCE - Operational demands placed on all systems are rising to unprecedented levels. Some indication of whether these operational needs can be met is provided through consideration of the following series of questions. "NO" answers to the following questions indicate the system's future operational needs may not be fully met.

Does your operations staff have the right training and credentials?

YES Is the person/persons in-charge of operating the water system certified at the classification required by the Georgia Environmental Protection Division (EPD)?

YES Does your operator receive training on an ongoing basis to keep abreast of current developments of the water field?

Does your staff fully understand and meet all current monitoring requirements?

YES Do you have a history free of monitoring violations?

YES Are you aware of and do you understand provisions for obtaining waivers from monitoring requirements and the role of vulnerability assessment?

Are you confident you understand what it will take to meet future operational demands?

YES Can you make an appraisal of the additional operational requirements on your system based on the categories of questions presented above? (Do you know how this forecast matches you against your current level of operational capability?)

YES Does your system obtain any regular or occasional technical assistance from outside sources, such as your engineer, other utilities, or organizations specifically dedicated to providing technical assistance?

YES Are you aware of all the assistance programs that are available to you?

C. MANAGEMENT and ADMINISTRATION - As the list of quantity, quality, and infrastructure needs of systems grows larger and larger, the extent of management systems needed to meet all these also grows. The following questions highlight the general types of management systems that should exist in some form. Although some of these items may sound sophisticated, they can exist in very simple forms and get the job done very effectively. As a general rule, they need to be no more sophisticated than necessary to meet the needs of the system. The important issue is the need for management systems is recognized and is being met. "NO" answers to the following questions imply that your system may have inadequate management systems.

Is it clear who is in charge of what?

- YES Is there a clear plan of organization and control among the people responsible for management and operation of the system?
- YES Are the limits of the operator's authority clearly known?
- YES Are all the specific functional areas of operations and management assigned?
- YES Does everyone involved in operations know who is responsible for each area?
- YES Is someone responsible for scheduling work?

Are there clear rules and standards?

- YES Do you have explicit rules and standards for system modifications? Provided by the City's Engineer
- YES Do you have rules governing hook-ups?
- YES Do you have a water main extension policy?
- YES Do you have standard construction specifications to be followed? Provided by the Town's Engineer
- YES Do you have a "Standard Operating Procedures" manual?
- YES Do you have measures to assure cross-connection control and backflow prevention?
- YES Do you have policies or rules describing customer rights and responsibilities?

Do you have a deliberately organized regulatory compliance program?

- YES Do you fully understand monitoring requirements and have a scheduling mechanism to assure compliance?
- YES Do you have a mechanism to obtain the most recent information on regulatory requirements?
- YES Do you know how to obtain clarification or explanation of requirements?
- YES Do you maintain adequate records to document compliance?
- YES Do you know what to do in the event of a violation?

Are you prepared to handle emergencies?

- YES Do you have an emergency response plan? On file at Town Hall.
- YES Is there a contingency for making emergency interconnections to neighboring systems, and do you know they will work when needed? Backup for the Town's water system is the City of Demorest. Also plans have been discussed about constructing a surface water treatment plant using the available surface water.
- YES Does everyone involved in operations know what they are to do in the event of contamination from a toxic or hazardous waste spill in your source water or potential contamination due to a water main break or storage tank failure? Procedure is on file at Town Hall.
- YES Do you have a clear chain-of-command protocol for emergency action?
- YES Is someone responsible for emergency operations, for communications with state regulators, for customer relations, for media relations?

Are your operations conducted safely?

- YES Do you have a safety program defining measures to be taken if someone get hurt?
- YES Does everyone understand the risks and safety measures involved in handling water treatment chemicals?
- NO Do you have written operating procedures for both routine and emergency system operations?
- YES Are you fully aware of OSHA confined space regulations?

Do you have an organized approach to maintenance?

- YES Do you have a system for scheduling routine preventive maintenance?
- YES Do you have a system for assuring adequate inventory of essential spare parts and back-up equipment?
- YES Do you have relationships with contractors and equipment vendors to assure prompt priority service?
- NO Do you have records and data management systems for system operating and maintenance data, for regulatory compliance data, and for system management and administration?

Is your management capability complete?

- YES Are you getting the outside services and technical assistance you need? Do you have adequate legal counsel, insurance, engineering advice, technical/operations assistance, rate case preparation and financial advice?

