

CITY OF ST MARYS WATER DEPARTMENT

418 OSBORNE STREET, ST MARYS, GA 31558

912-510-4000 (1) phone 912-882-5506 fax

AFTER-HOURS EMERGENCY NUMBER 912-729-1442

ADJUSTMENT REQUEST FORM

**PRIOR TO COMPLETION AND SUBMISSION OF THIS FORM,
PLEASE READ & RETAIN THE ATTACHED ORDINANCE SHEET FOR YOUR RECORDS.**

TODAY'S DATE:

UTILITY ACCOUNT#:

CUSTOMERS NAME:

Last

First

M.I.

SERVICE ADDRESS:

DATE LEAK WAS REPAIRED:

E-MAIL ADDRESS:

PHONE #:

EXPLANATION OF LEAK AND/OR REPAIRS

Request turned in prior to the 10th of the month, will be adjusted by the 15th of the same month. All request turned in after the 10th of the month will be reflected on the following month's bill. All outstanding balances must be paid in full by the due date to avoid late fees and/or service fees.

FOR OFFICE USE ONLY

DATE RECEIVED

INITIAL



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If you had a water leak or others repairs done at your service location, you may submit documentation of such to the Water Department Supervisor for a possible sewer credit. Please allow 10 (TEN) business days for your request to be processed. **No credit will be given for toilet leak (s) or for filling a swimming pool. Should you have any questions or concerns regarding this matter, please call 510-4000 (1).**

Sec. 98-10. Complaints, adjustments.

If the consumer believes his/her bill to be in error, he/she shall present his/her claim, in person, at the city hall water department, before the bill becomes delinquent. Such claim, if made after the bill becomes delinquent, shall not be effective in preventing discontinuance of service as provided in this ordinance. The consumer must pay such bill under protest although said payment shall not prejudice his claim.

(1) The city will make a special water meter reading at the request of the consumer for a fee of \$25.00 provided, however, that if such a special reading discloses that the meter was over-read, no charge will be made.

(2) Water meters will be tested at the request of the consumer upon payment to the city of the actual costs of making the test, provided, however, that if the meter is found to over-register beyond three percent of the correct volume, no charge will be made.

(3) The city is not responsible for personal injuries or property damage resulting from or relating water and sewer service. Adjustments to service bills due to broken water lines and similar problems may be made by the city manager in his discretion upon written request by the customer and after appropriate investigation. All such requests must be received by the city no later than 15 days from the date of the bill.

(4) If the seal of a meter is broken by someone other than the city's representatives or if the meter fails to register correctly or is stopped for any cause, the consumer shall pay an amount estimated from proper data. Such data shall consist of a calculated average of the last six months bills paid.

(5) The city will not give sewer adjustments for filling any type of pool, nor will they allow fire hydrants to be used for filling any type of pool--this is the sole responsibility of the consumer.

(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 6-12-00, § V; Ord. of 8-13-01, § V; Ord. of 4-25-05, § 2)

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INDOOR CONSERVATION TIPS:

- When washing dishes by hand, don't let the water run while rinsing. Fill one sink with wash water and the other with rinse water.
- Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month. When buying new appliances, consider those that offer cycle and load size adjustments. They're more water and energy efficient.
- Monitor your water bill for unusually high use. Your bill and water meter are tools that can help you discover leaks.
- Put food coloring in your toilet tank. If it seeps into the toilet bowl without flushing, you have a leak. Fixing it can save up to 1,000 gallons a month.
- Teach your children to turn off faucets tightly after each use. Grab a wrench and fix that leaky faucet. It's simple, inexpensive, and you can save 140 gallons a week.
- If your shower fills a one-gallon bucket in less than 20 seconds, replace the showerhead with a water-efficient model. A water-efficient shower head is inexpensive, easy to install, and can save you up to 750 gallons a month. Before you lather up, trade up your current shower head to a water-efficient shower head which can reduce water consumption by up to 40%. Water-conserving shower heads are inexpensive, easy to install, and can save a family of four up to 17,000 gallons of water a year.
- Ensure that a master water shut-off valve is installed on your home & know its location. In the event of a busted pipe or leak this could save water and prevent damage to your home.
- If your toilet flapper doesn't close after flushing, replace it. If your toilet was installed before 1992, reduce the amount of water used for each flush by inserting a displacement device in the tank.
- Setting cooling systems and water softeners for a minimum number of refills saves water and chemicals, plus more on utility bills.
- Report broken pipes, open hydrants and errant sprinklers to the property owner or your water provider. Listen for dripping faucets and running toilets. Fixing a drip can save 300 gallons a month or more.

OUTDOOR CONSERVATION TIPS:

- Use a broom instead of a hose to clean your driveway and sidewalk and save water every time.
- Make sure your swimming pools, fountains, and ponds are equipped with re-circulating pumps.
- Winterize outdoor spigots when temperatures dip below freezing to prevent pipes from leaking or bursting.
- Use a hose nozzle or turn off the water while you wash your car. You'll save up to 100 gallons every time.