

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.