

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.

NEW SERVICE _____ DISCONNECT SERVICE _____ TRANSFER OF SERVICE _____

REQUESTED SERVICE DATE _____

TRANSFER SERVICE FROM _____ DATE _____

TRANSFER SERVICE TO _____ DATE _____

Applicant's Name: _____

Social Security No: _____ Date of Birth: _____

Spouse's Name: _____ Social Security No. _____

Other Occupants over the Age of 18: _____

Address Service Applied for: _____

Mailing Address: _____

(Optional) For Draft, Name of Bank: _____ Routing No. _____

Account No. _____

Telephone (MUST have valid number for service): Home/Cell: _____

Place of Employment: _____ Work #: _____

Do you own _____ or rent _____ at this location? If renting this property, you will be required to provide a copy of your lease agreement as utilities have to be in name of lessee.

If co-applicants on application, who is to receive the Deposit Refund? _____

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.

"The following information is requested by the Federal Government in order 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 on the basis of 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 of the customer's residence. The City of Glennville's service personnel will make every effort to ensure that the water meter is not showing indication of water running at the time they turn your service on. It is the customer's responsibility to ensure that all fixtures are turned off and that the plumbing is in acceptable repair before requesting water service. Payment must be received for any delinquent bills in full before transfer of services can be processed. Please note all bills are due by the 20th of each month or disconnection of services will apply.

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 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 can be charged a tampering fee.

SANITATION SERVICES: ALLGREEN SERVICES, LLC are 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 1-877-490-7336.

- New residents call ALLGREEN at 1-877-490-7336 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, White Pines Community (Highway 23 toward Reidsville, approximately 1 ½ miles from Glennville).

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

CITY OF GLENNVILLE SERVICES: Call the City of Glennville at 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 curb-side, pick-ups are generally on Thursdays. At this time there is no charge for this service.
- 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 (912) 654-1616 at 136 South Veterans Blvd. (next door to City Hall) and has Welcome Bags for all new residents of Glennville.

BURN PERMITS: Call Georgia Forestry Commission: For 6' x 6' pile, call 877-652-2876 or online at www.gatrees.org or for larger areas, call 912-557-7824 or online at www.gfc.state.ga.us.

SOME IMPORTANT PHONE NUMBERS:

Windstream (Telephone & Internet)	800- 501-1754	Georgia Power (Electricity)	888-660-5890
Canoochee EMC (Electricity)	912-557-4391	Atlanta Gas Light (Natural Gas)	800-493-3473
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

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.

City of Glennville

CHRIS ROESSLER, MAYOR



CITY OF GLENNVILLE TO OFFER ON-LINE PAYMENT SERVICES BEGINNING MARCH 1, 2013



CITY COUNCIL

Bernie Weaver
Mayor Pro Tem

Dr. Randy King

Dennis Strickland

Tammy D. Waters

COURT RECORDER

Joe McGovern

CITY CLERK

Teresa Anderson

CITY ATTORNEY

Hugh McCullough

CITY MANAGER

Amy W. Murray

Dear Resident,

We are happy to present our new online service for paying your real estate (property) tax and utility (water, sewer, & garbage) bills. The system is very easy to use and will allow you to *receive and pay your bills online* and the option to go paperless, which saves paper and trees and reduces clutter and paper filing. Payments can be made with credit cards or electronic checks. To encourage paperless billing and payment, the City is accepting e-check payments, free of charge. For credit/debit card payments, there is a convenience fee, currently 2.95% for real estate and \$2.95 for utility bills. After making a payment, you'll receive an immediate payment confirmation via email.

Now Available Online

Our new online bill presentment and payment system provides many advanced features, including the ability to go paperless, schedule payments, Auto-Pay and view utility and real estate bills online. Once you locate your bill, you may view your bill online which looks exactly like your paper bill and is available in PDF or html format if you wish to download or print it. You may also do the following:

- View the actual bill and payment details online
- Make and schedule your payments online
- Enroll in Auto-Pay (automatic payments)
- Confirm that your payment was received
- Create customized payment plans
- Sign up to Go Paperless

With security in mind, we have selected a service called Invoice Cloud to host these new capabilities. Invoice Cloud provides secure payment processing using Secure Socket Layer (SSL) technology with 128 bit encryption or better. They are also certified PCI (payment card industry) compliant by Trustwave's Trust Commerce Program. Also, the City or Invoice Cloud will not participate in giving out your e-mail addresses to third parties, solicitors, etc.

