

# INFORMATION FOR CITY OF MILLEDGEVILLE WATER CUSTOMERS

119 E Hancock St Milledgeville, GA 31061 8AM – 4:30PM PO Box 1900 Milledgeville, GA 31059-1900  
VIEW & PAY YOUR BILL ONLINE @ [milledgevillega.us](http://milledgevillega.us) OR VIA PHONE @ 833-271-0801 (fees apply)

BILLING INQUIRIES: 478 414-4010 or EMAIL [cedwards@milledgevillega.us](mailto:cedwards@milledgevillega.us) FAX: 478 414-4011

PAYMENT METHODS: CASH, CHECK, M/O, DEBIT/CREDIT CARDS (M/C, VISA or AMEX) PHONE OR WEB

## **REQUIREMENTS FOR NEW CONNECTIONS – WE OFFER NEXT BUSINESS DAY SERVICE**

### **RESIDENTIAL CUSTOMERS**

\*\$100 Deposit (incl a \$25 non/refundable activation fee)

\*Picture Identification (POSITIVE ID REQUIRED)

\*EVIDENCE of Social Security Number

\*Signed & Dated Lease or Evidence of Ownership

### **COMMERCIAL CUSTOMERS**

\* \$125.00 Deposit (incl a \$25 non/refundable activation fee)

\* Picture Identification (POSITIVE ID REQUIRED)

\* EVIDENCE of Social Security Number or Tax ID Number

\*Signed & Dated Lease or Evidence of Ownership

**Transfer service fee is \$25.00 Our software tracks outstanding/prior balances that may be owed by you - Balances on old/prior accounts must be paid at time of transfer!**

*Receive and pay your bill electronically! Just provide your email address*

*\*\*\*Have your monthly bill automatically deducted from your savings/checking account – ask us how!\*\*\**

\* U S POSTAL SERVICE / IN PERSON @ CITY HALL / DRIVE-THRU WINDOW @ CITY HALL / DROP BOX @ CITY HALL

\***ONLINE PAYMENTS:** If you are paying your FIRST bill online, your account # is on the receipt you received attached to this document as well as your last payment amount (\$25 activation fee)

**\*\*\*PAY YOUR BILL BY PHONE:** Dial 1-833-271-0801 (\$1.25 per transaction fee applies)\*\*\*

**SERVICE CANNOT BE CONNECTED WHEN FAUCETS– INSIDE / OUTSIDE – ARE IN ON POSITION - Please place all faucets in the OFF POSITION prior to our arrival to connect your service – If a second trip is required for this reason, you may be charged an additional trip fee.**

**MOVING????, PLEASE NOTIFY US AS ASAP! Someone may move in and use water in your name leaving YOU responsible for that water usage. WE BILL ONE MONTH IN ARREARS. You will still receive one more bill after disconnection date. Your deposit will apply to that final bill and a refund / balance due bill will be forwarded to your new address –A FORWARDING ADDRESS IS REQUIRED AT TIME OF DISCONNECT.**

**\*\*\*WATER METERS ARE CITY OWNED PROPERTY AND ARE NOW FITTED WITH TAMPER-EVIDENT EQUIPMENT. IT IS A PROSECUTABLE OFFENSE TO TAMPER WITH A METER OR WATER SERVICE IN ANY MANNER. IF YOUR METER IS DAMAGED, OR UNAUTHORIZED WATER IS USED, WE WILL TAKE LEGAL ACTION\*\*\***