PART II - FINANCIAL CAPACITY

A. FINANCIAL INFORMATION - This section of the Business Plan must provide detailed information for items 1 through 2, listed below, by answering to each of the "yes" or "no" questions asked, and by completing all of the Budgeting Worksheets under Part C (Expense Budget, Capital Budget, Reserves Budget and Revenue Analysis Worksheets). Any other supplemental information that may be pertinent and/or helpful in demonstrating the system's financial capacity must be included in the Business Plan.

1. An in-depth, 5 year budget that includes revenue, operating expense, reserve, and capital improvement information. The budget should include a revenue and expenditure analysis that compares all anticipated system revenue with planned expenditures; and identification of reserve accounts for emergency funding and equipment replacement needs; and when applicable, a capital improvement plan that identifies future projects, and their estimate costs.
2. A description of the budget and expenditure control. Procedures and reports that assure adequate budget control; purchasing procedures or policies to prevent misuse of funds; and a demonstration that the system has adopted generally accepted accounting and auditing procedures (GAAP).

B. ASSESSING YOUR FINANCES - The answers to the previous questions under Managerial Capacity may have alerted you to the potential for higher levels of both capital and operating costs. Any system that can show they have anticipated all their needs and they are prepared to charge a rate sufficient to meet the annual revenue requirement implied by those needs, is a system that can obtain capital financing and can pay its bills -- it is financially viable. The following questions illustrate some features of "good" financial planning and management to serve as points of comparison for self-assessment. Although every system cannot achieve perfection, the more "yes" answers you have, the better it is. Use the budgeting worksheets under Part C to assess projected costs, financing, and revenue requirements.

Are current financial planning mechanisms adequate?

YES Do you have an annual budget?

NO Does your budget process provide for depreciation of the existing plant or funding reserves? Only a portion is shown. A reserve is set up to cover a portion of the depreciation.

YES Do you use the budgeting process to determine your annual revenue requirement?

NO Do you regularly review your water rates? Rates haven't been changed in over 6 years. Working with the Georgia Rural Association to establish a fair and equitable rate structure. Mayor and Council will be discussing the benefits of an annual review of the water rates.

YES Do you have a capital budget or capital improvement plan that projects future capital investment needs (at least five years) into the future? A five year capital improvement plan is being developed. Current capital improvements are included in the annual budget.

- YES Do you have a process for scheduling and committing to capital projects?
- YES Does your planning process account for all the potential capital needs suggested by all of the preceding questions in this manual?
- YES Does your long-term planning incorporate analysis of different methods that might offer cost savings to customers, such as consolidation with other nearby systems or sharing operations and management expenses with other nearby systems?

Are current financial management mechanisms adequate?

- NO Does your system presently operate on a break-even basis? Money is transferred from General fund.
- NO Does it generate surplus revenue?
- YES Does it operate at a loss?
- YES Does the system keep all the revenues (i.e. does the revenue generated remain in the enterprise fund or does it support other municipal departments)? General Fund has transferred money to the Enterprise Fund. A fire protection and fire hydrant maintenance charge is being established.
- YES Do you employ standardized accounting and tracking systems?
- YES Do you track budget performance?
- YES Do you have procedures for billing and collection?
- YES Do you keep records to substantiate depreciation of fixed assets and accounting for reserve funds? Audit
- YES Are financial management record keeping systems organized?
- YES Are controls exercised over expenditures?
- YES Are controls exercised to keep from exceeding your budget?
- YES Are there purchasing procedures?
- YES Are there procedures for selection of outside contractors and suppliers?

Part III - BUDGETING WORKSHEETS

This section of the Business Plan includes four budgeting worksheets. Each worksheet provides space for budget data from the prior year, current year, and four years into the future. If you do not have access to historical data, fill in only what is known. However, it is important to be as complete as possible. Worksheet A is an expense budget, Worksheet B is a capital budget, and Worksheet C is a reserve budget. The first three worksheets (A, B, and C) lead into Worksheet D which compares total revenue sources with the total revenue requirement of the the system. Together, these four worksheets provide you with a tool by which you can project the future financial needs of the system and your availability to meet these needs -- or the system's financial viability.

Please note the instructions and explanations for the terminology used on the back of each worksheet.

