

## Billing Rates

### Water and Sewer Rates

Water Base Rate	\$20.45
Variable:	
0 through 6,000 gal.	\$2.86 per 1,000
6,001 gal. And over	\$3.28 per 1,000

Sewer Base Rate	\$20.45
Variable:	
0 through 6,000 gal.	\$2.86 per 1,000
6,001 gal. And over	\$3.28 per 1,000

100% Disabled Veterans & Seniors Citizens:	
Water Base Rate:	\$ 16.36
Variable:	
0 through 6,000 gal.	\$2.29 per 1,000
6,001 gal. And over	\$2.62 per 1,000

100% Disabled Veterans & Seniors Citizens:	
Seniors 65 and over	\$ 16.36
Variable:	
0 through 6,000 gal.	\$2.29 per 1,000
6,001 gal. And over	\$2.62 per 1,000

### Garbage Service Rates

Residential per month	\$ 36.00
Seniors 65 & over	\$ 28.80

*Seniors 65 & over will receive a 20% discounted rate of \$13.60 instead of the regular rate of \$16.96.*

Garbage Administration Fee	\$ 25.00
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### Billing Information

Please note that you will be charged a base rate for water and sewer plus any consumption. If no consumption is used during the billing cycle, then you will be charged the base rates only.

### Payment and Service Locations

Our offices are located at City Hall, 418 Osborne Street, St. Marys, GA 31558. Office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding holidays. For your convenience, we have a payment drop box located at the side of the building that is available 24-hours a day.

## Important Information

Unnecessary repair costs can be avoided if the City's emergency number is called first when water/sewer problems are suspected.

It is very important to perform routine maintenance and checks of your water and sewer fixtures. We are not responsible for losses on your side of the meter. No adjustments will be made for leaks, filling pools, water beds or watering of grass.

We encourage you to contact us if you have a questions concerning your bill or if your suspect a leak or problem with your meter.

CITY OF ST  
MARYS

Water and Sewer Department  
418 Osborne Street  
St. Marys, Georgia 31558  
Phone: 912-510-4000  
Phone after hours 912-729-1442  
Fax: 912-882-5506

## NEWCOMER INFORMATION

# Your Water and Sewer Account



Tel: 510-4000

CITY OF ST MARYS

# Billing Information for Your Water and Sewer Account

## How am I billed for water?

Water and sewer are an integral part of our everyday lives, and we realize the importance of this utility to you. In order to help your move into our area as smooth as possible, our Water and Sewer Department has created this brochure covering



the who, what, when and where of water and sewer accounts.

With federal and state regulations focusing more and more on conservation, water usage has become an important issue. We hope that this answers all of the questions you may have, but should you need to talk with one of our team members, please feel free to contact us at 912-510-4000.

**Deposit/Establishment Fee's:** An amount of \$160.00 (\$100 refundable water deposit; \$35.00 non-refundable service turn-on fee; \$25.00 non-refundable garbage administration fee) is due prior to establishing a full service utility account. You may pay this total by means of Cash, Check, Money Order or Credit Card Information. The \$100.00 deposit may be refunded toward your account balance after 12 payments with no late fees or applied to your final bill should you move out of our service area.

**Billing Cycle:** Our bills are mailed on the 1st of each month. The current amount is due by the specified due date. If you have not received your bill by the 5th of the month, call our office for the amount due. Failure to receive a bill does not relieve your obligation to pay the bill by the due date. **WE DO NOT CHECK POSTMARKS ON PAYMENTS RECEIVED BY MAIL. Past Due amounts must be paid no later than 5pm on the due date to avoid disconnection. Second notices WILL NOT be given.**

**Penalties, Charges, Fees:** A 10% penalty is added to all bills not paid by 5:00 p.m. on the due date.

**Service Charge:** A \$30.00 is added to any account if it appears on the disconnect list. If you appear on the disconnect list, you must pay the account balance in full to have your services restored.

## Penalties, Charges, Transfers,

## and Fees Continued:

**Tampering with City Property:** A \$100.00 fine will be charged to any individual found **tampering** with the water meter. Meters are City property and may only be turned on or off by an authorized **CITY EMPLOYEE ONLY**.

**Returned Checks:** A \$30.00 fee will be added to all **returned checks**. If a check is not satisfied within the specified time frame, the water services will be disconnected until specified amount is paid in full. If we receive a second return check within a one year period, you will no longer be able to pay by check for a period of one year.

**Temporary Water Service:** A \$35.00 fee is charged for **temporary water service** (a time period of less than 30 days) needed for cleaning, realty inspections, etc. In addition to the \$35.00 fee you will be billed for the amount of water used during the time that the account is open.

**Transfer Fee:** A \$30.00 **transfer fee** is charged when you move within our service area. Any current account balance must be paid in full before your services can be transferred.

**Water Meter Readings:** A \$25.00 fee is charged for **meter readings at the customer's request**; however, the charge will be dropped if such reading discloses a meter malfunction or if the meter was over-read.