



Welcome City of Monroe Utility Customer

The City of Monroe ("City") and employees are happy to welcome you to Monroe, Georgia. We are delighted to have you as a utility customer. We are dedicated to providing our customers with quality and timely service. In the interest of our customers, we make every effort to maintain our utility rates as low as possible. The information provided below explains our services, payment policies, and deadlines. Please take the time to carefully read this information. If you have any questions, contact your Customer Service Representative at 770-267-3429.

DEPOSIT REQUIREMENTS

A customer is required to pay a deposit before utility services are connected. The amount of your deposit is \$ _____. Customers may pay ½ of the required deposit at the time the utility services are connected and pay the remaining ½ of the deposit within two (2) weeks. Interest is paid on deposits. Your deposit and interest are refundable to you after your services have been disconnected and your FINAL bill has been paid in full. Your deposit can be applied to pay your FINAL bill only. Deposit refunds will only be issued to the customer responsible for the bill.

PAYMENTS DUE

Payment due dates and cut-off dates are printed on your utility bill. If your due date or cut-off date falls on a holiday, Saturday or Sunday, your actual due date or cut-off date will be the next work day. If you have not received your utility bill within several days prior to your due date, please contact a Customer Service Representative at 770-267-3429. Failure to receive your bill does not excuse your ability to make a timely payment, change your due date, or exempt you from incurring a late charge.

Late charges & reconnect charges will be assessed in the following manner:

1. Late Charge- If bill is not paid by the due date - 5% of the amount past due with a minimum charge of \$10.00
2. Non-payment processing fees:
 - Between the hours of 8:00 a.m. to 3:00 p.m. on regular business days \$50.00
 - Between the hours of 3:00 p.m. to 4:30 p.m. on regular business days \$70.00

If your payment is not received by your cut-off date, your utility services will be promptly disconnected.

Payment Extensions: All requests for an extension must be made in person and by the person, of which, the account is listed. No extension requests will be considered on or after the customer's scheduled cutoff date. Under no circumstance shall an extension be granted to the same customer more than once a month.

I understand that I am responsible for and agree to pay all charges I incur at the City of Monroe. I understand that if my account becomes delinquent, the City of Monroe has the authority to impose late fees, collection fees, court processing fees, and/or attorney's fees, and I will be responsible for the payment of these additional fees.

Each customer is responsible for the payment of their utility bill and deposit. For your convenience, you may pay your bill in the following manner:

1. **By automatic bank draft. Please ask your Customer Service Representative on how to sign up for automatic bank draft.**
2. **By mail -P.O. Box 725, Monroe, GA 30655**
3. **At City Hall in the Utilities Customer Service Office, 215 North Broad Street, Monroe (8:00 a.m. to 5:00 p.m. Monday - Friday for Walk-in Service)**
4. **At City Hall Drive-Thru Windows (8:00 a.m. to 5:00 p.m. Monday - Friday), located on the Wayne Street side of the building.**
5. **Pay at the kiosk, located beside the Drive-Thru area of City Hall located on the Wayne Street side of the building. Accepts cash, check or credit/debit card payments.**
6. **Automated Phone Payment System please call 1-833-441-1751. The Automated Phone Payment system accepts Visa, Mastercard, American Express, and Discover Debit/Credit cards.**
7. **Online Bill Pay via our website www.monroega.com. The Online Bill Pay accepts Visa, Mastercard, American Express, and Discover Debit/Credit cards.**

In the event your bank refuses to honor your check or credit card payment, the City of Monroe will notify you in writing pursuant to Georgia Law (GA Code O.C.G.A. 16-9-20) informing you that you must make good on the payment returned, including any late or other fees now incurred and the returned-item fee, by cash or money order payment in the City's Utilities Customer Service office on or before a date stated in the letter.

You will be charged a return fee of \$30.00 or 5% (five percent) of the returned payment amount, whichever is greater, for each returned payment. If you have two (2) or more returned payments during a 12-month period, you will be required to make all future payments in cash or certified funds (i.e., money order, certified check or debit card) for a period of twelve months following the date the second return.

If a check or bank draft is returned because the account is closed, and after notifying the customer pursuant to (GA Code O.C.G.A. 16-9-20), the account services will or may be promptly disconnected without further notice to the customer.

If a payment is returned after notifying the customer pursuant to (GA Code O.C.G.A. 16-9-20), and the reversal of the payment causes the account to be in arrears beyond the normal non-pay disconnect date, the account services may be promptly disconnected without further notice to the customer.

If a payment is returned and the reversal of the payment does not cause the account to be in arrears beyond the normal non-pay disconnect rate, the customer will receive written notification pursuant to (GA Code O.C.G.A. 16-9-20), informing them that they must make good on the payment returned, including any late or other fees now incurred and the returned-item fee, by cash or money order payment in the City office on or before a date stated in the letter.

Any fees that would have been charged to the account had the returned item not been reflected as a valid payment will be charged against the account.

Bills not paid within 60 to 90 days of your due date will be forwarded to our collection agency. Please note that this could adversely affect your credit history for the next seven (7) years.

OTHER SERVICES

Emergency Service — We have crews available 24 hours a day, seven days a week. Just call our office at 770-267-3429.

