

**CITY OF GROVETOWN**  
**103 Old Wrightsboro Rd**  
**P.O. Box 120**  
**GROVETOWN, GEORGIA 30813**

OFFICE USE ONLY			
ACCOUNT#: _____	SET UP FEE: DATE PAID _____	AMOUNT PAID: _____	
PAID BY: MO _____	CHECK _____	CREDIT _____	LANDLORD WAIVER _____ RECEIVED BY _____

**RESIDENTIAL SET-UP FEE \$100      COMMERCIAL SET-UP FEE \$200**

**APPLICATIONS AND RULES FOR WATER/SEWER/GARBAGE SERVICE**

**PLEASE INITIAL ITEMS 1 – 10, COMPLETE CUSTOMER INFORMATION ON NEXT PAGE AND SIGN APPLICATION.**

1. \_\_\_\_\_ All new accounts are required to pay a non-refundable, non-transferable set up fee regardless of having previous service within the city. All unpaid and past due balances must be paid in full before a new account will be opened. A 24-hour notice is required for connection of service.
2. \_\_\_\_\_ Monthly bill(s) are mailed out on or about the 28<sup>th</sup> of each month. If customer does not receive a bill by the 5<sup>th</sup> of each month, they should contact City Hall at 706-863-4576. Failure to receive a bill shall not prevent such bill from becoming delinquent or relieve the customer from payment of the same.
3. \_\_\_\_\_ Monthly bill(s) are due the 10<sup>th</sup> of each month. Failure to pay your bill within 10 days after the due date will result in a penalty added to your bill(s) equal to 10% of the outstanding bill, not to exceed \$30. If the bill(s) are not paid in full within 15 days of the due date this will result in the water being cut off for nonpayment. Service disconnected for nonpayment of bill(s) will be reconnected only after the bill(s) are paid in full and a reconnect fee of \$25.00 is paid for each delinquent account. If payment due date or disconnect dates fall on the weekend or City holiday, the payment date or disconnect date will be extended to the next working day. (See chart below)

Bill due	10 <sup>th</sup> of each month
Late fees added	21 <sup>th</sup> of each month
Cut off for non-payment	26 <sup>th</sup> of each month

4. \_\_\_\_\_ Payments can be made in person at City Hall during normal business hours by personal check, bank issued check, money order, or MasterCard or Visa. There is a usage fee added to all MasterCard and Visa payments. Payments can be made on line at [www.cityofgrovetown.com](http://www.cityofgrovetown.com). You will need your account number and amount due. On-line payments could take up to 2 to 3 days to process and post on your account. For afterhours payments, there is a drop box located near the drive-thru window for your convenience. Please include your bill stub and payment by check or money order only (NO CASH). If you leave your payment in the drop box it will not be processed until the next business day.
5. \_\_\_\_\_ A \$35 service charge is added to all returned checks. Returned checks may be picked up at City hall during normal business hours. Payment of the amount of the check and the service charge must be paid in full by money order, bank issued check, MasterCard or Visa. Payment and fee for returned checks cannot be made on-line.
6. \_\_\_\_\_ The City is not responsible for any water lost after the water has been connected at the Customers request. Customers should be present at the time the water service is connected. If the customer is not present and the City employee observes a possible problem with the meter or there is an indication that water is being consumed, the water will not be turned on. The Customer will be notified to be present before the water service can be connected.

Account#: \_\_\_\_\_ Route #: \_\_\_\_\_ Sequel #: \_\_\_\_\_

- 7. \_\_\_\_\_ Tampering with the water meter or tapping on to the water system or the sewer system without due authority for the governing body shall be a violation of the City Ordinance and may result in a fine and or legal action being taken against the customer.
  
- 8. \_\_\_\_\_ City residents only: Garbage service is contracted through Advanced Disposal. Garbage pickup is Monday, Tuesday or Wednesday as indicated on your notice, garbage needs to be placed curb side before 7am on the day of pickup. Please place cans at curbside the night before if possible.
  
- 9. \_\_\_\_\_ Residents 65 years or older are entitled to a reduced garbage collection fee. Please request this reduction at time of service. After your 65<sup>th</sup> birthday you will need to contact the City to receive this adjustment. It is not automatic. The senior garbage discount only applies to customers living in the residence. It does not apply to realtors or landlords.
  
