



CITY OF REMERTON
WATER DEPARTMENT
1757 POPLAR STREET
REMERTON, GA 31601
PHONE 229-247-2320;
FAX 244-8624

Welcome to the City of Remerton!

NOTICE:

THE WATER WILL NOT BE TURNED ON IF NO ONE IS AT THE RESIDENCE BETWEEN 2:00 P.M. AND 3:00 P.M. RESIDENT MUST BE PRESENT. THE CITY WILL NOT BE HELD LIABLE FOR ANY DAMAGES TO THE PROPERTY DUE TO FAUCETS, SHOWERS, SPIGOTS, OR ANY WATER SOURCE LEFT ON.

This letter explains your water, sewage, and sanitation rates, and the policies related to your account. The City of Remerton and its council reserve the right to make changes to these service rates and policies at any time. You can pay your water bill online at www.cityofremerton.com.

How you will be charged:

Your utility bill includes water, sewer, and sanitation. Water and sewer rates are based on consumption per month. If your water consumption is excessive, you may want to watch for things that cause consumption to be high such as dripping faucets, excessive use of water washing cars, and loads of clothes, dishwashers, running toilets, and leaks in pipes. Problems with dripping faucets and running toilets are a problem you need to contact your landlord about. Residential garbage pickup is on Tuesday, and commercial pickup is on Thursday. Residential sanitation charge is \$15.00 per month. If you are disabled and need assistance moving your roll cart to the curb, please call City Hall and we will make arrangements for you. Please be sure to move your roll cart from the curb by noon the following day after garbage pickup or there will be a penalty charge of \$5.00 to your account.

Policies:

- 1) All bills are mailed on or around the 1st of every month. All payments are due on or about the 15th of the month and become late if not paid by the due date. Any account with an unpaid balance after the 15th will be charged a late fee of 15.00% on the remaining balance. Additionally, any utility bill not paid within ten (10) days after the due date will be delinquent at 5:00 p.m. and have an additional \$30.00 delinquent fee added to the account. The balance of your account must be paid in full, including the \$30.00 delinquent fee before services will be reinstated. Water will be turned on between 2:00 pm and 3:00 p.m. only! Someone needs to be at the residence to sign the form. **NO EXCEPTIONS** For your convenience, your payment may be made at anytime by leaving it in the payment box located outside the front door of City Hall. Please make sure account number and/or address is included with payment, and please no cash in the drop box. If you are unable to pay, please contact Remerton City Hall to make arrangements.
- 2) You are responsible for coming to Remerton City Hall to fill out a disconnect form when you move out. If this is not done, you will be responsible to pay for any bills that have accrued to this account after you leave. We use Penn Credit to recover any outstanding debt.
- 3) It is illegal to open your water meter. If you are caught opening, tampering, stealing services, reading your own meter, etc you can, and will be prosecuted to the fullest extent of the law. Don't do it. If you believe your meter read was incorrect call City Hall, and we will gladly come out and reread your meter.

If you have any questions, please call City Hall at 247-2320, ext. 21, or press 0.

Thank you, *Remerton Water Department*