### **BILLING INFORMATION**

- We are not responsible for the delivery of your water bill by the US Postal System. Bills are released to post office in bulk and emailed on the last working day of each month.  
**WATCH OUR BILL FOR IMPORTANT INFORMATION!**
- We will notify the contract waste hauler of your new connection. Trash carts are delivered within 5 - 7 business days of connection. If you need a second cart or if your cart has not arrived within the 5 – 7 day window, **PLEASE CALL Advance Disposal 478 453-4435.**
- A penalty of \$3 will be applied to all unpaid bills after 4:30PM on the 15<sup>th</sup> (or next business day) – **NO LATE NOTICES ARE MAILED - \*\*NO PARTIAL PAYMENTS ACCEPTED AFTER 15<sup>TH</sup>**
- A service charge of \$25 applies to all unpaid bills after 4:30PM on the 25<sup>th</sup> (or next business day) **-CUT-OFF BEGINS FOLLOWING BUSINESS DAY AT 8:00AM\*\*\***
- **IF YOU ARE PAYING VIA OUR DROP BOX OR WEBSITE ON THE 15<sup>TH</sup> OR 25<sup>TH</sup>, AFTER 4:30PM, THE APPROPRIATE PENALTY MUST BE INCLUDED TO AVOID DISCONNECTION.**
- A \$30 bank charge plus any accrued late fees charged for all NSF checks.

Running commodes, leaking faucets, & wet areas outside indicate a leak. If you do have a leak, two criteria must be met to qualify for an Adjustment: (1) dated purchase or plumber's receipt of repair AND (2) verification of decreased consumption confirming the leak has been repaired. We adjust SEWER only. **Please allow 3-5 days for adjustments. OUR GOAL IS FOR YOUR WATER BILL TO BE MANAGEABLE. BY CHECKING FOR LEAKS, YOU MAY AVOID HIGH BILLS AND LATE FEES.**

**CITY OF MILLEDGEVILLE WATER & SEWER DEPARTMENT  
APPLICATION FOR SERVICE  
ALL BLANKS MUST BE COMPLETED BEFORE SUBMITTING**

Date of Application \_\_\_\_\_

**NEW CONNECT:**     Residential (\$100)     Commercial (\$125)    **PLEASE PRINT LEGIBLY!**

\_\_\_\_\_  
Requested Connect Date    \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
Name (**Positive ID Required** & Name on Lease Must Match)     Owner  Tenant  
Please Check One

SS# (if residential)    **OR**    Tax ID# (if commercial)    State    License #

\_\_\_\_\_  
Service Address (*Include full name of street, apt. or suite #*)    \_\_\_\_\_  
Place of Employment

\_\_\_\_\_  
Mailing Address    If different from service address otherwise indicate (SAME)

(\_\_\_\_) \_\_\_\_\_    (\_\_\_\_) \_\_\_\_\_  
PRIMARY Telephone REQUIRED    SECONDARY Telephone REQUIRED  
(These numbers MUST BE DIFFERENT FROM EACH OTHER and NOT the same as the Emergency Contact)

\_\_\_\_\_  
E-Mail address    \_\_\_\_\_  
I would like to receive my bill electronically

\_\_\_\_\_  
EMERGENCY Contact (NAME, RELATIONSHIP, ADDRESS, TELEPHONE)  
+++++

**DISCONNECT:**

\_\_\_\_\_  
Name (**Positive ID Required**)

\_\_\_\_\_  
Requested Disconnect Date    Service Address to Disconnect

\_\_\_\_\_  
Forwarding Address (**Required**)    (*Please include complete mailing address & telephone #*)

**NEXT BUSINESS DAY SERVICE on all new services, transfers or disconnects of services.**

Existing deposits on active water service to another city water service, upon payment of a \$25 transfer fee and PAYMENT OF ANY OUTSTANDING BALANCES OR BILLS may be transferred. Outstanding balances do not transfer from one service to another.

**MY SIGNATURE INDICATES THAT I HAVE READ AND UNDERSTAND THE TERMS OF SERVICE ON THE ATTACHED INFORMATION SHEET AND I ACCEPT THE RESPONSIBILITY FOR WATER SERVICE AT THIS LOCATION.**

\_\_\_\_\_  
Customer Signature

**PLEASE DO NOT WRITE BELOW THIS LINE – FOR OFFICE USE ONLY**

\_\_\_\_ Turn On \_\_\_\_\_ Turn Off \_\_\_\_\_ Read Only \_\_\_\_\_ Read & Transfer \_\_\_\_\_ Landlord

NEW ACCOUNT # \_\_\_\_\_ PREVIOUS ACCOUNT # \_\_\_\_\_

COMMENTS \_\_\_\_\_