- 10. \_\_\_\_\_ Balances or credits due will be transferred from the customer's previous account to the new account if relocating within the City's service area.

Please print:

Customers Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Social Security Number \_\_\_\_\_

Service address: \_\_\_\_\_

Mailing Address, if different from service address:

\_\_\_\_\_

Email Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Date to begin service: \_\_\_\_\_

Employer: \_\_\_\_\_

Employers address: \_\_\_\_\_

Employers telephone number: \_\_\_\_\_

**I have read and understand the water and sewer rules stated above. All information provided above is true and correct to the best of my knowledge, if any information changes, I will notify the City as soon as possible.**

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# CITY OF GROVETOWN

103 Old Wrightsboro Road  
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## Application and Rules for Recycling Service

Recycling Service Effective Date: March 1, 2019

Monthly Charge: \$8.00 Per Can

I would like to apply for \_\_\_\_\_ or decline \_\_\_\_\_ the recycling services being offered. If applying, please read and complete provide all information on the application and sign. If declining, please provide name and service address and sign.

Current Account #: \_\_\_\_\_

New Customer: \_\_\_\_\_

Customer Name (Printed): \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Social Security Number: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Employer Name and Address: \_\_\_\_\_

Date of Service to Begin: \_\_\_\_\_

For same day service, the application must be completed prior to 2:30 p.m. After 2:30 p.m., the can will be delivered the next business day or on the date indicated above.

The pick-up for recycling will be the same day as your scheduled garbage can pick-up. Please note that recycling cans will be picked up by a different truck and possibly at a different time than regular trash pick-up. The cans need to be placed curbside along with your household garbage cans the night before pick-up or no later than 7 a.m. on day of pick-up. The cans will not be picked up if they contain household garbage.

I have read the rules and regulations relating to the recycling services.

Customer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

.....  
Complete below to discontinue recycling services.

Effective Date of Request: \_\_\_\_\_

Customer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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706-863-4576

[www.cityofgrovetown.com](http://www.cityofgrovetown.com)

### **NOTICE TO ALL NEW CUSTOMERS**

Welcome to the City of Grovetown. Please read the below information regarding your Water/Sewer/Garbage.

#### **Water/ Sewer**

A non-refundable, non-transferable \$100 set up fee is required to open all residential accounts and \$200 for all commercial accounts. When you terminate your service, this fee **will not** be applied to your final bill. Your final bill will be mailed to the address you provide.

The water meters are read on or about the 15<sup>th</sup> of each month. You should receive a bill by the 5<sup>th</sup> of each month. If you do not receive a bill by the 10<sup>th</sup> of each month, please contact Utility Billing Department at 706-863-4576. Failure to receive a bill shall not prevent such bill from becoming delinquent nor relieve the customer from payment of such bill. Payments are due by the 10<sup>th</sup> of each month. A penalty of 10% of the amount due, not to exceed \$30, will be added to any unpaid balance not paid in full by the close of business on the 20<sup>th</sup> of each month. If the bill is not paid in full, including late fees, by the close of business on the 25<sup>th</sup> of each month, your water will be cut-off for non-payment. If the due date or disconnect date falls on the weekend or City holiday, payment and cut off will be on the next business day. **We do not send out a second notice for payment.** A \$25 reconnect fee and the balance of the unpaid bill, including any late fees assessed, must be paid in full before your water service will be reconnected. Non-payment for 30 days after due date (10<sup>th</sup> of each month) will allow the City to terminate the agreement and in such event the water user shall not be entitled to receive, nor the city obligated to supply, any water under this agreement.

Payments may be made at City Hall Monday through Friday between the hours of 9:00 a.m. and 5:00 p.m. You may make your payment in person in the lobby, at the drive-thru window or in the drop box after hours. We accept money orders, personal checks, bank issued checks, MasterCard or Visa in the lobby or at the drive-thru window. **NO CASH PAYMENTS WILL BE ACCEPTED.** To keep the payment windows flowing smoothly, please have your bill and payment ready and refrain from using your cell phone in the lobby or drive-thru window. All payments placed in the drop box will be processed on the next business day. You may also pay your bill on-line at [www.cityofgrovetown.com](http://www.cityofgrovetown.com). You will need your account number and amount due. If you make a payment after the 20<sup>th</sup> of each month, please make sure you include any late fees that have been added to your account. On-line payment may take up to 2 to 3 days to post on your account. We do not accept payments over the phone. No payment arrangement will be made on the 25<sup>th</sup> of each month.

