

APPLICATION FOR WATER & GARBAGE SERVICES

Picture ID Required & \$75.00 Deposit

Name _____

Spouse/Roommate _____

Social Security # _____ Telephone: Home _____

Spouse/Roommate's Social Security # _____ Work _____

Property Address _____

Billing Address _____

Own/Buying _____ Landlord _____

Renting _____ Phone# _____

List all household members over 18:

1. _____ 2. _____ 3. _____

All water bills are due and payable by the **10th** day of each month. If the bill is not paid by this date, an automatic 10% late charge will be added to the past due balance and the total bill amount becomes due the **15th** day of the month following the billing date. Applicant is responsible for all charges until applicant has requested service to be terminated in his/her name. If a past due amount is shown on the bill, the full amount due must be paid or **service will be discontinued without further notice**. Additional charges will apply for restoration of service and any other costs incurred in settling your account. **Failure to receive a bill does not entitle delayed payment**. There will be a \$25.00 charge for all checks returned due to insufficient funds or closed accounts. I understand, and hereby agree to the following: (1) **falsification of any of the above information may result in immediate disconnection of service without notice**; (2) failure to pay account in accordance with the Cusseta-Chattahoochee County policies 3) failure to pay final bill will result in account being submitted to collections - I will as a result, be responsible for all late charges and collection costs; (4) **no one living in my household has an outstanding balance owing Cusseta-Chattahoochee County**; and (5) water is temporarily connected until records have been verified and approved. (6) deposits are refunded on final bill.

X **Signature of Applicant(s)** _____ **Date** _____

"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 anyway. 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, not of Hispanic origin _____ Hispanic
_____ Black, not of Hispanic origin _____ Asian or Pacific Islander
_____ American Indian or Alaskan native

"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.

OFFICE USE ONLY

Account # _____ Service: _____ Residential _____ Business _____ Prev. Balance Owed: _____
Amount of Deposit _____ Date Paid _____ () Cash () Check () Credit Card 911 _____

I hereby affirm that I have read and understand the terms and conditions of this agreement and I agree to abide by all rules and regulations herein.

X _____
Consumer

X _____
Date

Accepted by:

UGOCCC



The Water and Wastewater Department
of the Unified Government of Cusseta-Chattahoochee County, Georgia

215 McNaughton St. Cusseta, GA 31805. Phone: 706.989.3421 Fax: 706.989.2005
chatcowatersys@ugoccc.us

WATER CONSUMER AGREEMENT

Amendment V
FEBRUARY 5, 2008

This agreement between the Unified Government of Cusseta-Chattahoochee County Georgia (UGOCCC), successor government to Chattahoochee County Georgia, herein after referred to as "UGOCCC" and herein after referred to as "Consumer";

Whereas, the Consumer desires to purchase water for domestic, commercial, Agricultural, industrial or other uses from the UGOCCC and enter into this agreement;

Now therefore, in consideration of the mutual covenants, premises and agreements herein contained, it is hereby understood and agreed:

1. The Consumer shall provide positive, picture identification prior to entering into this agreement. The UGOCCC shall furnish, subject to the limitations provided for in the service Rules and Regulations herein after provided for, such quantity of water as the Consumer may desire in connection with his/her property located in Cusseta-Chatt. County, Georgia.
2. The Consumer shall grant the UGOCCC, its successors or assignees, the right of ingress over his/her real property located in Cusseta-Chattahoochee County, Georgia;
3. The Consumer shall install and maintain at his/her own expense a service line which Shall begin at a point designated by the UGOCCC, at his/her property line and extend to the dwelling and other portions of his/her premises. It is recommended that such service line not exceed the size of the water meter. If a larger service line is desired, a water meter of equal or larger size should be installed;
4. The Consumer's service line shall connect with the distribution system of the UGOCCC at a place designated by the UGOCCC, provided the UGOCCC has determined in advance that it's water system is of sufficient capacity to permit delivery of water to that point;