WORKSHEET D - REVENUE ANALYSIS FOR THE CITY OF TALLULAH FALLS

BUDGET	
ANNUAL OPERATING BUDGET FOR WATER	\$ 64,000.00
ANNUAL DEBT SERVICE FOR WATER	\$ -
ANNUAL OPERATING BUDGET FOR WATER INCLUDING DEBT	\$ 64,000.00
	\$ -
TOTAL ANNUAL BUDGET FOR WATER	\$ 64,000.00
REVENUE	
PROJECTED MONTHLY REVENUE FOR WATER	\$ 5,395.90
MONTHLY FIRE PROTECTION & FIRE HYDRANT MAINTANCE FEE. PAID BY GENERAL FUND	\$ -
PROJECTED ANNUAL REVENUE FOR WATER	\$ 64,750.80
ANNUAL FIRE PROTECTION & FIRE HYDRANT MAINTANCE FEE. PAID BY GENERAL FUND	\$ -
TOTAL PROJECTED ANNUAL REVENUE FOR WATER	\$ 64,750.80
ERU = Equivalent Residential Unit	
Based on an average of 2,400 gallons for water	

WATER RATE COMPARISON

TALLULAH FALLS

ALL CUSTOMERS THE SAME RATE

	OLD WATER RATES			NEW WATER RATES				% Increase
	Water		Total	Water		Total		
Zero Gallons	\$ 18.00	\$ -	\$ 18.00	Zero Gallons	\$ 33.00	\$ -	\$ 33.00	83.33%
1,000 Gallons	\$ 18.00	\$ -	\$ 18.00	1,000 Gallons	\$ 37.50	\$ -	\$ 37.50	108.33%
2,000 Gallons	\$ 18.00	\$ -	\$ 18.00	2,000 Gallons	\$ 42.00	\$ -	\$ 42.00	133.33%
3,000 Gallons	\$ 18.00	\$ -	\$ 18.00	3,000 Gallons	\$ 46.75	\$ -	\$ 46.75	159.72%
4,000 Gallons	\$ 23.00	\$ -	\$ 23.00	4,000 Gallons	\$ 51.50	\$ -	\$ 51.50	123.91%
5,000 Gallons	\$ 28.00	\$ -	\$ 28.00	5,000 Gallons	\$ 56.25	\$ -	\$ 56.25	100.89%
6,000 Gallons	\$ 33.00	\$ -	\$ 33.00	6,000 Gallons	\$ 61.25	\$ -	\$ 61.25	85.61%
7,000 Gallons	\$ 38.00	\$ -	\$ 38.00	7,000 Gallons	\$ 66.25	\$ -	\$ 66.25	74.34%
8,000 Gallons	\$ 43.00	\$ -	\$ 43.00	8,000 Gallons	\$ 71.25	\$ -	\$ 71.25	65.70%
9,000 Gallons	\$ 48.00	\$ -	\$ 48.00	9,000 Gallons	\$ 76.25	\$ -	\$ 76.25	58.85%
10,000 Gallons	\$ 53.00	\$ -	\$ 53.00	10,000 Gallons	\$ 81.25	\$ -	\$ 81.25	53.30%
11,000 Gallons	\$ 58.00	\$ -	\$ 58.00	11,000 Gallons	\$ 86.25	\$ -	\$ 86.25	48.71%
12,000 Gallons	\$ 63.00	\$ -	\$ 63.00	12,000 Gallons	\$ 91.25	\$ -	\$ 91.25	44.84%
13,000 Gallons	\$ 68.00	\$ -	\$ 68.00	13,000 Gallons	\$ 96.25	\$ -	\$ 96.25	41.54%
14,000 Gallons	\$ 73.00	\$ -	\$ 73.00	14,000 Gallons	\$ 101.25	\$ -	\$ 101.25	38.70%
15,000 Gallons	\$ 78.00	\$ -	\$ 78.00	15,000 Gallons	\$ 106.25	\$ -	\$ 106.25	36.22%
State Park Using				State Park Using				
138,900 Gallons	\$ 712.00	\$ -	\$ 712.00	138,900 Gallons	\$ 2,244.25	\$ -	\$ 2,244.25	215.20%

**NEW WATER & WASTEWATER RATES
FOR THE TALLULLA FALLS STATE PARK**
USING AN AVERAGE OF 126,264 GALS OF WATER FOR 14 MONTHS

