

# City of Grovetown

103 Old Wrightsboro Road/P.O. Box 120  
Grovetown, Georgia 30813  
706-863-4576, Ext. 450

[billing@cityofgrovetown.com](mailto:billing@cityofgrovetown.com)

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

## **PLEASE READ CAREFULLY**

Welcome to the City of Grovetown. Please read the following important information regarding your account.

### **WATER/SEWER SERVICE**

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. Outstanding 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.

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, Ext. 450. 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.

### **YOU WILL NOT RECEIVE A SECOND NOTICE.**

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.

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. AFTER 30 DAYS, YOUR ACCOUNT WILL BE CLOSED AND YOU WILL BE REQUIRED TO OPEN A NEW ACCOUNT AND PAY THE \$100 NON-REFUNDABLE SET UP FEE TO RESTART SERVICE.

**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.**

### **PAYMENT INFORMATION**

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 \$35 charge for returned checks. **CASH IS NOT ACCEPTED.**

You may also go to <https://www.municipalonlinepayments.com/grovetownga> and pay your payment and view your account and bills. There are also options for alerts, etc. You will need the amount of your last payment to set up your account. A fee of \$1.25 is assessed on all phone and online payments and in person payment of MasterCard and Visa. You can now pay your bill by calling 706-863-4576 Ext. 435.

**PAPERLESS BILLING REQUEST:** Email your request for paperless billing from the email address you would like to receive your bill to [paperlessbilling@cityofgrovetown.com](mailto:paperlessbilling@cityofgrovetown.com). Subject Line: Paperless Billing Request. The email must include your account name and service address. If you do not receive a confirmation email within 48 hours, please call 706-863-4576, Ext. 421.

**WARNING:** City of Grovetown Utilities are NOT affiliated with doxo.com, a third-party website that allows people to pay their bills via their site. Doxo.com may charge the customer additional fees, and the City of Grovetown cannot control when we will receive the payments from doxo.com, possibly resulting in a late payment from the customer or even disconnection due to non-payment. To ensure timely payment and to avoid unnecessary interruption in service, we advise all our customers to use the official City of Grovetown online bill pay system instead.

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. If you leave your payment in the drop box it will not be processed until the next business day.

**The City of Grovetown now offers ACH Bank Draft with the draft date being between the 9<sup>th</sup> and 12<sup>th</sup> of each month.**

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.

**PAYMENT EXTENSIONS MAY BE GRANTED FOR EMERGENCIES ONLY.**

#### **DISCONNECTION OF SERVICES**

A three-day notice and completion of a disconnect form must be given in person along with your ID 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.

## **LEAK ADJUSTMENTS/BILLING ERRORS/POOLS**

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:**

- **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. Customers are allowed one leak adjustment in a two-year period.**
- Customer will be required to pay their average monthly bill each month until the leak adjustment is posted to the customer's account. If customer is unable to pay the full balance after the leak adjustment, the customer may request a payment agreement to pay the remainder due.
- Customer provides a written statement confirming an annual residential swimming pool fill up with a before and after reading of the meter.

**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.**

## **GARBAGE**

**Your garbage pickup day is on \_\_\_\_\_.** The City of Grovetown will provide each customer with one trash container. Each container is \$20.50 per month. Containers are emptied once a week. If one container is insufficient, please contact City Hall for a second container. A \$20.50 fee is charged for a second container.

The following guidelines must be followed for garbage and recycling pickup:

- 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.) Do not place cans under tree limbs or overhead lines. The lid must be closed with the handle toward the home. Your container should be placed at curbside the night before your scheduled pickup day.
- 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 household trash. These items are considered rough trash and must be disposed of separately. (See Rough Trash below)**
- **Please make sure all trash is bagged, please do not put loose trash into the container.**
- If your container is damaged and you need to replace it, please contact the Utility Billing Department at 706-863-4576, Ext. 450.

Customers 65 years of age or older are entitled to a reduced garbage fee of \$5 for the first can and \$20.50 each additional can. This reduction is not automatic, please contact the Utility Billing Department at 706-863-4576, Ext. 450 after your 65<sup>th</sup> birthday to receive the reduced rate.

### **ROUGH TRASH – A SCHEDULE WILL BE PROVIDED**

You are on the \_\_\_\_\_ schedule week. Rough trash pickup is on a bi-weekly schedule. Your rough trash can be placed at curbside on **SUNDAY NIGHT** of your scheduled week. 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

### **ITEMS THE CITY DOES NOT PICKUP -FLYER PROVIDED**

- 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