



FRANKLIN COUNTY
Water System

WATER BILLING SOFTWARE CHANGE

January 25, 2018

Dear Valued Customer:

The Franklin County Board of Commissioners (BOC) Office and the Franklin County Water System are excited to announce the implementation of a new and improved Financial and Utility Billing Software/Computer System. The BOC office has successfully completed the payroll and finance conversion. Our implementation date is for Utility Billing is slated for the early spring.

We are working diligently with our implementation team to verify the historical information, rate information, and billing calculations prior to the conversion. It is our goal to have a seamless transition with no interruption in your billing service. With over 1,800 customer accounts, this is a large undertaking for our system. We do ask for your patience, understanding, and partnership during this process.

It is our belief that our new system will enable us to better serve our customers. As we approach the conversion date, we will issue additional information via our bills and our website: <http://franklincountyga.gov/water-department/>

Please feel free to call our office at (706) 384-3318 if you should have any questions.

Sincerely,

The Franklin County Water Department