

CITY OF WACO UTILITY POLICIES

- 1- FILL OUT APPLICATION. SUBMIT A COPY OF YOUR DRIVERS LICENSE AND RENTAL AGREEMENT WITH OWNER'S INFORMATION OR PROOF OF PROPERTY OWNERSHIP.
- 2- PAY SECURITY DEPOSIT (\$150.00 FOR RENTERS; \$100.00 FOR OWNERS) YOUR FINAL BILL WILL BE TAKEN OUT OF YOUR DEPOSIT, AND THE REMAINING FUNDS WILL BE REFUNDED AT THE BEGINNING OF THE NEXT BILLING CYCLE.
- 3- BILLS ARE SENT OUT ON A MONTHLY BASIS. *BILLS ARE DUE BY THE 15TH OF EACH MONTH.* IF PAYMENT IS NOT MADE IN FULL BY THE DUE DATE, A 10% LATE FEE WILL BE ADDED. IF YOUR BILL IS NOT PAID IN FULL BY THE 30TH OF THE MONTH, YOUR WATER WILL BE DISCONNECTED WITHOUT FUTHER NOTICE. A \$25.00 RECONNECTION FEE WILL BE ADDED IN ORDER TO REINSTATE SERVICE.
- 4- IF A CHECK FOR BILL PAYMENT IS RETURNED, YOU HAVE TEN (10) DAYS FROM NOTIFICATION TO MAKE PAYMENT AND PAY A \$25.00 RETURNED CHECK FEE. IF THE CHECK IS NOT PAID IN THE TEN (10) DAYS, YOUR WATER WILL BE CUT OFF AND A \$25.00 RECONNECTION FEE WILL ALSO BE ADDED TO YOUR BILL.
- 5- ANY UNPAID BALANCES ON OLD ACCOUNTS MUST BE PAID IN FULL BEFORE THIS APPLICATION CAN BE CONSIDERED.
- 6- IF YOUR WATER IS TURNED OFF, AND THE LOCK OR METER IS TAMPERED WITH, A FEE OF \$500.00 WILL BE IMPOSED FOR THE FIRST VIOLATION.
- 7- A SECOND TAMPERING VIOLATION WILL RESULT IN THE METER BEING REMOVED, AND A WARRANT WILL BE ISSUED FOR ARREST (GEORGIA CODE 16-7-25). IF ARRESTED, FULL RESTITUTION AND ANY COURT COSTS AND EXPENSES TO THE CITY MUST BE REIMBURSED.
- 8- THE CITY RESERVES THE RIGHT TO AMEND THE UTILITY BYLAWS AND REGULATIONS FROM TIME TO TIME, AND THE CUSTOMER AGREES TO ABIDE BY THE CHANGES.
- 9- ALL WATER GOING THROUGH THE METER WILL BE THE CUSTOMER'S RESPONSIBILITY. ONE LEAK ADJUSTMENT IS POSSIBLE PER 12 MONTH PERIOD WITH PROOF OF REPAIR.
- 10- APPLICANT WAIVES AND RELEASES THE CITY OF WACO AND EMPLOYEES FROM ANY DAMAGES OR CLAIMS AS A RESULT OF INSTALLATION, MAITENANCE, AND OPERATION OF THE WATER AND SEWER SYSTEM.

IF YOU HAVE ANY PROBLEMS, YOU MAY CALL CITY HALL WEDNESDAY- FRIDAY BETWEEN 8:00 AM AND 5:00 PM AT 770-537-3314. IF YOU HAVE A WATER/SEWER EMERGENCY AFTER THESE HOURS, YOU MAY CALL JASON AT 678-416-2229.

I HAVE READ AND UNDERSTAND THESE POLICIES AND AGREE TO ABIDE BY THEM.

CUSTOMER

DATE