5. The Consumer shall pay for water at such rates, time and place that shall be determined by the UGOCCC and agrees to the imposition of such penalties for noncompliance as set out in the current rules and regulations, or those which may be hereinafter adopted and imposed by the UGOCCC;
6. The UGOCCC shall purchase and install a cut-off valve and include a water meter in each service. Such cut-off valve shall be installed either off the Consumer's premises, or upon the Consumer's property, within three (3) feet of the property line. The UGOCCC shall have the exclusive right to use such cut-off valve and water meter to turn the water on or off. The Consumer shall furnish and maintain a private cut-off valve on the Consumer's side of the meter. Such cut-off valve shall be installed at any point between the backflow prevention device and the dwelling;
7. The UGOCCC shall make the final determination in any question of location of any service line connection to its distribution systems and shall determine the allocation of water to Consumer in the event of a water shortage;
8. The UGOCCC may terminate Consumer's water usage if Consumer allows a connection or extension to be made to his/her service line for the purpose of supplying water to another Consumer;
9. The failure of Consumer to pay water charges duly imposed shall result in the automatic imposition of the following penalties:
 - a. Non-payment by the tenth (10) of each month will result in a penalty of ten (10) percent of the delinquent amount.
 - b. Non-payment by the fifteenth (15) of the month will result in the water being shut off at the Consumer's property and a reconnect fee in the amount of \$35.00.
 - c. Non-payment by the last day of the month will allow the UGOCCC, in addition to all rights and remedies, to terminate agreement; in such an event, the Consumer shall not be entitled to receive, nor the UGOCCC obligated to supply, any water under this agreement. Service will not be restored until the delinquent bill, including penalty and a \$35.00 reconnect fee is paid.
 - d. Any person tampering, damaging or destroying any water meter, meter fittings or apparatus in order to obtain water after the meter has been turned off and locked shall reimburse the UGOCCC the cost of such fittings, and may be subject to criminal prosecution.
 - e. If payment has not been received 30 days after the original due date, the security deposit will be applied by the UGOCCC toward settlement of the account. Any balance will be refunded to Consumer; however, if the security deposit is insufficient to cover the amount due, the UGOCCC may proceed to collect the balance in the usual way provided by law for collection of debts.

10. The Consumer agrees to comply with the requirements of the Georgia Dept. of Natural Resources stating that no other present or future source of water will be connected to any water lines served by the UGOCCC's water lines and will be disconnected from his/her present water supply prior to connection to and switching to the UGOCCC's system. The Consumer agrees to install an improved backflow prevention device no less than eighteen (18) inches forward of the water meter. Such backflow prevention device shall be covered with its own box and accessible for inspection at frequent intervals. Any person having a private water source jointly with the UGOCCC's water system shall discontinue use of such private source while connected to the UGOCCC's water service. Such connections shall at no time cross with or into the other.
11. The Consumer shall connect his/her service line to the UGOCCC's distribution system and shall commence to use water from the UGOCCC's system on the date that the water is made available to the Consumer by the UGOCCC. Water charges to the Consumer shall commence on the date that water is made available by the UGOCCC to Consumer providing that the plumbing connection has been made, but in no event later than sixty (60) days from said date;
12. In the event that it becomes necessary for the UGOCCC to shut off the water from the Consumer's property for violation of the Rules and Regulations as set forth herein, a fee of thirty five dollars (\$35.00) will be charged for reconnection of service;
13. In the event that the Consumer shall breach this contract for any of the following reasons, he/she agrees to pay the UGOCCC a lump sum of two hundred dollars as liquidated damages.
 - a. Refusing or failing to connect his/her service line to the UGOCCC's distribution system as set forth.
 - b. Refusing or failing, without just cause, to pay the monthly water rate as established by the UGOCCC.
14. The Consumer will be responsible for paying ten dollars (\$10.00) monthly for an ambulance fee, which is included in the water billing. This new charge went into effect May 1, 2016. This amount must be paid by all consumers, it is not negotiable.
15. All residential consumers will also be billed fifteen dollars (\$15.00) monthly for a regular garbage pick-up fee. All commercial consumers will be billed by MDI. An extra garbage can will cost eleven dollars (\$11.00) more a month.

It is expressly understood and agreed by the parties hereto that the liquidated damage amount of \$200.00 is for a breach by the Consumer, in either of the respects set forth above, that may cause serious and substantial damages to the UGOCCC and it will be difficult, if not impossible, to prove the amount of such damages. The parties hereto have computed, estimated and agreed upon such sum in an attempt to make a

reasonable forecast or probable actual loss because of the difficulty of estimating without the exactness the damages which will result.

