

**CITY OF LOGANVILLE
P.O. BOX 39
LOGANVILLE, GA 30052**

OFFICE HOUR: MONDAY-FRIDAY 8:00AM TO 5:00PM

- The Bill is due when rendered. Penalties/Late fees will be assessed if not paid by the 10th of the month. Service will be disconnected if not paid in full by the 19th of the month. Service disconnections will begin at 8:00am the morning of the 20th. Service can be disconnected without any further notice and a \$25.00 administrative fee will be charged.
- All charges must be paid in full before service is restored.
- Accounts are not considered paid until payment is received before the due date to avoid penalty.
- Prior to Due Date all complaints may be presented to the Utility Billing Clerk at Loganville City Hall (770) 466-1165.
- Failure to receive bill DOES NOT EXEMPT you from payment, late fees, or disconnection.
- A \$30.00 service charge will be added to all returned checks. After three (3) returned checks to the City for any payment, we reserve the right to make all your accounts with the City a CASH or MONEY ORDER ONLY account.
- All accounts unless requested to be terminated, will be charged the minimum rates each month for the usage of 0-2000 gallons.

I have read and understand the policies stated above. I understand my responsibility as a customer. I have received a copy of the City of Loganville Water Department policies and procedures. It is my responsibility to read and understand said policy and procedures concerning billing services, rates, payment due dates and disconnect procedures.

**CITY OF LOGANVILLE
WATER DEPT. POLICY PROCEDURES
REGARDING NEW SERVICE, REREADS, CUT OFFS
Effective July 1, 2005
Revised August 11, 2011**

The purpose of this notice is to let you know the general operating policies and procedures of the City of Loganville Water Department. This is for information only and is subject to change. For further information, consult the Water and Sewer Ordinance of other related Ordinances Policies in effect. The Mayor and City Council have approved these policies and will back the employees to the fullest in carrying them out.

NEW SERVICE

Customers moving into the City or transferring their current account inside the City must do so in person at City Hall. For new service, a \$225.00 deposit payable in cash, check, or money order is required for all accounts, including the accounts located in Gwinnett County. Also required is a copy of signed lease or settlement and driver's license. Residents moving within the City may have their deposit transferred to a new account, provided that the existing account is current and paid up to date. For persons requesting service, the cutoff time for the same day service is 4:00 pm.

After this time, it is at the discretion of the director of Water Quality Control whether they can offer same day service. When service is established the City will not be responsible for any property damage due to customers plumbing.

METER TAMPERING

Meters are property of the City of Loganville. Only authorized City employees are allowed to cut on/ cut off meters. Any time customers' services need to be disconnected or restored, they must contact City Hall. Meters are locked at disconnection. When people steal utility services it is a crime and meter tampering carries a minimum \$500.00 fine.

METER READINGS/READS

Meter Readings will begin on the 15th of each month. If that date happens to be a Saturday, readings will begin on Friday, if it is a Sunday, readings will begin on Monday.

Authorized Meter Readers of the City of Loganville shall have access at all hours to the premises of the consumer for the purpose of installing or removing City Property, inspecting piping, reading and testing meters, or any other purpose in connection with the water and sewer service and its facilities.

All routes will be read in sequence to keep month-to-month readings constant.

All meter boxes will be cleared of any standing water. If the seal of a meter is broken by other than the City's representative or if the meter fails to register correctly or is stopped for any cause, the consumer shall pay an amount estimated from the record of his/her previous bills and / or from other proper data as reviewed and approved by the Director of Water Quality Control.

Meter readers will report and note any apparent problem in close proximity to the meter. The City will make a special water meter reading at the request of a consumer for a fee of \$25.00 provided; this reading discloses that the meter was over read, no charge will be made. Water Meters will be tested at the request of the consumer. If the meter is found over-registered beyond 3% of the correct volume, the customer will not be charged, but if no problem is found the customer will be required to pay the actual cost of testing in the amount of \$50.00.

BILLING, COLLECTING, AND CUTOFFS

Billing is processed between the 20th and 25th of every month. Bills shall be paid at City Hall no later than the 10th of each month to avoid penalties and no later than the 19th to avoid disconnect. Failure to receive bill shall not prevent such bill from becoming delinquent nor relieve the consumer from payment. The failure of water and/or sewer users to pay charges duly imposed shall result in the following penalties:

- A.** The first (1st) of each month is the official due date. However, bills are not delinquent until the tenth (10th) at which time are subject to a 10% penalty.
- B.** Nonpayment by (19th) will be subject to disconnection of service. Cutoffs shall begin the morning of the 20th at 8:00am.

Cut-Off -Tickets will be forwarded to the Water Division by City Hall at 8:00am

Once cutoff tickets are prepared and sent out a \$25.00 administrative charge will be added to each account. There will be no cutoffs made after 3:00 p.m.

The authorized employee doing cutoffs shall contact City Hall at that time to check for payments received during the day from 8:00 a.m. to 5:00 p.m. and shall begin to restore services where payment has been paid in full.

There will be no exceptions unless reviewed and approved by the Director of Water Quality Control. Therefore, there shall be no contact to cut on any service for anyone during that day unless authorized.

If any consumer makes payment after the Cut-Off day, cut-on tickets will be forwarded to the Water Division and service restored in a prompt manner.

No arrangements shall be made by City personnel in the field in regards to cut-off or cut on procedures all consumers will refer to City Hall.

If a check is returned NSF on disconnect date, customer is subject to automatic disconnection without prior notification and the City holds the right to ask for payment in full by cash or money order. You will be subject to a \$30.00 fee for

the returned check. After we have received (3) returned checks on an account/ or any person, the City of Loganville will only accept cash or money order for any future payments of service.

If payment after disconnection is not received within 5 business days, your account will be inactivated and deposit will be applied to outstanding bill. You will then be required to re-establish a new account with a new deposit, signed lease or settlement, and driver's license.

COMPLAINTS AND ADJUSTMENT

If the consumer believes his/her bill to be in error, he shall present his claim at the City Hall. Such claim, if made after the bill has become delinquent, shall not be effective in preventing service disconnection. Paying such bill under protest and paid payment shall not prejudice his/her claim.

NOTE

It is not the intent of the City to inconvenience any consumer in any way. As with all utility services, unavoidable instances may cause service to be temporarily disconnected. We will work in every way to get service restored as soon as possible.