

# Frequently Asked Questions

## Table of Contents

### **1. Where do I go to pay my city water bill?**

Payments for city water bills can be made at the Finance Department of City Hall, located at 119 E. Hancock Street in Milledgeville, ground floor. The City Hall is located across the street from the United States Post Office. Patti Rushin, Manager Licensing, Taxes & Water Billing City of Milledgeville Direct Dial: 478 414-4006

[Table of Contents](#)

### **2. When does City Council meet?**

City Council meets on the 2nd and 4th Tuesdays of each month at 6:30PM.

[Table of Contents](#)

### **3. I would like to attend a council meeting but my schedule will not permit. How can I see my government in action?**

The council meetings are televised on the evening of the meeting beginning at 6:30PM. on the Government Access Channel through Charter Cable. Reruns of the immediate past meeting are televised Monday through Friday at 6:30PM. If you are handicapped, we are fully able to accommodate your needs.

[Table of Contents](#)

### **4. I understand the City of Milledgeville has parks and recreation centers which can be rented. How do I go about renting one of the parks available?**

The parks may be rented by calling the City Manager's Office at 478 414-4092. The Application is available on our website under the FORMS tab.

[Table of Contents](#)

### **5. What are the hours that City Hall is open?**

City Hall opens at 8:00AM and closes at 5:00PM except for Finance Department which opens at 8:00AM and closes at 4:30PM, Monday – Friday. Please check our website for holidays which we observe.

[Table of Contents](#)

**6. What methods are in place to pay a water bill?**

The following options are available to pay your water bill: In person at 119 E. Hancock Street, Via U. S. mail to Post Office Box 1900, Milledgeville, GA 31059-1900, or to our physical location at 119 E Hancock St, Milledgeville, GA 31061. Our drive-thru window is located on the right-hand side of City Hall, open from 8AM – 4:30PM, or our after hours drop box which is located beside the drive-thru window (please do not enclose cash!) You may also visit our web site, [www.milledgevillega.us](http://www.milledgevillega.us). You will need your account number and last amount paid.

[Table of Contents](#)

**7. I am a new resident to the City of Milledgeville and need new water service. What steps should I follow?**

Applications for new water service are available in the Finance Department of the City Hall, located on the ground floor, 119 E. Hancock Street, Milledgeville. The Application is available on our website – please choose the FORMS tab and scroll down to the Water Service Instruction/Application. The City of Milledgeville offers next business day water service. In some cases, the volume of connects/disconnects will exceed the feasible number we are able to accomplish on the following day and we will need to offer 2<sup>nd</sup> business day service.

The following items are required for new Residential service: Current driver's license or picture identification, positive verification of Social Security number and/or document with social security number imprinted. We will also accept a Tax Identification Number. If you are not a homeowner, but are renting, you we will need your dated and signed lease specifying your exact address. A non-refundable \$25 activation fee is required as well as a \$75 deposit (total \$100) for all residential connections.

Commercial water connections require the same information as residential connections. A \$25 activation fee along with a \$100 deposit is required for this connection, as well.

[Table of Contents](#)

**8. I am a new water customer with the City of Milledgeville. When can I expect my first bill?**

A new customer must use water for approximately 30 days before the City can read the meter and then generate a bill. (Example: Connect water on 10/2, meter is read on 30 day cycle on or around 11/2, bill is generated and mailed to customer on 11/30 with a 12/15 due date). The City of Milledgeville bills one month in arrears, therefore, the customer always pays one month behind. The City of Milledgeville mails water utility bills each month on the last working day of the month. Customers can expect bills to arrive no later than the 2nd or 3rd of each month.

[Table of Contents](#)

**9. What happens to my deposit if I disconnect my water service with the City of Milledgeville?**

Since the City of Milledgeville bills one month in arrears, your deposit will apply to the last month (or portion of month) before you discontinued your service. When disconnecting, please ask for your service order number. You will also be asked to provide a forwarding address before the disconnect can be processed. The deposit will apply to the final bill and either a final bill (after deposit has applied) or a check will be mailed to customer.

[Table of Contents](#)

**10. If I live in the City of Milledgeville, do I pay both City and County property taxes?**

Yes. Typically, County bills are released shortly before City bills are released; however, the City bills are marked “City Property Tax Bill” and are due 60 days from release date which is usually mid to late October.

[Table of Contents](#)

**11. Where do I pay my City property taxes?**

The following options are available to pay your property tax bill: In person at 119 E. Hancock Street, Via U. S. mail to Post Office Box 1900, Milledgeville, GA 31059-1900, or to our physical location at 119 E Hancock St, Milledgeville, GA 31061. Our drive-thru window is located on the right-hand side of City Hall, open from 8AM – 4:30PM, or our after hours drop box which is located beside the drive-thru window (please do not enclose cash!) You may also pay your tax bill via our web site, [www.milledgevillega.us](http://www.milledgevillega.us). You will need either last name, address or parcel number.

