

NOTICE TO ALL CITY WATER/SEWER CONSUMERS

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

- Water bills are DUE on the 10th of each month.
- Water bills are considered LATE after the 20th of each month. However, if the 20th falls on the weekend, the water bill is considered late after 5:00 p.m. on Friday before the 20th. If placed in the drop box after 5 p.m., the \$10 late fee MUST be added or you will be subject to disconnect.
NOTE: The customer can pay on-line until midnight on the 20th without a late fee.
- A \$10 late fee is applied on the 21st. Late fees are NEVER waived unless due to an error by City Hall staff.
- Water is subject to be disconnected for non-payment if payment is not received in City Hall by the 20th (as outlined above). 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 pay late (after the 20th) two times every 6 months/four times per year WITHOUT being disconnected. However, late fee will still apply.
 1. If you have not been late (payment made no later than the 20th) in the last 6 months, water will not be disconnected. **NOTE:** You will be disconnected if late in any of the next 5 months!
 2. An arrangement can be made once every 6 months to pay after the 20th. Consumers are given up to 10 days after the due date to make an arrangement. **NOTE:** No arrangements are given if the customer calls after the 20th of the month or if 20th falls on a weekend, arrangements have to be made by Friday at 5 p.m. preceding the 20th. Arrangement dates will be no later than the last working day of the current month bill is due.
- Disconnection of services will take place no earlier than the morning of the 22nd of each month.
- If water is disconnected 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 in order 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 connection 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.). In rare exception, City Manager can approve reconnect without consumer present if customer provides a written statement 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 returned, an additional \$15 fee (charged by online credit card company) is incurred. Upon notice of a returned payment, the customer will be contacted utilizing contact information provided on the application, and if unable to contact, a door hanger will be left. If prior to disconnect date, the customer has until 8:30 a.m. on the following day for payment plus fees. If AFTER disconnect date and customer was subject to be disconnected (as in #1 & #2 above), customer will be assessed the \$50 reconnection fee and service disconnected. After two insufficient fund transactions in a year, the City will not accept check/online payment from that customer for one year. If returned after disconnect date, water will be disconnected.
- Tampering (turning on or off of service at meter valve) of meters is subject to both a \$100 tampering fee, any damages and labor to repair meter/valve as well as criminal charges (violation of city ordinance-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 process payment. If customer needs proof of payment made without the bill, a \$1 fee is assessed.
- After hours, a drop box is located at City Hall for your convenience and is located just past the drive-through window.
- The City allows for online payments at www.cityofglennville.com.
- The City allows for automatic drafts on the 15th of each month which can be set-up online or by our staff.

The City of Glennville and its staff work diligently to treat each and every citizen both fair and equal in an effort to be good stewards of all taxpayers' monies. If you have any problems concerning the above policies and ordinances, please contact Amy W. Murray, City Manager, at (912) 654-2461 or citymanager@cityofglennville.com.