



Steps for Connecting to City Water and Sewer

1. The City sells water and sewer services as a package. The services cannot be purchased individually unless one of those services is unavailable. If you are purchasing a single service because the other is not available, you will be required to sign a letter agreeing to connect to the other service immediately once it becomes available to your property.
2. Determine if your property is within an Annexed Island. If you are not sure, please call the Inspections Department or Utilities Department. We will help you determine if the property is within an Annexed Island when your plumber purchases the meter.
3. Have your plumber visit the Inspections Department to pay for the water meter and sewer tap fee. The sewer tap fee is waived if your property is located within an Annexed Island.
4. If your plumber is going to install the meter, have them visit our Warehouse to pick up the meter. The plumber must provide the receipt from the Inspections Department in order to pick up the meter. Water meters are not to be installed in driveways.
5. The plumber installs the meter at the property site. If the project involves new construction, then the contractor will have to request and receive a Certificate of Occupancy from the Inspections Department. If the project consists of only the installation of a meter and a sewer connection, the contractor is required to contact the Utility Department when the meter is installed for inspection. **If you have a well that you plan to use for irrigation, or if you have a spa, pool, or irrigation system that will be on City water, your plumber MUST install a backflow prevention assembly and have it tested.** The test report must be submitted to Utilities Department at P.O. Box 1125, Valdosta, GA 31603. If you have any questions about the backflow prevention assembly, please contact Ronnie Lancaster at the Utilities Department.
6. The property owner must visit the City's Customer Service Department to set up the water and sewer account once the meter installation has been inspected AND accepted.

Important Contact Information

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| 1. Inspections Department
300 North Lee Street
Valdosta, GA 31603-1125
(229) 259-3506 | 4. Utilities Department
1016 Myrtle Street
Valdosta, GA 31603
(229) 259-3592 |
| 2. Warehouse
1022 Myrtle Street
Valdosta, GA 31603
(229) 259-3593 | 5. Ronnie Lancaster
1016 Myrtle Street Valdosta,
GA 31603
(229) 259-3592
rlancaster@valdostacity.com |
| 3. Customer Service
102 N. Lee Street
Valdosta, GA 31603
(229) 259-3510 | |