The foregoing notwithstanding, the UGOCCC reserves the right to amend the Rules and Regulations from time to time and the Consumer agrees to abide by such changes upon notice thereof.

The initial connection fee shall depend on the meter size and type of usage as follows:

RESIDENTIAL SERVICE

<u>METER SIZE</u>	<u>SECURITY DEPOSIT</u>
3/4"	\$75.00
1"	\$85.00
2"	\$125.00
4"	\$500.00
6"	\$750.00

TAP FEES (charge for initial connection fee, if a tap is not already installed on the Consumer's property)

<u>METER SIZE</u>	<u>TAP FEES</u>
3/4"	\$500.00
1"	\$600.00
2"	\$1500.00
4"	\$4000.00
6"	\$8000.00

If the UGOCCC must bore under a County roadway in order to install a water tap, an additional **\$250.00** times the number of connections needed will be charged to the Consumer. Bores under State roads shall require the Consumer to pay all costs required by the Georgia Department of Transportation.

WATER RATE AND SERVICE RESOLUTION
AMENDMENT I

WHEREAS, the Commission of the Unified Government of Cusseta- Chattahoochee County, Georgia, in its regularly scheduled meeting held on May 1, 2007, unanimously approved the amendment of the Water and Service Resolution; and

WHEREAS, the Commission of the Unified Government of Cusseta- Chattahoochee County, Georgia, in its regularly scheduled meeting held on September 1, 2009, unanimously approved the amendment of the Water Rate and Service Resolution; and

WHEREAS, the Resolution, Section 9, *Meter Reading Bills Collecting*, part (b), which sets forth the date that water service shall be disconnected if payment is not by the close of business as the 20th of each month, shall be revised to state the following: *Water will be disconnected if payment is not made by the close of business on the 15th of each month*; and

WHEREAS, the Resolution; Section 9, part (e):
Water customer may ask for an extension in paying their bill once every six months. The amount of time granted for such an extension will be on a case-by-case basis. There will be a service fee of \$35.00; part (e) shall be amended to state: "Customers shall be eligible for an extension in paying their water bills once per six month billing cycle for a service fee of \$35.00. The extension period shall be determined on a case by case basis. The customer's entire bill, including the service fee, must be made by close of business on the extension date set forth by the Water Department." ; and

WHEREAS, the Resolution, Section 9, part (f) states:

"At the discretion of the Water Director, an extension may be granted in addition to the once every six month rule. This extension will allow the water service to continue uninterrupted for a service fee of \$35.00. The customer's entire bill including the service fee must be paid by close of business on the extension date." The statement shall be omitted in its entirety.

NOW THEREFORE BE IT RESOLVED that the Commission has unanimously approved this amendment in its September 1st, 2009 regular meeting.

BE IT FURTHER RESOLVED that all other provisions described within the Resolution remain in full force and effect.

APPROVED AND ADOPTED by the Commission of Cusseta-Chattahoochee County, Georgia and EFFECTIVE on this 1st day of September, 2009.

Attention Water Customers:

Effective immediately, water bill extensions can no longer be done over the phone, you must come in and sign for one, and they will still have to meet requirements to be approved.

Requirements are:

1. Only 1 ext per every 6 months
2. \$35.00 Service Charge will be added to your bill.
3. Request must be made by 5:00 before day of shut-off

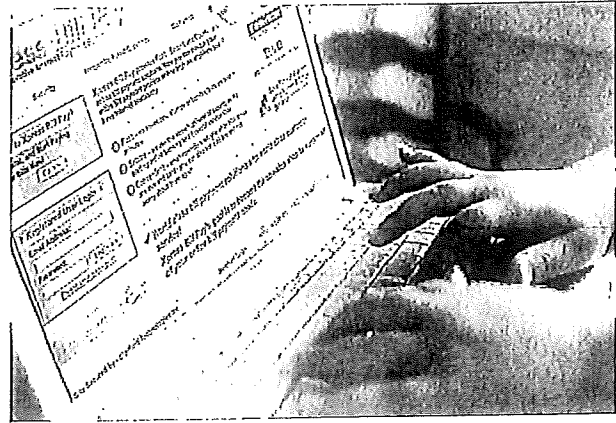
Thank you

Announcing...