[Table of Contents](#)

**12. I have an escrow account. Does the City send property tax bills to my mortgage company?**

No. The City mails bills to the property owner at the address provided rather than mortgage companies; however, we do provide mortgage companies with bill information upon request. If you have an escrow account, please forward your bill to your mortgage company and follow-up with the City for payment verification

[Table of Contents](#)

**13. I would like to begin a business in the City of Milledgeville. How do I go about that and what is the fee?**

Occupation Tax (also known as Business License) Applications are available in the Finance Department located on the ground floor of City Hall or on our website at [www.milledgevillega.us](http://www.milledgevillega.us). Once on the website, please choose the FORMS tab and scroll down until you locate the Occupation Tax Instructions/Application.

Occupation Tax Licenses are issued based on location – please make sure the site where you plan to locate your business is inside the City limits. If not, then you will need to contact the Code Enforcement Office of Baldwin County to proceed further.

Procedure is as follows: Obtain Application either in person or by downloading form from our web site (FORMS tab). Complete Application and bring to Occupation Tax Office located in the Finance Department. Once the Application is reviewed and all required documentation is received, take completed Application to Zoning Department (building adjacent to City Hall) for approval. Once the Zoning Department has approved the type business and location, return to Finance Department for calculation of fees, payment and receipt of your license. It is not always possible to provide your license to you on the same day; however, we will make every effort to provide you with your license in a timely fashion.

In addition to the \$50.00 nonrefundable application fee, license fees for the first year or portion thereof are based on projected gross receipts of business. Once your completed application is received we will place the information into our system and a bill will be generated from that information. New businesses must project their gross receipts for first year, or portion thereof, into ranges which are listed along with the Application. Each year, renewal notices are mailed to the address provided for renewal In January.

[Table of Contents](#)

**14. I would like to sell Alcoholic Beverages in my business. How do I go about that and what are the fees?**

Applications are available in the Finance Department located on the ground floor of City Hall. Procedure is as follows: Obtain Application either in person or from our website ((Forms tab), Complete Application and bring to Finance Department

Licenses Fees as follows:

**Application Fee (nonrefundable) \$ 100 (plus selected fee(s) )**

**RETAIL (Packaged to Go)**

Beer \$ 400

Wine \$ 400

Liquor \$ 3,025

**CONSUMPTION ON THE PREMISES**

Beer \$ 400

Wine \$ 400

Anciliary Beer Tasting \$ 400

Anciliary Wine Tasting \$ 400

Liquor \$ 2,000

Sunday Sales \$ 400

Alcoholic Beverage Catering License \$ 100

Fees are paid at Finance Department in advance. Applicant must apply for an Alcohol Background Check with Milledgeville Police Department – there is a fee for this service. Once returned, Application along with background check results is reviewed by the Milledgeville Police Department for approval (may take 5 – 7 days) NOTE: Zoning and Fire Departments will require plans for new construction or remodeled buildings. Applicant will be notified of a meeting to be held timely after receipt of completed Application along with representatives from each required department. During this meeting Applicant and representatives will discuss any issues/questions so that all are equally informed. Once all approvals are obtained, Application is presented to City Manager for approval and finally placed on the agenda City Council during formal session. Upon approval by City Council, License is prepared for pick up or mailing within 2 business days after approval. City License is required before making application for State License (A REQUIREMENT) and must be posted in a conspicuous place at the named location.

[Table of Contents](#)

**15. How could I learn about current position openings with the City of Milledgeville and where do I apply?**

The Human Resources Department is located in the City Hall Annex, the old Elks Building, which is to the right of City Hall when facing the building. However, all applications are submitted through the Georgia Department of Labor which is located at 156 Roberson Mill Road, Milledgeville, GA 31061.

[Table of Contents](#)

**16. After I apply for water service, when will I receive a container?**

You should receive a garbage can within 5 - 7 days of the date of your application.

**17. Who is my garbage service provider?**

If you live within the corporate limits of the City of Milledgeville, your garbage service provider is Advanced Waste Disposal. Their telephone number is 478 453-4435.

**18. How am I billed for garbage pickup?**

City of Milledgeville residents are billed on their monthly water and sewer bill. Baldwin County residents who receive City water and sewer services are also billed on the water bill they receive from the City each month.

**19. Is there a number I can call to inquire about missed pickups?**

Yes. 478 453-4435.

**20. I am disabled and cannot bring my garbage container to the street. Is there assistance for that type circumstance?**

Yes. You can obtain a signed doctor's certificate and provide the certificate to the Finance Department of the City of Milledgeville. We will scan the certificate you're your account and notify Advance. A decision will then be made as to your special needs and every effort will be made to accommodate you.

21. Is there a number I can call for the pickup of white goods, such as refrigerators?

Yes, 478 414-4037.

Patti Rushin, Manager  
Finance Department  
Licensing, Taxes & Water Billing  
City of Milledgeville  
Direct Dial: 478 414-4006

[Table of Contents](#)