

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 made by City Hall staff.
- Water will be cut-off for non-payment, **if payment is not received by 9:00 a.m. on cut-off day**. The City of Glennville is not responsible for lost or misdirected mail, errors at financial institutions, etc.
- Customers are allowed two ways to make payments after the 20th of each month without being disconnected.
 1. **If you have not been** late with payment in the last 6 months, water will not be disconnected. However, the next bill you receive will include **previous bill plus late fee**. At this time, you must pay bill in its entirety.
 2. **If you have been** late with payment in the last 6 months, An arrangement can be made to make payment after the 20th. However, the arrangement must be made by **end of business day on the 20th of the month**. Arrangements will not be extended past the last working day of the month.
- **Disconnection of services will take place at 9:00 a.m. on cut-off day. (NO EXCEPTIONS.) If payment is not received by 9:00 a.m. on disconnect day a \$50.00 reconnect fee will be applied and must be paid before water will be reconnected.**
- The City of Glennville does not connect water **after 4:45 p.m. Monday through Friday**.
- Upon payment, reconnection of service will take place **between 3:00 - 4:45 p.m. NOTE:** This schedule is used to optimize the use of time for the Water Department staff, ensuring an efficient and effective work schedule.
- The cutting on of service, whether reconnection or new account, requires that **a person** be at the location to ensure safe connection of service (**water left on inside house or broken lines, etc.**) Only exception is if customer gives the City, a statement in writing that they will not hold the City responsible for flooding/water damage of the residence.
- A returned check will incur a fee of \$25.00 and a \$10.00 late fee if it applies. If paid online and is returned an additional \$15 fee is incurred **by the online provider**. 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, (12 months).
- 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 pm. A drive through window is provided for your convenience. After hours, a drop box is located at City Hall for your convenience. Its located just past the drive through window. The City allows for on-line payments at www.glennvillega.gov, but make sure it takes you to the **Invoice Cloud website** and not **doxo website** when making payment.

The City of Glennville and its staff are committed to providing superior service to our customers. If you have any inquiries regarding the aforementioned policies, please do not hesitate to reach out to Glennville City Hall at (912) 654-2461.