Water and Wastewater Usage	126,264	126,264	2018-2019 BUDGET		\$ 64,000.00
Number of Units (ERU's) for O & M Costs	50				\$ -
Number of Units (ERU's) for Debt Service		50	TOTAL OPERATING BUDGET		\$ 64,000.00
Base charge for water per ERU		31.00			
Base charge for wastewater per ERU		0.00	WATER BUDGET FOR 2018-2019		\$ 64,000.00
Debt Service for water per ERU		0.00			
Debt Service for wastewater per ERU		0.00	TOTAL BILLED WATER CONSUMPTION		317,478
Administration Charge per account		2.00			0
WATER			STATE PARK % OF WATER CONSUMPTION		39.77%
BASE CHARGE		\$ 1,550.00			
DEBT SERVICE		\$ -			
ADMIN CHARGE		\$ 2.00	% OF WATER BUDGET	39.77%	\$ 25,453.38
1 to 2,000 gallons for \$4.50 per thousand		\$ 9.00			
2,001 to 5,000 gallons for \$4.75 per thousand		\$ 14.25			
5,001 to 10,000 gallons for \$5.00 per thousand		\$ 25.00	MONTHLY WATER CHARGES		\$ 2,121.11
10,001 to 20,000 gallons for \$5.00 per thousand		\$ 50.00			
20,000 to 50,000 gallons for \$5.00 per thousand		\$ 150.00			
Over 50,000 gallons for \$5.00 per thousand		\$ 444.50	TOTAL MONTHLY BILL		\$ 2,121.11
TOTAL		\$ 2,244.75	TOTAL ANNUAL BILL		\$ 25,453.38
WASTEWATER					
BASE CHARGE		\$ -			
DEBT SERVICE		\$ -			
1 to 2,000 gallons for \$ per thousand		\$ -			
2,001 to 5,000 gal for \$ per thousand		\$ -			
5,001 to 10,000 gal for \$ per thousand		\$ -			
10,001 to 20,000 gal for \$ per thousand		\$ -			
20,000 to 50,000 gal for \$ per thousand		\$ -			
Over 50,000 gallons for \$ per thousand		\$ -			
TOTAL		\$ -			
TOTAL MONTHLY WATER & WASTEWATER		\$ 2,244.75			
TOTAL ANNUAL WATER & WASTEWATER		\$ 26,937.00			
ERU = Equivalent Residential Unit					

WITH THE NEW RATE STRUCTURE THE CITY IS CHARGING A DEMAND CHARGE BY USING EQUIVALENT RESIDENTIAL UNITS (ERU'S). ONE ERU IS EQUAL TO 300 GALLONS PER DAY PEAK DEMAND. THIS IS BASED ON AN AVG DEMAND OF 120 GPD WITH A PEAKING FACTOR OF 250%.

ENGINEERS HAVE USED 120 GPD AS THE AVG FLOW AND 300 GPD AS A PEAK FLOW FOR DESIGN PURPOSES.

EQUIVALENT RESIDENTIAL UNITS (ERU'S) WERE CALCULATED USING THE 182,000 AS THE PEAK DEMAND,

TOWN OF TALLULAH FALLS

P O Box 56
Tallulah Falls, Georgia 30573-0056
(706) 754-6040 FAX (866) 804-0804

WATER RATES AND CHARGES

WHEREAS the Town of Tallulah Falls has established a water utility to provide for supply of potable water in the community; and

WHEREAS an updated Business Plan and Water Rate Analysis was performed for the Town of Tallulah Falls by Georgia Rural Water Association and was accepted by action of the Town Council on _____, 2019; and

WHEREAS the Council of the Town of Tallulah Falls has adopted a water ordinance, which provides for establishment and revision of charges for water services to be accomplished by resolution of the Town of Tallulah Falls.

NOW THEREFORE BE IT RESOLVED that the scheduled rates for water and wastewater services shall be as follows:

The Town of Tallulah Falls Water Rates

Monthly Rates and charges.

