



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. You can also find an interactive map of Lowndes County on the City of Valdosta's website.
3. If your residence is within the City of Valdosta Annexed Islands, go to the City of Valdosta Customer Service office to sign up for services and to request a meter. Connection fees are waived. If your residence is new construction, please go to the Inspections Department to purchase permits, meters, etc. Connection fees are waived. **Note you will need a plumber for property side connections.**
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 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 Utilities 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 device and have it tested.** The test report must be submitted to the Utilities Department at P.O. Box 1125, Valdosta, GA 31603. If you have any questions about the backflow prevention device, 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 St.
Valdosta, GA 31603-1125
(229) 259-3506 | 4. Utilities Department
1016 Myrtle St.
Valdosta, GA 31603
(229) 259-3592 |
| 2. Warehouse
1022 Myrtle St.
Valdosta, GA 31603
(229) 259-3593 | 5. Ronnie Lancaster
1016 Myrtle St.
Valdosta, GA 31603
(229) 259-3592
rlancaster@valdostacity.com |
| 3. Customer Service
102 N. Lee St.
Valdosta, GA 31603 | |

(229) 259-3510