

PLACE
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SALUDA COUNTY WATER & SEWER AUTHORITY

Our Mission

At Saluda County Water and Sewer Authority, we are committed to providing safe, high quality water services to our community, while maintaining a standard of excellence in customer service and environmental conservation



**SALUDA COUNTY WATER & SEWER AUTHORITY
GENERAL POLICY GUIDELINES**

Welcome to Saluda County Water & Sewer Authority. We are pleased to have you as a customer. Below are some general guidelines regarding your account with Saluda County Water and Sewer Authority.

Payments are due **each** month by the 10th. We do give a 10-day grace period, so any payments received by the close of business on the 20th will not be penalized. Penalties are placed on unpaid accounts on the 21st of each month and a cutoff date is set each month sometime after the 21st. Your bill will notify you each month of the cutoff date and other important dates, such as office closings. **The cutoff date may vary from month to month.** You **will not** receive a 2nd Notice. A **non-payment fee** is added to all accounts not paid before cutoff day. This is a non-payment fee, **not** a disconnect fee. Please pay close attention to your bills as valuable information is passed along to our customers on the bill or on a separate flyer inserted with the bill.

Our office hours are Monday – Friday 8:00AM to 5:00PM. We do close for lunch each day from 1:00PM to 2:00PM. We also close in observance of all State Holidays. These closings will be posted at our office, on our website, and on our bills. Our office staff can be reached at (864) 445-9572 during normal office hours.

We have technicians on call for after hour emergencies. Please call (864)993-7078 or contact the Sheriff's Department at (864)445-2112 to have a technician assist you in your emergency.

There are several payment options available for you. You may:

set up your account for automatic draft (ask clerks for the necessary paperwork or find the paperwork on our website at www.scwsa.com)
pay by check, money order, credit card, debit card, or cash inside our office and at the drive-thru window located at 106 N Jennings Street, Saluda, SC 29138
pay by phone at (864) 445-9572 Option 1 using a debit or credit card (you must have your account number and the last 4 digits of the telephone number we have on file for you to complete payments via our automated telephone system.)
With the automated system, you **do not** need to enter the 01- nor any of the zeros preceding the account number.
Example: Your bill shows Account # 01-000xxyy, you only need to enter xxyy.

pay by debit card or credit card on our website at SCWSA.com (you must have your account number and the last 4 digits of the telephone number we have on file for you to complete payments via the website). With the automated system, you **do not** need to enter the 01- nor any of the zeros preceding the account number. Example: Your bill shows Account # 01-000xxyy, you only need to enter xxyy.

Please understand that for unpaid accounts that reach an outstanding balance of \$300 Saluda County Water and Sewer Authority will remove the meter from the premises. Once the meter has been pulled, you will be required to pay 1/2 the current tap fee to re-establish service at that location.

The same will hold true for customers requesting to have the meter removed. No matter the circumstances, once the meter is removed, a payment of 1/2 the current tap fee will be required to re-establish water service.

Be advised, that you may request to have your water service turned off, however, you will still be responsible for the minimum billing each month. Saluda County Water & Sewer Authority relies on your payments in order to maintain lines and pay back loans that have been secured to install these lines.

We do have a drop box just past the drive-thru window for your convenience. Please be sure that any payment left in the drop box is clearly labeled and identifiable for proper credit to your account. If you leave cash, please make sure that it is securely sealed in an envelope.

**SALUDA COUNTY WATER & SEWER AUTHORITY
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***I, _____,
hereby acknowledge receipt of Saluda County Water & Sewer Authority's General Policy Guidelines pages. I have read and understand these policies and by signing below agree to adhere to these policies.***

Customer Signature ***Date***

SCWSA Witness ***Date***