

APPLICATION FOR SERVICE - CITY OF GLENNVILLE

The City of Glennville provides water and sewer services to the area without regard to race, color, sex, age, handicap, religion or national origin. The City of Glennville is an equal opportunity provider and employer.

NEW SERVICE _____ DISCONNECT SERVICE _____ TRANSFER OF SERVICE _____

REQUESTED SERVICE DATE _____

TRANSFER SERVICE FROM _____ DATE _____

TRANSFER SERVICE TO _____ DATE _____

Applicant's Name: _____

Social Security No: _____ Date of Birth: _____

Spouse's Name: _____ Social Security No. _____

Other Occupants over the Age of 18: _____

Address Service Applied for: _____

Mailing Address: _____

(Optional) For Draft, Name of Bank: _____ Routing No. _____

Account No. _____

Telephone (MUST have valid number for service): Home/Cell: _____

Place of Employment: _____ Work #: _____

Do you own _____ or rent _____ at this location? If renting this property, you will be required to provide a copy of your lease agreement as utilities have to be in name of lessee.

If co-applicants on application, who is to receive the Deposit Refund? _____

Email Address: _____

Note: This information is for use to contact you regarding bills or problems with water services or your account and will not be used for solicitation or by third parties.

"The following information is requested by the Federal Government in order to monitor compliance with Federal Laws prohibiting discrimination against applicants seeking to participate in the program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race/national origin of individual applicants on the basis of visual observation or surname."

_____ White

_____ Asian

_____ Black or African American

_____ Native Hawaiian or Pacific Islander

_____ American Indian or Alaskan native

_____ Other/Two Races

"This is an Equal Opportunity Program. Discrimination is prohibited by Federal Law. Complaints of discrimination may be filed with the Secretary of Agriculture, Washington, DC 20250"

The City of Glennville is not responsible for any water damage due to leaks beyond the water meter or due to leaks of water fixtures turned on inside of the customer's residence. The City of Glennville's service personnel will make every effort to ensure that the water meter is not showing indication of water running at the time they turn your service on. It is the customer's responsibility to ensure that all fixtures are turned off and that the plumbing is in acceptable repair before requesting water service. Payment must be received for any delinquent bills in full before transfer of services can be processed. Please note all bills are due by the 20th of each month or disconnection of services will apply.

It is my responsibility to follow up on this paperwork to ensure that the City of Glennville has received and processed my request. I am also responsible for notifying the City in person if I wish to have my water temporarily or permanently disconnected at any time (Tampering Fees will apply). It is my responsibility to follow up on any changes to my account.

Signature of Account Holder

Updated: 10/17/2016

**CITY OF GLENNVILLE
911 ADDRESS FORM**

Date of Request: _____

Name: _____

Phone: _____

Alternate Phone: _____

Description of Home: _____

Location of Home: _____

For 911 Use Only

Address Assigned: _____

Date Assigned: _____

Assigned By: _____

Date Notified: _____

Notes: _____

SERVICES AVAILABLE TO RESIDENTS OF GLENNVILLE

WATER AND SEWER CUSTOMERS: If for some reason your water is not turned on before 5:00 p.m. on the day that you request services, please call 911 for emergencies or (912) 557-8802. The dispatcher will dispatch the on-call worker out to correct the problem. If you have any water leaks, please do not turn meter off yourself, please call the 911 dispatch center and the dispatcher will dispatch someone. If you turn the water off yourself, this is considered tampering, and you can be charged a tampering fee.

SANITATION SERVICES: ALLGREEN SERVICES, LLC are contracted with the City of Glennville for collection of household garbage only and the City acts as the Biller ONLY. If you are experiencing problems with sanitation services, please call ALLGREEN at 912-852-5700.

- New residents call ALLGREEN at 912-852-5700 for delivery of garbage cart.
- Place only **bagged** household garbage in the cart.
- Place no items on the ground, only contents in the cart will be picked up.
- Place cart at curb side on Thursday evening.
- Remove cart from curb after pick-up on Friday.
- Note: Trash may be picked up on Saturdays during Holiday schedule.

TATTNALL COUNTY CONVENIENCE CENTER: The Convenience Center is located on Eason Hall Road, White Pines Community (Highway 23 toward Reidsville, approximately 1 ½ miles from Glennville).

- Days of operation: Wednesday – Saturday (7 a.m. – 12 noon & 1 p.m. – 6 p.m.).
- Items that the Convenience Center **accepts:** Appliances, furniture, tires, scrap metal, yard waste and other household generated waste.
- Items that the Convenience Center **will NOT accept:** Household garbage, commercial waste and construction debris.
- No drop offs when Center is closed.
- For additional information, call Solid Waste Office at 557-4335.

CITY OF GLENNVILLE SERVICES: Call the City of Glennville at 654-2461 for the following services:

- Limb Pickup: Limbs must be in manageable lengths, not to exceed 10 feet long and less than 10 inches in diameter. Pile at curb-side, pick-ups are generally on Thursdays. At this time there is no charge for this service.
- Leaves: Leaves must be in plastic bags and tied. Place bags at curbside. There is no charge for this service at this time.

WELCOME CENTER: The Glennville Welcome Center/Chamber of Commerce (912) 654-1616 at 136 South Veterans Blvd. (next door to City Hall) and has Welcome Bags for all new residents of Glennville.

BURN PERMITS: Call Georgia Forestry Commission: For 6' x 6' pile, call 877-652-2876 or online at www.gatrees.org or for larger areas, call 912-557-7824 or online at www.gfc.state.ga.us.

