

**CITY OF GROVETOWN**  
103 Old Wrightsboro Road/P.O. Box 120  
GROVETOWN, GEORGIA 30813  
Email: [billing@cityofgrovetown.com](mailto:billing@cityofgrovetown.com)

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

PLEASE CHECK: OWNER \_\_\_\_\_ RENTER \_\_\_\_\_ REALTOR \_\_\_\_\_

**RESIDENTIAL SET-UP FEE \$100      COMMERCIAL SET-UP FEE \$200**  
**APPLICATIONS AND RULES FOR WATER/SEWER/GARBAGE SERVICE**

**Please print:**

Have you ever had services with the City of Grovetown before? \_\_\_\_\_

Date to Begin Service \_\_\_\_\_

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

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

Mailing Address, if different from service address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Social Security #/Tax ID #: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Employer: \_\_\_\_\_ Employer's Telephone Number: \_\_\_\_\_

Employer's Address: \_\_\_\_\_

**INITIAL ITEMS 1 – 13, 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 or 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. 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 (20<sup>th</sup>) 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 (25<sup>th</sup>) 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.

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. You can now pay your bill by calling 706-863-4576 Ext. 435 to make your payment. 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. ACH bank draft is also available. **CASH IS NOT ACCEPTED.**
5. \_\_\_\_\_ A \$35 service charge is added to all returned checks. 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 or paid 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.
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 the night before.
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.  
\_\_\_\_\_ I would like to apply for senior garbage.
10. \_\_\_\_\_ Failure to submit a City provided Disconnect Form will result in a continuation of service and charges regardless of whether you were still residing at the service address.
11. \_\_\_\_\_ 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.
12. \_\_\_\_\_ I understand that if I enroll in on-line bank draft through the City's on-line pay website, that I must set the auto draft date after the 4<sup>th</sup> and prior to the 20<sup>th</sup> of each month. I also understand that it is my responsibility to ensure that the bank draft clears the bank. The City is not responsible for penalties and disconnects due to declined payments.
13. \_\_\_\_\_ A fee is assessed on all phone and online payments and in person payment of MasterCard and Visa. For after-hours 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.

**I consent to receiving automated phone messages related to my utility service (including outages, billing reminders, boil water advisories or other emergencies related to my service). Yes \_\_\_\_\_ No \_\_\_\_\_**

**I have read and understand the water and sewer rules stated above and also received a copy of information regarding my account with the City. 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:** \_\_\_\_\_