

**INFORMATION FOR NEW CITY OF MILLEDGEVILLE WATER CUSTOMERS
PLEASE READ PRIOR TO COMPLETING APPLICATION**

119 E Hancock St Milledgeville, GA 31061

PO Box 1900 Milledgeville, GA 31059-1900

VIEW AND PAY YOUR BILL ONLINE AT WWW.MILLEDGEVILLEGA.US

OFFICE HOURS: 8:00AM - 4:30PM M-F

BILLING INQUIRIES: 478 414-4010 or email prushin@milledgevillega.us /

FAX: 478 414-4011

METHODS OF PAYMENT: CASH, CHECK, M/O, DEBIT/CREDIT CARDS (M/C OR VISA) 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

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

Evidence of Social Security Number or Tax ID Number

Signed & Dated Lease

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

Receive your bill electronically! Just provide your email address & if/when it changes, let us know-

SERVICE CANNOT BE CONNECTED WHEN FAUCETS - INSIDE / OUTSIDE - ARE IN ON POSITION - Please place everything 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! If you do not contact us to disconnect your account, someone may move in and use water in your name leaving YOU responsible for that water usage. Notify us by phone, e-mail or in person. WE BILL ON MONTH IN ARREARS. You will still receive one more bill after you disconnect. Your deposit will apply to your final bill and a refund / balance due bill is forwarded to your new address - WE REQUIRE A FORWARDING ADDRESS 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 THE METER IS DAMAGED, OR WATER IS USED, THE ACCOUNT HOLDER OR LEGAL OCCUPANT MAY BE HELD RESPONSIBLE**

BILLING INFORMATION

- We are not responsible for the delivery of your water bill by the US Postal System. Bills are released to post office and emailed on the last working day of each month and should arrive no later than the 3rd of the month. **WATCH OUR BILL FOR IMPORTANT INFORMATION!**
- Trash carts are delivered within 5 - 7 business days. 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](tel:4784534435).
- A penalty of \$3 will be applied to all unpaid bills after 4:30PM on the 15th (or next business day) - NO LATE NOTICES ARE MAILED - ****NO PARTIAL PAYMENTS ACCEPTED AFTER 15TH**
- We offer AUTOMATIC DEDUCTION from your bank account. Forms are available on website.
- A service charge of \$25 applies to all unpaid bills after 4:30PM on the 25th (or next business day) - *****CUT-OFF BEGINS ON THE FOLLOWING BUSINESS DAY AT 8:00AM*****
- **IF YOU ARE PAYING VIA OUR DROP BOX OR WEBSITE ON THE 15TH OR 25TH, AFTER 4:30PM, THE APPROPRIATE PENALTY MUST BE INCLUDED TO AVOID DISCONNECTION.**
- There is a \$30 bank charge plus any accrued late fees for all NSF checks.
- If you recycle, contact AWS at 478 453-4435. Small or large recycling containers are available.

IF YOUR WATER BILL SEEMS HIGH, SNOOP!! Running commodes, faucets, outside spigots & wet areas may be the cause. At 40# pressure, a leak (.) this size (1/32") will waste 170 gallons of water in 24 hours!

* If you do have a leak, two criteria must be met to qualify for an adjustment: (1) a dated purchase or plumbers receipt (2) verification that consumption has decreased which confirms 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.**

Thank you.