SOME IMPORTANT PHONE NUMBERS:

Windstream (Telephone & Internet)	855-849-5248	Georgia Power (Electricity)	888-660-5890
Canoochee EMC (Electricity)	912-557-4391	Atlanta Gas Light (Natural Gas)	877-427-4321
Glennville Police Department	912-654-2103	Tattnall County Sheriff's Office	912-557-6777
Comcast (Cable)	888-266-2278	Glennville City Hall	912-654-2461

NOTICE TO ALL CITY WATER/SEWER CONSUMERS

The City of Glennville would like to remind all consumers of the following:

- Water bills are due on the 10th of each month.
- Water bills are considered late after the 20th of each month and a \$10 late fee is applied on the 21st. Late fees are not waived unless due to an error by City Hall staff.
- The customer can pay on-line until midnight on the 20th without a late fee.
- Water is subject to be cut-off for non-payment if payment is not received in City Hall on the 21st of each month. The City of Glennville is not responsible for lost or misdirected mail, errors at financial institutions, etc.
- Because the City of Glennville recognizes that everyone has times when either by oversight or financial restrictions, they are unable to make such payment on time, consumers are allowed **two** ways to make payments late (after the 20th) two times every 6 months/four times per year **WITHOUT** being disconnected. Late fee still applies.
 1. If you have not been late (payment made no later than the 20th), in the last 6 months, water will not be disconnected.
 2. An arrangement can be made once every 6 months to pay after the 20th. **NOTE:** No arrangements are given if the customer calls after the 20th each month giving each consumer ten days after the initial due date to make such an arrangement. Arrangements cannot be extended past the last working day of the month.
- Disconnection of services will take place no earlier than the morning of the 22nd of each month.
- If water is cutoff for non-payment, a \$50 reconnection fee will be applied to the customer account. Upon disconnection of service, the entire balance to include the reconnection fee is required to reconnect service.
- The City of Glennville does not connect water after normal business hours, 8:00 a.m. to 5:00 p.m. Monday through Friday.
- Upon payment, reconnection of service will take place between 3:00 p.m. - 5:00 p.m. **NOTE:** This schedule is used to allow the most efficient and effective use of the public works staff.
- The cutting on of service, whether reconnect or new, requires that a person be at the home to ensure safe connection of service (water left on inside house or broken lines, etc.). Only exception is if customer gives us a statement in writing that they will not hold the City responsible for flooding of the residence.
- A returned check will incur an additional fee of \$25 and a \$10 late fee if applies. If paid on-line and is returned an additional \$15 fee is incurred. Upon notice of a returned check, the customer will be contacted utilizing contact information provided on the application, and if unable to contact, a door hanger will be left. The customer has until 8:30 a.m. on the following day for payment or service will be disconnected. After two insufficient fund transactions in a year, the City will not accept check payment from that customer for one year.
- Tampering (turning on or off service) of meters is subject to both a \$100 tampering fee and criminal charges, violation of city ordinance, subject to fine not to exceed \$1000.
- City Hall is open Monday - Friday, 8:00 a.m. to 5:00 p.m. A drive-through window is provided for your convenience. However, if the customer does not have the bill, they must fill out paperwork for the staff to search for the bill. After hours, a drop box is located at City Hall for your convenience located just past the drive-through window. The City allows for on-line payments at www.cityofglennville.com.

The City of Glennville and its staff work hard to achieve the highest level of service to our customers, providing a safe and secure environment to our customers, is important to us. If you have any questions concerning the above policies, please contact Glennville City Hall at (912) 654-2461.

City of Glennville
134 South Veterans Boulevard
Glennville, GA 30427

Initiating Water / Sewer Services

How to Start Water / Sewer Service(s):

- **Existing Residential or Commercial Facilities.**

To start water service, you will need the following:

1. Copy of your lease (if you do not own your home). Account must be in the name as it appears on the lease (All individuals over the age of 18 will be listed on the account).
2. Valid driver's license
3. \$125.00 (\$110 refundable deposit and \$15 application fee)
4. Complete application for water/sewer services

- **Service for New Residential or Commercial Construction.**

To initiate water/sewer services, an application to determine City Water and Sewer Availability must be filled out by applicant and pay a fee of \$20.00.

Once the determination is made on availability of services and the cost of installing such service(s), the following is required of the applicant:

1. Payment of water / sewer tap fees
2. Valid driver's license
3. \$125.00 (\$110 refundable deposit and \$15 application fee)
4. Complete application for water/sewer services

How to Terminate or Transfer Water/Sewer Services:

Application must be completed for disconnection or transfer of service along with a forwarding address.

OTHER NOTES:

- Bill is due on the 10th of each month. A late fee is applied on the 21st of each month regardless if the 20th falls on a weekend. We offer draft and online bill pay services.
- Deposits will be returned to forwarding address once all final bills are cleared. Typically, within 30 days of final bill.
- The City of Glennville bills a month behind so typically, you will not receive your first bill until the 1st of the second month following connection, i.e., Connection of services on April 25th – First bill received June 1st.
- This is also true with your final bill as well. If disconnection of services is completed AFTER billing has been completed, you will receive one additional bill.

CODE RED

Data Collection Sheet

First Name: _____

Last Name: _____

Physical Address: _____

City: _____

State: _____

Zip: _____

Primary Phone: _____

Alternate: _____

Provider: _____

Provider: _____

Do you live in a mobile or manufactured home?

YES or NO

If you choose to register you may go to our website at: <http://www.tattnallema.com> and click on the Code-Red logo or call (912) 557-6820