



MYSTIC WATER

225 E. 4TH STREET
OCILLA, GEORGIA 31774
PH: 229-468-9441

GENERAL INFORMATION



Fire Hydrant Flushing – Customers may observe Mystic Water crews working at fire hydrants allowing water to run from the hydrant for extended periods of time. The process of periodically “flushing” fire hydrants is an important preventative maintenance activity to ensure the integrity of the water system and deliver the highest quality water to our customers.

Things you may notice in your home during and after hydrant flushing:

- *Low water pressure-water pressure in your home may be low due to flushing the fire hydrants. This issue will be corrected once flushing is completed.
- *Discolored Water-water in your home may become discolored due to flushing the fire hydrants. This is caused by harmless mineral deposits which settle in the water main and are stirred by flushing water.

What to do about discolored water in your home:

- *Once the fire hydrant maintenance is complete (water is not running from the hydrant and hydrant is capped) Run ALL FAUCETS in your home for up to 5 minutes or until the water clears.
- *It is HIGHLY RECOMMENDED that customers wait until the water is clear again to wash laundry as it may cause discoloration of laundry items.
- *Discolored water is safe to use for other household purposes.
- *If the discolored water does not seem to go away approximately 1 hour after hydrant flushing is complete AND all water lines in the home have been flushed, please call us!



Billing FAQs – We want our customers to know what to expect!

Mystic Water Rates and Fees	
Deposit for New Service	\$50.00
Reconnect Fee	\$15.00
Water Rate – 1 st 2000 gallons of usage	\$15.00
Water Rate – per 1000 gallons > 2000 gallons	\$1.25
Late Fee – 10% of total bill due	10% of bill



AVOID SERVICE DISCONNECT!

Water payments are due on the 15th day of each month. For the first water bill not paid by the 15th – you will be charged a 10% late fee on your total amount due.

If your bill contains amounts due for 2 billing cycles (past due amount & current amount due) – The entire bill must be PAID IN FULL by the 15th of the month.

If your account – PAST DUE AND CURRENT AMOUNTS DUE - is not PAID IN FULL by the due date – your water service will be disconnected.