

CITY OF ST. MARYS
 WATER & SEWER DEPARTMENT
 418 OSBORNE STREET ST. MARYS, GEORGIA 31558
 Phone: 912-510-4000

Web Page: www.stmarysga.gov Email Address: utilitybilling@stmarysga.gov

APPLICATION FOR 30-DAY TEMPORARY WATER SERVICES

I hereby make application to be supplied with Water & Sewer Service from the City of St. Marys Water & Sewer Distribution System on a meter basis at the following address. **SOMEONE MUST BE PRESENT AT REQUESTED SERVICE ADDRESS TO HAVE UTILITY SERVICES ACTIVATED. WHEN SUBMITTING A UTILITY APPLICATION, YOU MUST CHOOSE 8AM-12PM OR 1PM-5PM, EXCLUDING WEEKENDS & HOLIDAYS.**

APPLICANT / BUSINESS NAME	SOCIAL SECURITY # or BUSINESS TAX ID #
SERVICE ADDRESS	START DATE START TIME 8 am - 12 pm 1 pm - 5 pm
NAME OF PERSON REQUESTING SERVICE	EMAIL ADDRESS
MAILING ADDRESS	
PHONE #	AFTER BUSINESS HOURS PHONE #

PLEASE READ CAREFULLY

I agree to take and pay for such water & sewer service in accordance with the schedule of rates and regulations of the City, now or hereinafter in effect. I understand I am responsible for all water/sewer and/or sanitation services and I will be responsible for any fees associated with the collection of my unpaid account up to 15% of the unpaid balance.

I hand you herewith a \$35 (Thirty-five dollars and no cents) NON-REFUNDABLE FEE for a 30-DAY TEMPORARY SERVICE utilities that will remain with the City and IS NOT refundable towards my account balance. If there is a failure to pay the bill for this account and it becomes 60 days past due, all existing accounts in the same owners name will be cancelled until arrears have been paid in full. Failure to receive a bill does not relieve me from my obligation to pay the bill by the due date. Due date is the 20th of each month excluding weekends or holidays, in which case the due date would be the following business day. The City of St. Marys does not check postmarks on payments received by mail, nor do we accept post-dated checks.

WATER METERS ARE CITY PROPERTY AND MAY ONLY BE TURNED ON OR OFF BY CITY WATER DEPARTMENT EMPLOYEES. A \$100.00 (ONE-HUNDRED DOLLAR) TAMPER FEE WILL BE CHARGED TO YOUR ACCOUNT IF THE METER IS TAMPED WITH.

By signing below I verify receipt of the brochure/paperwork explaining services and other charges or penalties on this account.

Customer Signature: _____
(Applicant/Business requesting service will be responsible for paying this bill)

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Instructions:

REQUIRED DOCUMENTATION: All applicants are required to submit a completed **APPLICATION FOR 30-DAY TEMPORARY WATER SERVICES & UTILITY CUSTOMER COLLECTION AGREEMENT**, prior to any utility services being activated or used. Residential applicants will need to provide their Social Security number and a valid Driver's License or acceptable picture ID. Business applicants will need to provide their Tax Identification Number prior to services being activated.

DEPOSIT INFORMATION: Utility bills are mailed out on the first of every month. Failure to receive a bill does not relieve you of your obligation to pay the bill by the due date. The City of St. Marys does not accept postmarks on payments received by mail, nor do we accept post-dated checks. Water meters are City Property and may only be turned on or off by City Water Department employees. A \$100.00 tamper fee will be charged to your account if the meter is tampered with.

GENERAL ACCOUNT INFORMATION

1. City Hall is located at 418 Osborne Street in St. Marys, GA. Our hours of operation are 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays.
2. All utility bills are due by 5:00p.m. On the 20th of every month, excluding weekends and holidays. If the 20th is on a weekend or holiday, bills will be due on the next business day.
3. Please include your account number or payment stub from your utility bill when making a payment to ensure proper credit is applied to your balance.
4. Payments may be made 24 hours a day by depositing your payment in our DROP BOX located on the Dillingham Street side of City Hall. Night drop payments are processed each business day at 8:00 a.m. & 5 p.m. Payments put in our night drop box after 5:00 p.m. will be processed on the next business day at 8:00 a.m.
5. Cash, Checks, American Express, Master Card & Visa payments are accepted inside City Hall for payment on utility accounts.
6. A 10% late fee will be added to all utility accounts that are not paid in full by 5 p.m. on the specified due date. Accounts that are 30 days past due will be disconnected for non-payment without further notice. On all accounts that are turned off for non-payment, account balances must be paid in full to restore services. A fee of \$30.00 will be billed out on the following months bill for every account that appears on our disconnect listing.
7. Written authorization on a disconnect form is required to close an account. Minimum bills will continue until a completed disconnect form is received in our office.