The Easiest Way to Pay Your Bill

Our new online bill pay option saves you time and gives you more flexibility in how you pay your bill.

If you have an Internet connection and an e-mail address, you can now pay your bill online. It's fast, it's easy, and you no longer have to write a check each month or find a stamp when it's time to send in your payment.



How It Works

We have partnered with **Xpress Bill Pay**, the premier provider for online bill payment. When you sign up for online bill payment you get a unique password that you use to access your personal account at www.xpressbillpay.com. Every month we'll send you a reminder e-mail to let you know when your bill is online. Then, just log in through your Web browser and view your bill, which will look like the paper statement you're familiar with. Select a payment type — credit card, debit card, or electronic funds transfer — enter the information, and you're done! It's that easy, and it only takes you a few minutes each month.

We're offering this service at the request of customers like you. Sign up today and see why so many people consider this the best way to pay their bills.

Online Bill Payment Facts

- It's free to sign up for online bill payment at www.xpressbillpay.com.
- You can pay your bills with a credit or debit card, or you can transfer funds directly from your checking account.
- You can pay your bill from anywhere, as long as you have access to the Internet through a Web browser. No need to worry about late payments if you're out of town when your bill is due.

- After you complete the transaction, you can receive an e-mail receipt to confirm that the payment went through.
- You can view up to a year's history of your account online, so you can compare your current bill to a year ago.
- If you'd like, you can select the auto-pay option and your bill will be paid automatically each month.

What To Do Next

If you're ready to get started with the convenience of online bill payment, here's what to do:

1. Go to www.xpressbillpay.com. We have partnered with Xpress Bill Pay to provide you with online bill payment service.
2. Click on the "Go" button below "New to Xpress Bill Pay" and complete the short registration form including email address and password.
3. Select your billing organization and follow the prompts for linking your bill.
4. Once your bill is added to your account, you can view and pay your bill online, or setup a recurring auto payment schedule.

And There's More!

Along with being able to make a payment online at any time you can also call the payment assistance center to make a payment over the phone. Call **1-800-720-6847** to speak with an agent and make your payment today.

Xpress Bill Pay[™]
Innovative Internet Payment Systems

MDI- SOLID WASTE INSTRUCTIONS

1. You have to complete the form provided in the water bill in order to receive a container, **THIS IS THE ONLY CONTAINER THAT WILL BE PICKED UP.** If an additional container is needed, they are available at the additional cost of \$11.00 monthly added to your bill. Please note that the containers are equivalent to 3 standard outside garbage cans. Forms are available at the Water Department.
2. **Household garbage** may still be taken to the **recycling center** as well as scrap metal, used motor oil and a limited amount of passenger vehicle tires. The only changes to the recycling center is that any construction or demolition materials taken to the recycling center will now be charged a fee for these materials. The hours of operation is now **MONDAY – FRIDAY, 10:AM TO 7:PM, SATURDAY, 8:AM TO NOON AND CLOSED ON SUNDAYS.**
3. The inert landfill will still be available at no cost for limbs and leaves, we will also continue to do roadside pickup of limbs and leaves on **FRIDAY MORNINGS**, You will need to call **PUBLIC WORKS AT 706-989-3422** to schedule the pickup for these items.
4. Your **pickup day** will be marked on the **top** of your **MDI TRASH CONTAINER** when you receive it.
5. **ALL COMMERCIAL SOLID WASTE**, will be handled through (**MDI- ONLY**). Commercial billing will also be done by **MDI**.
6. All residential billing will remain on your water bill as it always has and there is no increase to the residential rate.

