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The True Value of Water



Many people believe drinking bottled water is better than tap water. However, did you know that bottled water is not regulated as strictly as tap water? In fact, nearly every element of public tap water from the initial treatment process to the final delivery in your home is regulated by both state and federal governments.

Let's also compare the cost. For \$1.78 you can get one 12-ounce bottle of water. For the same price, you could also get 1,236 12-ounce glasses of water right from your tap.

Where would we be without tap water...

- How would we clean fruits and veggies, dishes and clothes, water plants/landscapes, or wash our cars?
- How would we shower or brush our teeth?
- How would we flush our toilets?
- How many businesses would have to suspend operations or relocate entirely?
- How would our institutions – from hospitals to firehouses to schools – function?

You simply cannot beat the price on a service that delivers public health, fire protection, economic development and quality of life. Your tap water wins every time.

Did You Know?

There is no “new” water being produced. All the water that will ever be, is right here. Whether our source water is a stream, river, lake, spring, or well, we are using the same water the dinosaurs used millions of years ago.

Changes Coming To Your Bill Insert

Beginning in February 2026, our monthly bill insert will transition from a printed insert to a digital-only format. This change helps reduce paper use, manage costs, and allows us to share important updates more efficiently.

You will still receive the same helpful information, including service updates, planned maintenance notices, and water-related tips, all in a convenient online format that you can find on our website homepage.

We also encourage you to sign up for our monthly digital e-newsletter, The Spout, which shares CWW news, reminders, and updates about your water directly to your inbox so you can stay informed all year long. Scan the QR code to sign up or visit us at www.cwwga.org.



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eNewsletter, The Spout

New Rates As Of January 1, 2026

CWW is funded primarily through the rates and fees paid by our customers, and does not receive tax dollars. Minimal annual rate adjustments help us keep pace with inflation and continue investing in the systems that deliver safe drinking water and reliable wastewater services.

To meet these ongoing needs, next year's rates will include a 4.95% increase and a regulatory compliance fee that supports essential system upgrades and upcoming requirements. For most customers, these changes will add approximately \$7.00 to \$9.00 to their monthly bill.

The table shows the cost comparisons for the most common usage with the new rates and compliance fee:

Visit www.cwwga.org for more information.

*USAGE	CURRENT RATES: (Water and Sewer)	RATES AS OF January 1, 2026: (Water, Sewer, and Compliance Fee of \$5)	TOTAL BILL INCREASE (Water, Sewer, and Compliance Fee.)
3,000 gallons/4 CCF	\$43.81	(\$45.98+\$5.00) = \$50.98	\$7.17
4,500 gallons/6 CCF	\$62.13	(\$65.21+\$5.00) = \$70.21	\$8.08
6,000 gallons/8 CCF	\$75.43	(\$79.16+\$5.00) = \$84.16	\$8.73

* 748 gallons of water = 1 CCF (Centum Cubic Feet)

Low Income Credit Program

Columbus Water Works is committed to helping our customers who may be experiencing financial hardships by providing resources to help. We currently offer a low income assistance program for customers who are eligible.

Low Income Credit Program

Our Low Income Credit Program provides a **monthly credit of \$10.50** toward your water bill and waives the new monthly compliance fee.



How Do I Apply?

- If you are currently receiving the reduced garbage rate, your water bill will automatically be adjusted to reflect the credit.
- If you are not currently receiving the reduced garbage rate, please contact the **Citizen's Service Center** by calling **311 or 706-653-4000** to request enrollment.

When applying for the program please make sure all documentation is submitted. Incomplete applications cannot be processed. Customers who are enrolled in the program are required to recertify eligibility every two years. Please contact Citizen's Services Center for important deadlines associated with this process.

MLK Day Office Closure

In observance of Martin Luther King Jr. Day, our offices will be closed on the following:

Monday, January 19, 2026

If you have a water related emergency during this time, please call 706-649-3400.
Emergency crews will be available to assist you.

Visit Us:

1421 Veterans Parkway
Columbus, GA 31901

Contact Us:

www.cwwga.org/contactus
 706-649-3400

Account Information:

www.cwwga.org
 1-855-748-1350

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