FEES

1. **METER CHECK FEE:** A \$25.00 fee will be charged when a customer requests a technician to re-verify the reading on their utility meter. If a current reading is less than the reading that was billed out on a customer's prior bill, no fee will be charged. A customer may also request a meter flow test at their discretion for this same \$25.00 fee. If the meter is working properly, the fee would be added to their next utility bill. However, if the meter is not calculating properly, there will not be a fee charged and the meter will be replaced as well as an adjustment will be done on the customer's utility account.
2. **RETURN CHECK FEE:** A \$30.00 fee will be charged for any check or automated debit returned for insufficient funds, stop payment or issued on a closed account. A tamper fee of \$100.00 will be charged to any customer's account whose meter has been tampered with.
3. **TAMPER FEE:** A \$100.00 fee will be charged to any individual found tampering with any City equipment. Meters are City property and may only be turned on or off by an authorized CITY EMPLOYEE.
4. **TRANSFER FEE:** A \$35.00 fee will be billed to every customer moving from one St. Mary's location to another St. Marys location. This fee will appear on the final bill of the residence from where you moved.
5. **TEMPORARY WATER SERVICE FEE:** A \$35.00 fee will be charged for requested services for less than 30-days when necessary for cleaning, realty inspections, etc. In addition to this fee, the costs of water and sewer usages will be billed out as well.

GARBAGE and YARD DEBRIS INFORMATION

1. Roll out containers is to be placed curbside no later than 6:00 a.m. on your normal collection day.
2. Make sure lids are properly closed on roll out containers by not overfilling. Drain liquids from household garbage and place in plastic bags or other containers prior to placing them in the roll out container. This will prevent overflow and loose garbage, which is often scattered by the wind.
3. Place yard waste (leaves, pine straw, limbs, grass or cuttings from bushes) behind the curb and off the street for collection. Placing yard trash in the gutter blocks storm drains and contributes to street flooding. Limbs should not exceed 4 inches in diameter and not be over four (4) feet in length.
4. Trees that are trimmed or removed by a compensated tree trimmer will not be picked up by Advanced Disposal. The disposal of such items must be done by the same compensated tree trimmer.
5. Other items such as appliances, furniture or white goods shall not be placed on the curb. All customers are required to call City Hall to request a special pick-up. Failure to call and request such special pick-ups shall result in items not being removed in a timely manner.

ADJUSTMENTS

1. The owner or occupant is responsible for the proper working of plumbing. Any leak caused by a customer's plumbing lines or equipment may be due for an adjustment if proper documentation is provided to the Utility Department prior to the 15th of the month. If a leak is caused by City equipment, an adjustment may be done on the water and sewer side of your bill. If you have questions regarding a possible adjustment, you may call 912-510-4000, option 1 to speak to a customer services representative.
2. No adjustment will be made for running toilets, the use of outside water or for the filling of any pool.

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To Whom It May Concern:

It is our goal to work with local commercial businesses, such as rental management companies, real estate companies, inspection companies, etc. to provide the temporary service necessary while attempting to rent or sell a residence or business. We do this by allowing the application and services to be turned on before we bill the \$35.00 temporary service fee. After thirty days, we then bill for usage.

Effective Monday, March 21, 2011, temporary utility accounts will be billed for **water and sewer** consumption in addition to a \$35.00 fee that is paid when an account is established or billed out the following month. Also, effective Monday, March 21, 2011, all temporary service accounts will no longer be closed after the first 30 days of service but will continue to stay active for 12-months. Every temporary utility account will be billed a \$35.00 temporary service fee for every 30 days of services, plus water and sewer consumptions. It is the sole responsibility of the account owner to request that any utility services be discontinued prior to the 12-month time frame. If a disconnect form is not received by the St. Marys Water Department, each account will continue to be billed \$35.00 for every 30 days of services plus water and sewer consumptions.

However, if any account becomes past due and after 60 days the balance is not paid in full, all utility services under the same ownership will be disconnected and such owner will not be allowed to open any temporary service accounts until all balances are paid in full.

If you have any questions, please call the numbers listed above.

Sincerely,

St Marys Water Department

**AN AMENDMENT TO THE CODE OF ORDINANCES, CITY OF ST. MARYS, GEORGIA, SECTION 98-2
TO SET OUT THE APPLICATION FOR WATER AND SEWER SERVICE.**

Be it, and it is, hereby ordained by the Mayor and Council of the City of St. Marys, this 21st day of March, 2011 that section 98-2 of the Code of Ordinances, City of St. Marys, Georgia is hereby amended to read as follows:

Sec. 98-2 – Application for water and sewer service.

