APPLICATION FOR 30-DAY TEMPORARY WATER SERVICES

ST MARYS WATER & SEWER DEPT.
418 OSBORNE STREET
ST. MARYS, GEORGIA 31558
www.stmarysga.gov
Phone: 912-510-4000 Fax: 912-882-5506

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. Your acceptance of this application is subject to the approval of our engineers.

APPLICANT/BUSINESS NAME: _____

SERVICE START DATE: _____

SS# or TIN: _____ BIRTH DATE _____

SERVICE ADDRESS: _____

MAILING ADDRESS: _____

DL STATE & NUMBER _____ EMAIL ADDRESS: _____

EMPLOYER: RETIRED _____ CELL NUMBER: _____

CO-APPLICANT/BUSINESS MANAGER NAME _____

SS# _____ BIRTH DATE _____

DL STATE & NUMBER _____

EMPLOYER _____ WORK NUMBER _____

HOME PHONE NUMBER _____ CELL PHONE NUMBER _____

EMAIL ADDRESS _____

HOME PHONE NUMBER _____ CELL PHONE NUMBER _____

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 always on the 20th of the 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 TAMPERED WITH.

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

Effective Date of Service: _____

Customer Signature: _____

(Person requesting service will be responsible for paying this bill)

Co-Applicant/Business Manager Signature: _____

Water Department

418 OSBORNE STREET - ST. MARYS, GEORGIA 31558
TELEPHONE: (912) 510-4000 - FAX: (912) 882-5506
www.stmarysga.gov

Utility Customer Collection Agreement

Applicant and Co-Applicant are subject to all costs in collecting any delinquent amounts including attorneys' fees, costs of collection, and filing fees. These charges will be in addition to all other charges & amounts associated with past due accounts.

Applicant: _____ Date: _____

Co-Applicant:_____ Date: _____

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.