

Hours of Operation

Monday through Friday 8:00 a.m. - 4:30 p.m. (Excluding City holidays) If you have a water emergency after hours and are a City of Milledgeville Water Customer, please call 478 414-4010 or 478 414-4000.

Service

The following items are required for new service: Valid driver's license or official picture identification and evidence of social security number or tax identification number. If you own your home, please provide evidence of ownership. If you are not a homeowner (renting), you will need a signed and dated copy of your lease. **PLEASE NOTE THAT WE OFFER NEXT BUSINESS DAY SERVICE FOR NEW CONNECTIONS.**

Due Date

The City of Milledgeville releases utility bills each month on the last working day of each month. Customers can expect bills to arrive no later than the 3rd of each month. All bills are due by the 15th of the month before 4:30 PM. If the 15th falls on a weekend or City Holiday, the due date will be 4:30 PM on the following business day.

The City can now send your bill to you electronically, as well as via US Mail. Please notify prushin@milledgevillega.us if you wish to receive your monthly utility bill via email.

The City does not send out late notices; however, it does utilize an automatic phone notification system which will place a call to the phone number we have on file for all unpaid accounts after the 15th. Water bills are released on the last working day of each month and are available online at that time. You may view and pay your water bill [online](#) . Your account number and last payment amount are required.

Late Penalty

Due date for all City water bills is the 15th or the next business day if the 15th falls on a weekend or observed holiday. A \$3.00 penalty will be applied to all bills not paid in full by the 15th of the month. Once a bill is 10 days past the due date, the account is subject to an interruption or service fee. Please note that if payment on your account has not been received in this office by 4:30PM on the due date, the \$25 automatically becomes a part of your account balance at that time. Service interruptions for unpaid accounts begins on the following business day at 8:00AM.

Moving?

It is the customer's responsibility to contact the City to disconnect service. Charges may continue until disconnection notice is received. Also, if you fail to contact the City to disconnect your service, someone else may move into the location you have vacated and use water in your name - which will become your responsibility. At the time of interruption, a service order is created. **Please ask for and maintain your Service Order # for your records.**

If you are moving from one location to another within the city limits, we can transfer your \$50 deposit to your new location. A \$25 transfer fee is required along with appropriate new service documentation. All unpaid balances must be satisfied at the old location before the transfer is complete.

Deposits and Fees

\$25 Non Refundable Connection Fee
\$75 Residential Utility Deposit
\$100 Business/ Commercial Utility Deposit
\$30 Insufficient Funds on returned checks

Email: prushin@milledgevillega.us

[Annual Water Quality Report January 2014-December 2014](#)

[Annual Water Quality Report January 2013-December 2013](#)

[Annual Water Quality Report January 2012-December 2012](#)

[Water and Sewer Rates effective July 1, 2013](#)