**WARNING: PLEASE BE AWARE THAT IN-GROUND SPRINKLER SYSTEMS HAVE BEEN PROVEN TO USE MORE WATER THAN CUSTOMERS REALIZE. SINCE SEWER CHARGES ARE BASED ON WATER CONSUMPTION, USING IN-GROUND SPRINKLER SYSTEMS COULD CAUSE AN INCREASE IN YOUR WATER AND SEWER BILL.**

If you have a water or sewer emergency after normal business hours, please contact the Grovetown Department of Public Safety at 706-863-1212. They will contact the on-call Water/Sewer employee to help with your emergency. **Do not call the Police Department if your water is cut-off for non-payment.**

A three-day notice and completion of a disconnect form must to be given in person, by fax or email to the Utility Billing Department in City Hall to discontinue service or for a change of occupancy for water/sewer/garbage service. The outgoing customer is responsible to pay the final bill which will include all water used up until the disconnect date. Since you are billed in the arrears for water and sewer consumption, your final bill may be paid on-line after the normal billing cycle or it can be mailed to your new address. Any unpaid bills are subjected to being turned over to an agency for collection or other legal action may be taken.

If the customer believes there is an error in his/her bill, he/she shall present a claim in person at to the Utility Billing Department at City Hall before the bill becomes delinquent. Such claim, if made after the bill had become delinquent, shall not prevent disconnection of service. The customer must pay the bill under protest and such payment shall not prejudice his/her claim. The City

will make a special water meter reading at the request of the customer for a fee of \$10. If the meter was over read no charge will be assessed.

No adjustment will be made on water usage. Adjustment may be made on sewer charges under the following conditions:

1. Customer notifies the Utility Billing Department within three days of receiving their bill of an excessive utility bill that may be related to a leak, which occurred on the customer's side of the meter and a receipt from a plumber or other documentation provided to the city confirming the leak was repaired.
2. Customer provides a written statement confirming an annual residential swimming pool fill up with a before and after reading of the meter.

### **Garbage**

Your garbage pickup is on **Monday, Tuesday, or Wednesday**. The City of Grovetown will provide each customer with one trash container. Each container is \$ 15 per month. Containers are emptied once a week. If one container is insufficient, please contact City Hall for a second container. A \$15 fee is charged for a second container. Customers 65 years of age or older are entitled to a reduced garbage fee of \$5. This reduction is not automatic, please contact the Utility Billing Department after your 65<sup>th</sup> birthday to receive the reduced rate.

- Containers need to be placed within 2 feet of the curb and not closer than 5 feet from any stationary object at curbside (mailboxes, parked cars, light poles, etc.) Your container should be placed at curbside no earlier than 8 p.m. the night before your scheduled pickup day and must be removed from curbside no later than 9 p.m. the day of pick up.
- If your trash was not picked up it may be delayed due to holidays. Please keep this in mind when contacting the Utility Billing Department. If your trash is not picked up by 10 a.m. the following day, please contact the Utility Billing Department as soon as possible.
- Please put only household trash in the container. The garbage company will not pick up your trash if it contains grass clippings, leaves, tree limbs, broken furniture, etc. Federal law prohibits these items being disposed of with house hold trash. These items are considered rough trash and must be disposed of separately. (see Rough Trash)
- Please make sure all trash is bagged, please do not put loose trash into the container.
- If your container is missed or damaged, please contact the Utility Billing Department at 706-863-4576.

### **Rough Trash**

Rough trash pickup is on a bi-weekly schedule. Your rough trash can be placed at curbside on **SUNDAY NIGHT** of your scheduled week. **A schedule will be provided.** The City will pick it up throughout the week. Rough trash as stated above is grass clippings, leaves, tree limbs, broken furniture, etc. These items must be disposed of separately. Separating these items allow for easier and quicker pick up. Please separate these items as follows:

- Grass, leaves, tree limbs and untreated wood
- Metal and Appliances
- Furniture
- Plastic items

### **ITEM THE CITY DOES NOT PICK UP**

- Tires
- Dangerous or hazardous materials, Explosives
- Paint
- Materials resulting from household repairs, or debris created by or left behinds by contractors working on private property