- (a) The consumer shall make application for water and sewer service at the city hall water department and at the same time shall make a security deposit of \$100.00 for water and sewer service. Failure to submit a complete application (Social Security Number, date of birth, driver's license) will result in collection of a deposit in the amount of \$250.00.
- (b) Upon the expiration of 12 months following the posting of the water and sewer (38) security deposit, the deposit shall be returned to the applicant through a credit to (39) the existing account provided: ((i)) a request for such credit is made by the (40) applicant; and ((ii)) all bills rendered by the city for the 12-month period have been (41) paid in full on a timely basis. In the event the applicant has not paid such bills on a timely basis, such applicant shall be entitled to a refund only after the expiration of 12 months from the last late payment was due and provided all payments within the ensuing 12-month period have been made in full on a timely basis.
- (c) In the event that a water and sewer security deposit has been refunded by the city and service is thereafter terminated for non-payment, service may only be restored upon payment in full of the current bill. Following the expiration of 12 months, the applicant shall be entitled to a refund pursuant to the provisions of subsection (b), above.
- (d) A monthly base rate of \$35.00 plus water and sewer usage charges, shall apply for temporary water and sewer services required for a time period of up to 30 days for uninhabited properties. Commercial businesses, such as rental management companies, real estate companies, inspection companies, etc. will be allowed to have this continuous temporary service with monthly renewals. This monthly charge shall apply up and until a service is requested to be disconnected for a period of up to twelve months. All service under the same commercial business name can be terminated for non-payment on one (1) account. Service may only be restored upon payment in full of all accounts. The outgoing party shall be responsible for all monthly charges plus usage until service is disconnected or a new occupant applies for service.
- (e) All new construction projects, residential and commercial, will be required to pay only for actual water used after a water meter has been installed until receipt of a certificate of occupancy or actual occupancy by a resident or commercial business owner. Upon receipt of a certificate of occupancy or actual occupancy of a structure, the standard water-sewer fees will apply as described in this chapter.

This Amendment shall become effective upon passage this 21st day of March, 2011.

Disconnect Request

APPLICANT / BUSINESS NAME	SOCIAL SECURITY # or BUSINESS TAX ID #
SERVICE ADDRESS	DISCONNECT DATE
NAME OF PERSON REQUESTING DISCONNECTION	EMAIL ADDRESS
MAILING ADDRESS (If different than existing mailing address.)	
PHONE #	AFTER HOURS PHONE #

****CUSTOMER SIGNATURE:** _____

Failure to receive a bill does not relieve a customer from the obligation to pay the bill by the due date. Due date is the 20th of each month excluding weekends or holidays, in which case the due date would be the following business day. The City of St. Marys does not check postmarks on payments received by mail, nor do we accept post-dated checks.

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OFFICE USE ONLY:	
RECEIVED BY CITY OF ST. MARYS WATER DEPARTMENT	
RECEIVED BY: _____	DATE: _____ TIME: _____
UTILITY ACCOUNT #: _____	SO#: _____

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City of St. Marys Ordinance Sec. 98-7 Meter reading; billings; collections

• **Sec. 98-7. - Meter reading; billings; collections.**

(a) Bills to customers for water and sewer service shall be mailed out on such day or days of each month as may be determined as desirable by the city. Bills must be paid by 5:00 p.m. on the due date at the water department of the city to avoid late charges. Payments may also be mailed to the city hall water department; however, we do not check postmarks on payments received by mail. Failure to receive bills shall not prevent such bills from becoming delinquent, nor relieve the consumer from payment of same. The failure of water and/or sewer users to pay charges duly imposed shall result in the automatic imposition of the following penalties:

(1) Bills must be paid by 5:00 p.m. on the due date. Nonpayment of bill by this time shall be subject to a penalty of ten percent of the delinquent account.

(2) Nonpayment within 30 days from the due date will result in the water being shut off from the water user's property.

(3) Nonpayment for 40 days after original due date will allow the city, in addition to all other rights and remedies, to terminate agreement, and in such event, the customer shall not be entitled to receive, nor the city obligated to supply, any water under this agreement.

(b) Service disconnected for nonpayment of bills will be restored only after bills are paid in full, and any additional security deposit that may be required. A service charge of \$30.00 will be applied to each account if it appears on the disconnect list. Water meters may be turned off or on by a city employee only, there is a fine of \$100.00 to any individual or company that tampers with the meter. When a tamper fee is determined by a city employee, the fee shall be paid before water is restored.

(c) When consumers have paid by check for services, and the check has been returned by the bank for insufficient funds, a \$30.00 service charge will be added to the total due. If there was a bank error, upon notification from the bank in writing, the NSF fee will be waived. All NSF checks must be picked up and replaced with cash or a money order. We will not send an NSF check back through the bank for a second approval. If the NSF check was for the customer's security deposit, the water will be disconnected.

(Ord. of 2-12-90(1); Ord. of 11-13-95(2), § V; Ord. of 6-24-96, § V; Ord. of 7-13-98, § V; Ord. of 8-24-99, § 1; Ord. of 6-12-00, § V; Ord. of 8-13-01, § V; Ord. of 6-11-07(4); Ord. of 2-11-08, § 1; Ord. of 4-27-09)