

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.

PLEASE SELECT AN OPTION:

NEW SERVICE

TRANSFER OF SERVICE

REQUESTED SERVICE DATE: _____

ADDRESS APPLIED FOR: _____

APPLICANT'S NAME: _____ **DATE OF BIRTH:** _____

SPOUSE'S NAME: _____

OTHER OCCUPANTS OVER THE AGE OF 18: _____

MAILING ADDRESS (if different from service address): _____

CELL PHONE: _____ **HOME PHONE:** _____

PLACE OF EMPLOYMENT: _____ **WORK PHONE:** _____

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.

FOR AUTO PAY:

Name of Bank: _____ **NOTE:** Payments will be drafted
Routing number: _____ on the 15th of each month
Account Number: _____

PLEASE SELECT AN OPTION:

RENT

OWN

(If renting you will be required to provide a lease agreement as utilities have to be in the name of the lessee)

“The following information is requested by the Federal Government 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 based on 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 the customer's residence. The City of Glennville's service personnel will make every effort to ensure the water meter is not showing indication of water running at the time they turn your service on. It is the customers' responsibility to ensure that all fixtures are turned off and that the plumbing is in acceptable repair before requesting water service.

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 or by email 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

**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 will be charged a tampering fee.

SANITATION SERVICES: ALLGREEN SERVICES, LLC is 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 need to 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, in the White Pines Community, (on Hwy 23 toward Reidsville, approximately 1 ½ miles from Glennville).

- Days of operation: Wednesday – Saturday from 7:00 a.m. – 12:00 noon & 1:00 p.m. – 6:00 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 (912) 557-4335

CITY OF GLENNVILLE SERVICES: Call the City of Glennville at (912) 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 curbside, pick-up times will vary depending on the availability of the Street Department. At this time there is no charge for this service at this time.
- 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 is located at 136 South Veterans Blvd. (next door to the City Hall). They have Welcome Bags for all new residents. Phone number is (912) 654-1616.

BURN PERMITS: For a 6' x 6' pile call City Hall at (912) 654-2461. For larger areas call (912) 557-7824.

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 |

**CITY OF GLENNVILLE
134 SOUTH VETERANS BOULEVARD
GLENNVILLE, GA 30427**

INITIATING WATER AND 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 or State issued Identification Card
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.

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 or State issued Identification Card
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 for your final bill as well. If disconnection of services is completed AFTER billing has been completed, you will receive one additional bill.

NOTICE TO ALL CITY WATER / SEWER CUSTOMERS

The City of Glennville would like to remind all customers 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 the 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 cut-off 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 p.m. – 4:45 p.m. **NOTE:** This schedule is used to allow the most efficient and effective use of time for the water department staff.
- 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, 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 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 doorhanger will be left. The customer has until 8:30 a.m. on the following business 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 \$1,000.
- City Hall is open Monday – Friday 8:00 a.m. to 5:00 p.m. A drive through window is provided for your convenience. After hours, a drop box is located at City Hall for your convenience. It is located just past the drive through window. The City allows for online payments at www.cityofglennville.com, 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 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 questions concerning the above policies, please contact Glennville City Hall at (912) 654-2461.