



SINGLE LOTS SAGES SUBMITTALS GUIDE

Step 1. Water Service Availability Request

All new connections to Fayette County Water System (FCWS) shall be submitted, reviewed, and approved through the [Sages](#) online permitting system.

If a property intends to start a new water account using the existing meter, please submit an Online Services Request through our [website](#), or contact Customer Service at 770-461-1146 or water@fayettecountyga.gov.

- 1) Account Setup
 - a) Create a [Sages](#) account or login to an existing account.
- 2) Start Application
 - a) From the [Sages](#) Fayette County homepage, scroll down to **Water System**, then click **Step 1: Water Service Availability Request**. *This step is required for all new connections to FCWS infrastructure.*
- 3) Property Information
 - a) Enter the **property address** and **parcel number**
 - i) If no address has been assigned yet, input the parent parcel number and specific location details (e.g. "the parcel immediately west of the library").
 - b) Use the **Fayette County GIS Mapping Site** for assistance in locating the parcel number:
<https://qpublic.schneidercorp.com/Application.aspx?App=FayetteCountyGA&Layer=Parcels&PageType=Map>
- 4) Application
 - a) Complete all required fields, including **billing information**. *A monthly water bill begins only after the meter is installed.*
 - b) Include **all relevant email addresses** for any persons who may need access to the Sages project.
 - c) Attach construction plans, if applicable.
 - d) After submittal, you will receive a confirmation email that includes your Sages **project number**.
- 5) Water Service Availability Letter
 - a) A Water Service Availability Letter will be emailed and advise whether water service is available.
 - b) If water service is available, your letter will advise of applicable fees and include detailed next steps.
- 6) Pay Fees
 - a) Pay applicable **Letter of Availability, Accessibility, and Meter Connection fees**, as advised in your Water Service Availability Letter. *All fees must be paid in full before services, installations, or reviews can proceed.*
- 7) Payment Options
 - a) **Credit Card** – Login to Sages, open your project, and click **Pay Fee Online**
 - i) The online payment portal system, ACI, applies a 3% processing fee to all credit card transactions. This fee is charged by ACI, not FCWS, and cannot be waived.
 - b) **Cash or check** – In person at the Water System Admin Office located at: 245 McDonough Road, Fayetteville, GA
- 8) Next Steps
 - a) Follow the **Next Steps** as detailed in your Water Service Availability Letter.