Monthly Billing Rates and Charges for Water		
Base Charge of \$31.00 per ERU* Inside		
Base Charge of \$31.00 per ERU* Mountain Side		
Administration Charge of \$2.00 per Account		
Quantity	\$/1000 gal Inside the City	\$/1000 gal Mountain Side
1 to 2,000 gallons	4.50	4.50
2,001 to 5,000 gallons	4.75	4.75
5,001 to 10,000 gallons	5.00	5.00
10,001 to 20,000 gallons	5.00	5.00
20,000 to 50,000 gallons	5.00	5.00
Over 50,000 gallons	5.00	5.00

ERU = Equivalent Residential Unit

Debt Service:

Any bond amount for water projects funded by Georgia Environmental Facilities Authority (GEFA), USDA Rural Development and other revenue bonds including all engineering fees and set up fees can be shown as a separate line item on the water bill or may be combined in the base charge.

Tap-In Fees/Capital Recovery:

Water tap-in/capital recovery fees shall be charged on the basis of residential units or equivalent residential units according to the tap-in fees listed hereinafter. Any fractional units resulting from the calculation of equivalent residential units shall be treated as a whole unit. In addition to the tap-in fees, installation fees shall be charged in accordance with schedules listed hereinafter. Installation fees shall cover only connection to existing mains that are adjacent to location to be served; the actual costs of any extensions necessary shall be charged in addition to tap-in and installation fees. All fees and charges shall be paid by the customer or customers at whose request the connection is made.

Water tap-in fees shall be charged as follows:

Nine hundred fifty (\$950.00) for each residential unit or equivalent residential unit

Installation Fees:

The director may authorize licensed master plumbers or licensed utility contractors to install connections to water facilities upon written application. Water meters shall be supplied to authorized licensed master plumbers or licensed utility contractors at cost; all other related accessories for water connections may be supplied to authorized licensed master plumbers or licensed utility contractors. The director shall require payment for all materials covered and those not specifically covered. All work done by other than city personnel shall be done only under the supervision of licensed master plumbers or licensed utility contractors authorized to perform such work. The director shall require that all installation is performed in accordance with specifications and/or standards conforming to sound engineering practices; in the event that such installation is not made in accordance with specifications and/or standards, the director may require the installation to be corrected or removed and reinstalled as necessary.

Water installation fees for making taps into the city water mains or water lines and installing water meters or providing water meters for plumbers to install shall be charged on the basis of reimbursement to the city for all actual costs incurred in making such installations.

An inspection fee of one hundred fifty dollars (\$150.00) for each water connection shall be charged when a licensed master plumber makes such connections.

Charges for Miscellaneous Services:

If any action taken by unauthorized persons inside a meter box causes damages to a curb stop or a cover or lock connected to a curb stop, the resident or customer responsible for the premises shall be charged a fee of \$50.00 for each incident in addition to other fees and charges.

Other account fees, service charges and penalties shall be charged as applicable:

Account Establishment Fee	\$ 15.00
Returned Check Fee	\$ 35.00
Locating Meter	\$ 40.00
First Turn-on/Turn off (Within 12 Months)	\$ 0.00
Turn-on/Turn off at Customer Request -- per Trip ***	\$ 40.00
Emergency Call Out for Turn-on/Turn off – per Trip ***	\$ 60.00
First Reread (within a 12 month period)	\$ 0.00
Second and Subsequent Rereads (within a 12 month period)*	\$ 40.00
After Hours Turn-on (Service application received after 4:00 pm)	\$ 60.00
Emergency Call Out for Turn-on**	\$ 90.00
Remove and Test Meter (If meter reads within manufactures specifications)	\$125.00
Remove and Test Meter (If meter reads outside the manufacturers specifications)	\$ 0.00
Turn-off for Delinquency	\$ 40.00
Lock Meter for Delinquency	\$ 75.00
Remove Meter for Delinquency	\$100.00
Removal of Straight Line or Jumper	\$200.00
Cut off Water at Main	\$350.00

* Reread fees do not apply if regularly scheduled meter read is determined to be incorrect.

** Fees apply when water cannot be left on during normally scheduled turn-on times.

*** Fee will not be assessed when the turn-on/turn/off is for the installation of a homeowner valve

Overhead Sprinkler Systems:

The charge for any overhead sprinkler systems installed in any facilities inside the city limits other than single family residences shall be fifteen dollars (\$15.00) per month for any area up to and including ten thousand (10,000) square feet and one dollar and fifty cents (\$1.50) per additional one thousand (1,000) square feet. The charge for any overhead sprinkler systems installed in any facilities outside the city limits other than single family residences shall be fifteen dollars (\$15.00) per month for any area up to and including ten thousand (10,000) square feet and one dollar and fifty cents (\$1.50) per additional one thousand square feet.

