

Utility Policies

1. The due date for utility bill payment is the 15th of each month. The customer is expected to pay the entire balance by the due date.
2. Utility bills are sent via customer choice of mail or e-bill.
3. Customer can pay bills via: (a) auto bank draft, (b) online bill pay, (c) postal service, (d) drop box at City Hall, (e) drive through at City Hall or, (f) in person at City Hall.
4. Account is delinquent if unpaid by the 16th. A delinquent account is subject to a late fee calculated at 7% of the unpaid balance.
5. The city provides a courtesy call to the customer 5-7 days before scheduled disconnect. The customer is advised of the date by which the bill must be paid to avoid disconnect.
6. The deadline to pay a delinquent utility bill and avoid disconnect is 5:00 p.m. on the 21st of each month. Customer must pay outstanding balance including 7% late fee.
7. Account is considered in cutoff status if unpaid by the 22nd. 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.
8. No after-hours reconnections if the service is disconnected for non-payment or unauthorized use. Reconnect will occur during business hours Mon-Fri.
9. Disconnection for non-payment will not occur if, prior to 8:00 a.m. on the scheduled disconnect date, a National Weather Service Heat Advisory is in effect or is forecasted to be in effect locally.
10. Disconnection for non-payment will not occur if, prior to 8:00 a.m. on the scheduled disconnect date, the local temperature is forecasted to be below 32 degrees for a 24-hour period beginning on the date of the proposed disconnection.
11. 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 will be life threatening if utility disconnect occurs.
12. When service is disconnected due to non-payment, all applicable fees must be paid before service is reconnected. The extra security deposit can be earned back. After six consecutive months of on-time payments, the extra security deposit will be applied to the following month's utility bill.
13. 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 unpaid 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.

Where Can I View & Pay My Bill Online?

- Visit <https://cityofwashingtonga.gov/utilities.php> and select, “Pay Utilities Online.”

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. Tax ID number is required if activating service at a business.
- Questions? Contact Customer Service at 706-678-3277

Residential Utility Rates

Services INSIDE 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		\$0.11448	per kilowatt-hour (kWh)
Next 500 kWh		\$0.10996	per kilowatt-hour (kWh)
Over 1,000 kWh		\$0.10093	per kilowatt-hour (kWh)
Services OUTSIDE 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		\$0.11448	per kilowatt-hour (kWh)
Next 500 kWh		\$0.10996	per kilowatt-hour (kWh)
Over 1,000 kWh		\$0.10093	per kilowatt-hour (kWh)

Utility Service Reconnect Fees

IMPORTANT NOTICE: No afterhours reconnection when service is 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.

<u>CATEGORY</u>	<u>1st Occurrence</u>	<u>2nd Occurrence</u>	<u>3rd Occurrence</u>
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
Cutoff Status Penalty	\$55	\$55	\$55

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

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

<u>CATEGORY</u>	<u>1st Occurrence</u>	<u>2nd Occurrence</u>	<u>3rd Occurrence</u>
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
Cutoff Status Penalty	\$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 1st occurrence. New meter reading shows \$93.54 in actual water/electric usage during the theft of service period. To reconnect, customer pays \$794.77 (\$230.12 orig bal + \$16.11 late fee + \$250 security deposit + \$55 penalty + \$93.54 actual usage + \$100 cut seal penalty + \$150 meter tampering penalty).