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CUSSETTA-CHATTAHOOCHEE COUNTY RESIDENTIAL CUSTOMERS SOLID WASTE GUIDELINES

The following is information you need to know in reference to our garbage collection:

1. ALWAYS HAVE MDI CONTAINER CURBSIDE NO LATER THAN 6:00 AM. ON YOUR PICK-UP DAY.
 2. YOUR CONTAINER MUST BE CURBSIDE WITH HANDLE FACING THE ROAD TO FACILITATE EASY HANDLING.
 3. MDI CONTAINER WILL BE THE ONLY CONTAINER EMPTIED. DO NOT USE PERSONAL CANS OR 55 GALLON DRUMS. ALL GARBAGE IS TO BE BAGGED AND PLACED IN THE MDI 95 GALLON ROLL CART. GARBAGE WILL NOT BE PICKED UP OFF THE GROUND.
 4. **"EXTRA SOLID WASTE"** SUCH AS CARDBOARD BOXES, WRAPPING PAPER AND HOUSEHOLD TRASH WILL BE PICKED UP DURING THE FOLLOWING TIMES:
 - a. FOR A PERIOD OF ONE (1) WEEK AFTER THE 4TH OF JULY.
 - b. FOR A PERIOD OF ONE (1) WEEK AFTER THANKSGIVING.
 - c. FOR A PERIOD OF TWO (2) WEEKS AFTER CHRISTMAS.
 - d. UPON REQUEST FROM A CUSTOMER IN THE EVENT OF A SPECIAL OCCASION SUCH AS WEDDINGS OR FUNERALS. THIS REQUEST MUST BE MADE TO AND APPROVED BY THE CONTRACTOR PRIOR TO PICK-UP.
 5. ALL SYRINGES NEED TO BE PROPERLY BAGGED OR CONTAINED AND NOT THROWN IN TRASH LOOSE. ONLY HOUSEHOLD GARBAGE WILL BE COLLECTED, NO TIRES, BATTERIES, FURNITURE, HAZARDOUS MATERIAL, WOOD, BRICK, CONCRETE, CONSTRUCTION DEBRIS, AUTO PARTS, ELECTRONICS OR YARD WASTE.
 6. DO NOT THROW LOOSE CAT LITTER IN CONTAINER; HAVE CAT LITTER BAGGED OR CONTAINED.
 7. YOUR PICK UP DAY WILL NOT CHANGE FOR HOLIDAYS UNLESS YOU ARE NOTIFIED OF SUCH CHANGE. NOTIFICATION OF SUCH CHANGE WILL BE POSTED ON YOUR BILL.
 8. IT IS VERY IMPORTANT THAT YOU NOTIFY CUSSETA-CHATTAHOOCHEE COUNTY SOLID WASTE DEPARTMENT AT 706 989 3422, WHEN YOU PLAN TO MOVE.
 9. IF YOU HAVE A DAMAGED CONTAINER THAT NEEDS REPLACEMENT OR REPAIR OR HAVE HAD YOUR CONTAINER STOLEN, PLEASE CONTACT THE CUSSETA-CHATTAHOOCHEE COUNTY SOLID WASTE DEPARTMENT AT 706 989 3422.
 10. CUSTOMER WILL BE RESPONSIBLE FOR EXPENSE OF CONTAINER FOR DAMAGE DUE TO THEIR OWN NEGLIGENCE (i.e. throwing hot ashes in container) AND WILL BE CHARGED \$100.00.
 11. IF YOUR GARBAGE IS NOT PICKED UP OR IF YOU HAVE ANY QUESTIONS ABOUT GARBAGE SERVICE PLEASE CONTACT THE MDI OFFICE AT (334) 297-6990.
 - 12.
-

THANK YOU FOR YOUR COOPERATION AND HAVE A GREAT DAY!

Chattahoochee County Convenience Center

C&D Roll-Off Containers Charges

Charges for Non MSW Material

1. Less than 1 Cubic Yard: \$ 5.00
2. 1 Cubic Yard: \$10.00
3. Pick up load/ Trailer load: \$ 35.00
4. Small truck up to 10 Cubic Yards: \$ 75.00
5. Over 12 Yards, customer is required to obtain a roll-off container from MDI at the price set in the contact.
6. Large Items \$ 15.00: Items such as, but not to exclude:

Couches (Furniture), Mattresses, Cribs/ Baby Beds, Appliances and the like.

NO DUMP TRUCKS, NO DUMP TRAILERS

PAYMENT IS REQUIRED AND ACCEPTED AT THE RECYCLE CENTER AT THE TIME OF DROP OFF.

CREDIT CARDS OR MONEY ORDERS ONLY, NO CASH.

**OPERATING HOURS: Monday- Friday 10 am to 6 pm,(lunch 2-3)
Saturday 12pm to 5 pm**