

## CITY OF WASHINGTON, GA

### Utility Policies

1. Due date is for utility bill payment is the 15th of each month for the prior month's usage.
2. Account is delinquent if unpaid by the 16th. Delinquent account is subject to a late fee calculated at 7% of the unpaid balance.
3. When an account is delinquent, the city provides a courtesy call to the customer 5-7 days before scheduled disconnect. The customer is informed of the scheduled date of disconnect and is advised of the date by which the bill must be paid to avoid disconnect.
4. Last day to pay a delinquent utility bill and avoid disconnect is the 21st of each month. Customer must pay outstanding balance including late fee.
5. Service disconnect begins on the 22nd of each month for accounts with an outstanding balance due to non-payment. Customer must pay a reconnect fee plus an additional deposit.
6. No after-hours reconnections if service is disconnected for non-payment or unauthorized use. Reconnect will occur during business hours Mon-Fri.
7. Disconnection for non-payment will not occur if, prior to 8:00 a.m. on the date of scheduled disconnect, a National Weather Service Heat Advisory or Excessive Heat is in effect or is forecasted to be in effect locally.
8. Disconnection for non-payment will not occur if, prior to 8:00 a.m. on the date of scheduled disconnect, the local temperature is forecasted to be below 32 degrees for a 24-hour period beginning on the date of the proposed disconnection.
9. Disconnection for non-payment will not occur if the residential customer has a life-threatening illness that could be aggravated by the disconnection, provided that the customer notifies the city of the condition in writing prior to the disconnection. Proper notice shall be a written statement from a physician identifying the illness, its expected duration, and certifying that the illness could be life threatening if utility disconnect occurs.
10. When service is disconnected due to non-payment, all applicable fees must be paid before service is reconnected. (See p.3)
11. The city will seek criminal charges in case of meter tampering or theft of service.

### When Can the City Disconnect Services?

- Utility services may be disconnected when:
  - a utility bill is not paid within 21 days from the statement date.
  - a customer requests disconnection.
  - service at the location poses an immediate hazard to people or property.
  - ordered by an authorized public agency.

Find Other Utilities Info at <https://cityofwashingtonga.gov/utilities.php>

## How do I Activate Utility Services?

- Come to City Hall, 102 E. Liberty Street, Washington, GA 30673
- Bring your valid driver's license, proof of ownership or lease agreement, Social Security card. If business, bring your Tax ID.
- Questions? Contact Patricia Mills or Gwen Hollis at 706-678-3277

## What Are the Utility Rates?

Services <b>INSIDE</b> the City	Base/Month	Usage Rate	Usage Units
Water	\$22.00	\$4.75	per 1,000 gallons
Sewer	\$22.00	\$4.75	per 1,000 gallons
Garbage	\$20.00		
Yard Waste	\$5.00		
Electricity	\$22.00		
First 500 kWh		\$0.12669	per kilowatt-hour (kWh)
Next 500 kWh		\$0.12169	per kilowatt-hour (kWh)
Over 1,000 kWh		\$0.11169	per kilowatt-hour (kWh)
Services <b>OUTSIDE</b> the City	Base/Month	Usage Rate	Usage Units
Water	\$31.75	\$6.50	per 1,000 gallons
Sewer	\$31.75	\$6.50	per 1,000 gallons
Electricity	\$22.00		
First 500 kWh		\$0.12669	per kilowatt-hour (kWh)
Next 500 kWh		\$0.12169	per kilowatt-hour (kWh)
Over 1,000 kWh		\$0.11169	per kilowatt-hour (kWh)

## Utility Service Reconnect Fees

**IMPORTANT NOTICE:** No afterhours reconnection when service has been disconnected due to nonpayment or meter tampering. Service will be reconnected during normal business hours Mon-Fri. The City of Washington will seek criminal charges for meter tampering or theft of service.

**When utility service is disconnected due to nonpayment:** The following applicable fees must be paid before service is reconnected.

<b>CATEGORY</b>	<b>1<sup>st</sup> Offense</b>	<b>2<sup>nd</sup> Offense</b>	<b>3<sup>rd</sup> Offense</b>
Original Balance Due	Original balance	Original balance	Original balance
Late Fee (7%)	7% of orig balance	7% of orig balance	7% of orig balance
Additional Security Deposit	\$150	\$250	\$350
Reconnect Fee	\$ 55	\$ 55	\$ 55

*Example #1: Service is cutoff for nonpayment of \$230.12. It is customer's 1<sup>st</sup> offense. To reconnect service, customer pays \$451.23 (\$230.12 orig bal + \$16.11 late fee + \$150 security deposit + \$55 reconnect fee).*

**When meter tampering and/or theft of service has occurred:** The following applicable fees must be paid before service is reconnected.

<b>CATEGORY</b>	<b>1<sup>st</sup> Offense</b>	<b>2<sup>nd</sup> Offense</b>	<b>3<sup>rd</sup> Offense</b>
Original Balance Due	Original balance	Original balance	Original balance
Late Fee (7%)	7% of orig balance	7% of orig balance	7% of orig balance
Additional Security Deposit	\$150	\$250	\$350
Reconnect Fee	\$ 55	\$ 55	\$ 55
Usage (new meter reading)	Actual usage	Actual usage	Actual usage
Meter Cut Seal Penalty	\$100	\$150	\$200
Meter Tampering Penalty	\$150	\$250	\$350

*Example #2: Service is cutoff due to nonpayment of \$230.12. Customer cuts the seal (meter tampering) and reconnects (theft of service). It is customer's 1<sup>st</sup> offense. New meter reading shows \$93.54 in actual water/electric usage during the theft of service period. To reconnect service, customer pays \$794.77 (\$230.12 orig bal + \$16.11 late fee + \$150 security deposit + \$55 reconnect fee + \$93.54 actual usage + \$100 cut seal penalty + \$150 meter tampering penalty).*