Deposits, Late Fees and Service Charges:

Deposits shall be two and one-half (2½) times the monthly bill for all services, as estimated by the director using whatever data may be available, with a minimum deposit of Seventy five dollars (\$75.00) per unit for water. In the event a utility bill has not been paid by the past due date printed on the bill, the account may be subject to an additional late fee of 15% of the balance owed and not less than five dollars (\$5.00). Late fees may be incurred whether or not the service is disconnected.

Reconnection of services outside regular business hours at the request of customer shall be charged at 150 % of the rates in the above schedule.

Payment of these fees shall not exempt any user from any civil or criminal action resulting from violations of this chapter.

Equivalent Residential Units:

An equivalent residential unit is that portion of a user's facility that has an impact on the water system equivalent to a single-family residence. The determination of a facility's equivalent residential units shall be based on estimated water consumption as shown in guidelines below or on square footage. Peak water consumption of three hundred (300) gallons per day, shall be the equivalent of one (1) residential unit. The standards in the table below shall be used in the determination of water consumption. If the table does not provide information for a particular application, the estimated water consumption shall be as calculated by the director in accordance with sound engineering practices using information available from Georgia EPD, USEPA, or standard reference materials commonly used for estimating flows.

<u>Type of Facility</u>	<u>Water Usage In Gallons Per Day</u>
Assembly Hall	3 per seat
Barber Shop/Beauty Parlor	125 per chair
Boarding House **	100 per room
Bowling Alley	50 per lane
Church	
w/o Day Care or Kindergarten	5 per seat
Correctional Institution	300 per bed
Country Club,	
Recreation Facilities Only	25 per member
Day Care Center, no meals	15 per person
Dental Office	100 per chair
Department Store	25 per employee
Factory	
without showers	25 per employee
with showers	35 per employee
Food Service Establishments (toilets & kitchen) **	

1) Restaurants, up to 12 hours/day to 18 hours/day	35 per seat
2) Restaurants, that use paper products only	15 per seat
3) Restaurants, above 18 hours /day	50 per seat
4) Bar and Cocktail Lounge	30 per seat
5) Drive-in Restaurant	35 per car space
6) Carry-out Only plus	35 per 100 sq. ft 15 per employee
Hospital	
1) Inpatient	300 per bed
2) Outpatient	300 per bed
Hotel, no kitchen	100 per room
Kindergarten, no meals	15 per person
Laundry, Commercial	1000 per machine
Laundry, coin	150 per machine
Lodges	50 per bed
Mobile Home Park	300 per site
Motel, no kitchen**	100 per room
Nursing Home**	150 per bed
Office	25 per employee
Physician's Office	200 per exam room
Prison	300 per inmate
Schools:	
1) Boarding	100 per person
2) Day, Restrooms Only	12 per person
3) Day, Restrooms, and Cafeteria	16 per person
4) Day, Restrooms, Gyms & Cafeteria	20 per person
Service Stations serving Interstate:	
1) Full Service	425 + 150 per pump
2) Fuel and Oil Only	150 per pump
Service Stations serving other locations:	
1) Full Service	300 + 100 per pump
2) Fuel and Oil Only	100 per pump
Service Stations serving any locations:	
Car Wash	500 per stall
Shopping Center (not including food service or laundry)	
	10 per 100 sq. ft
Stadium	2 per seat
Theater	5 per seat
Travel Trailer Park:	
1) With Independent Water & Sewer Connection	100 per site
2) W/o Independent Water & Sewer Connection	35 per site
Warehouse	10 per 100 sq. ft

** Add 300 gallons per machine to amount indicated if laundry or dish washing machines are installed.

In the event a facility is made up of more than one smaller component facility, the determination of equivalent residential units shall be calculated as the sum of all component's residential equivalent units.

BE IT FURTHER RESOLVED that the foregoing rate and fee schedules shall become effective immediately upon approval of this Resolution by the Town Council and shall be reflected in the billings to customers beginning with the bills sent out in _____ for _____ 2019 usage.

SAMPLE