APPLICATION FOR WATER, SEWER & GARBAGE SERVICES

ST. MARYS WATER & SEWER DEPT.
418 OSBORNE ST.
ST. MARYS, GEORGIA 31558
Phone: 912-510-4000 Fax 912-882-5506 or Web Site www.ci.st-marys.ga.us

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 :**
HOME PHONE NUMBER :	**CELL PHONE NUMBER :**
CO-APPLICANT/BUSINESS MANAGER NAME :	
SS#:	**BIRTH DATE :**
DL STATE & NUMBER :	**EMAIL ADDRESS :**
EMPLOYER :	**WORK NUMBER :**
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 $160.00 ($100.00 refundable water deposit; $35.00 non-refundable service turn on fee; $25.00 non-refundable garbage administration fee) or a $35.00 non-refundable temporary service fee for utilities that will remain with the City. The $100.00 utility deposit is refundable towards your account after one (1) year of service with no late fees or on your final bill whichever occurs first. If your account appears on the disconnect list for non-payment after your initial deposit has been applied to your account, you will be required to bring in another $100.00 deposit to the City which will remain on your account until the service is disconnected.

☐ ***By initialing you verify receipt of paperwork explaining water services, sewer services, sanitation services and other charges or penalties on this account.***

Applicants Signature: _____ Co-Applicants/Mgr. Signature: _____

********** **OFFICE USE ONLY** **********

REFUNDABLE DEPOSIT DUE: $100.00

PAYMENT METHOD:	Check		Cash		Credit Card	
FEE's:	Service Turn-On	$35.00	Solid Waste Administration	$25.00		
GARBAGE SERVICES:	Residential Can		Commercial:		Commercial Declined	

TOTAL AMOUNT DUE: *$160.00* **DATE PAID: _____**

Instructions:

REQUIRED DOCUMENTATION: Applicants are required to complete and return this form to City Hall prior to any utility services being activated or used. Applicants will also need to provide their Social Security number and a valid Driver's License or acceptable picture ID.

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. Marys 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.