134 South Veterans Boulevard • Glennville, Georgia 30427
Phone (912) 654-2461 • Fax (912) 654-2488
www.cityofglennville.com

Accessing the New Service:

It is very simple to access the new service from the city's website:

1. Go to www.cityofglennville.com
2. Click on "Make a Payment".
3. This will take you to the City of Glennville payment portal.

You can also access it from <http://www.invoicecloud.com/Glennville>

Getting Started:

First, you will need to decide whether to make a one time payment or register. When you make a one time payment, you will receive an email confirmation of payment but no payment information will be saved, and you will not be able to access any account history. If you register, you may sign up for advanced features like e-billing, scheduled payments, and Auto-Pay, as well as gain access to your billing and payment history. We recommend that you register in order to take advantage of having your bill e-mailed to you, reminder notices of upcoming late fees and disconnection, scheduling payments and viewing your payment history.

Changes/Reminders:

1. If you are making payments for utility bills *by mail or at City Hall*, your payment MUST be received no later than 5:00 p.m. on the 20th of each month. If the 20th falls on the weekend, payment must be received by 5:00 p.m. on the last business day **before** the 20th. However, you can make payments online until midnight on the 20th of each month with no late fees.
2. If you were already utilizing the city's draft capability, that information has been transferred to our online system, and you will continue to be drafted as an Auto-Pay customer. This will be completed on the 15th of each month. If you would like to receive a receipt, please contact City Hall with your e-mail address or register online.
3. Even if you do not want to pay online, you can still register your e-mail address so you can receive your bill via e-mail.
4. Registering online will give you access to up to 3 e-mails per month reminding you to pay your bill if not paid, 1st) New Bill Available 2nd) Reminder, around 10th 3rd) Reminder, around 18th. You will also receive an e-mail when a late fee has been added if bill is not paid (21st of each month).
5. Online payments will NOT be allowed on the day water is disconnected for non-payment. This is necessary because of the processing time required between the online system and the City's financials. This will eliminate the chance of disconnecting services for someone who paid their bill on-line before City staff disconnects service.
6. Also, at this time, we are unable to accept online payments for deposits or application fees associated with connecting services.

We are attaching Frequently Asked Questions (FAQs) for your review. This can be found on our City's website, www.cityofglennville.com as well.

If you have questions about using this new system, you may call (912) 654-2461 or send an email to citymanager@windstream.net.



Please help us go green by viewing and paying bills online.

City of Glennville
134 South Veterans Boulevard
Glennville, GA 30427
Initiating Water / 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
3. \$125.00 (\$110 refundable deposit and \$15 application fee)*
4. Complete application for water/sewer services

*Commercial deposits are calculated at 2-1/2 times the average bill PLUS amount of garbage (if customer choosing something other than standard a poly cart)

- **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 fee of \$20.00 is required.

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
3. \$125.00 (\$110 refundable deposit and \$15 application fee)*
4. Complete application for water/sewer services

*Commercial deposits are calculated at 2-1/2 times the average bill PLUS amount of garbage (if customer choosing something other than standard a poly cart).

HOW TO TERMINATE OR TRANSFER WATER / SEWER SERVICES:

Complete application at City Hall 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 with your final bill as well. If disconnection of services is completed AFTER billing has been completed, you will receive one additional bill.

CODE RED

Data Collection Sheet

First Name: _____

Last Name: _____

Physical Address: _____

City: _____

State: _____

Zip: _____

Primary Phone: _____

Alternate: _____

Provider: _____

Provider: _____

Do you live in a mobile or manufactured home?

Yes or No

If you choose to register later, you may go to our web-site at: <http://www.tattnallema.com> and click on the Code-Red logo or call (912) 557-6820 for assistance.