Please note that charges for garbage services are included on your utility bill. Although we bill and collect your garbage charges, we do not provide garbage services. If you have a question about your garbage bill or garbage services, please contact the City's Public Works Department at 770-267-6933.

We appreciate this opportunity to serve you and we are glad to have you as our customer.



UTILITY PAYMENT EXTENSION POLICY *(effective March 1, 2013)*

1. GENERAL:

Because electricity, gas, water, sewer, and sanitation services are deemed to be necessities, an occasional extension of the payment due date for these services, may be granted under certain and unforeseen emergency type situations experienced by the customer.

Also, a granted extension does not alleviate the customer of their responsibility to pay any applicable penalties and/or fees owed the city.

2. ELIGIBILITY:

Any City of Monroe residential utility customer is eligible to make a request for an extension. In addition, only requests for an extension made prior to the customers respective cut-off date will be considered. No extension requests will be considered on or after the customer's scheduled cut-off date.

3. EXTENSION TIME PERIOD:

All extension requests, if granted, shall be for a period of no more than seven (7) calendar days.

4. FREQUENCY:

Under no circumstance shall an extension be granted to the same customer more than once a month.

5. EXTENSION REQUESTS RULES:

- **All requests for an extension must be made in person and by the person: of which, the account is listed.** No extension will be granted via any means other than in person. The customer must show a form of identification with a picture, I.e., driver's license, etc... I therefore, proving they are the holder of the account. However, if the holder of an account is disabled or merely unable to apply in person and has someone act on their behalf, the applying person still must appear in person at the City of Monroe's Utility Office and must produce proper notarized documentation, i.e., Power of Attorney stating they have the authority to act or conduct business on the account holder's behalf, or a medical doctor's excuse stating the holder is unfit to physically conduct his or her business outside the home.
- If the account holder is deceased, the applying person must produce the proper documentation stating they are the owner or lessee of the property and must make arrangements to remove said property from the deceased holder's name and become the holder of the account by following the City's guidelines to apply for service
- No extension shall be granted to anyone other than the holder of the account except as described above.
- Any customer, of which, an extension is granted, must sign a "City of Monroe Extension of Payment Agreement" form.

6. FAILURE TO PAY PER THE EXTENSION AGREEMENT:

Once an extension has been granted, the customer must pay per' the arranged terms. Failure to pay by the agreed upon terms will void the agreement and the account shall be disconnected at the City's earliest convenience. **Failure to pay per the arranged terms of the extension agreement will result in no further payment extensions on the account within twelve (12) months of the date of the broken extension agreement.** Once an account has been disconnected, all monies due to the city plus any additional charges, i.e., late fees, collection fees, non-payment processing fees, etc. and, of which, may include an additional deposit amount, must be paid in full prior to being reconnected.



Notice to New Customers...

Sec. 5-2-7 Garbage collection procedures

All owners, occupants, tenants and lessees of buildings and premises, to whom services from the city for the collection and disposal of garbage are offered, shall comply with the following procedures:

- The person having authority to control the disposal of garbage in any household, premises or building shall cause all garbage collected therein to be placed in approved containers provided by the city public works department.
- All such containers shall be placed in normal locations until pushed to the curb not earlier than 5:00 p.m. on the day before the date of collection. Plastic bags may be placed at curbside alongside rollout containers. Dates and times of collections and collection procedures shall be set forth in [he public works department garbage collection guidelines, after being approved by the mayor and street and sanitation department superintendents. No such container or plastic bags shall be placed in the street except on the shoulders or areas not reserved for vehicular travel. No such container or plastic bags shall be placed on a sidewalk.
- Provisions shall be made to exempt occupants who are physically unable to push their containers to the curb.
- Exemption forms are available upon request at the city clerk's office.
- After collection by the sanitation department of the garbage within any container, all containers placed at curbside shall be promptly removed from the street right-of-way to their normal locations by the person having authority to control the disposal of garbage in any household, premises or building. Any person responsible for any such container not removed by eight (8) a.m. of the day following (he full day after the garbage container was emptied by the sanitation department shall be deemed to be in violation Q/this section.
- Poisons, acids, caustics, explosives or other dangerous materials, soils, or any type of construction materials and furniture shall not be placed in any container provided for garbage. (*Ord. Dated 2/6/90*)

For questions regarding pick-up day for your address and to receive a garbage container and recycling bin if your new residence does not have one, please contact 770-267-6933.



CODE OFFICE CONTACT INFORMATION

Please contact the code office should you have any concerns regarding building safety and/or property maintenance.

Special attention should be given to anything that affects the health, safety, or welfare of the occupants.

Some items include but are not limited to:

- Smoke Detectors
- Window Screens
- Handrails where required (stairs and elevated walking surfaces)
- Operable doors and windows
- General sanitary conditions
- Cover plates on receptacles and switches
- Unsafe equipment or controls
- Operable heating systems

Please do not hesitate to call if you have a building related concern.

Heather Brookshire

Business Licenses & Permits

hbrookshire@monroega.gov

Code Department Direct Contact:

permits@monroega.gov or 770-207-4674

Inspection Email:

inspections@monroega.gov



Georgia Landlord
Tenant Handbook

Thank you,

The City of Monroe Code Department



Dear Natural Gas Customer:

RE: UNDERGROUND GAS PIPE MAINTENANCE

If you have a natural gas line running **underground** from your gas meter to a structure or a gas burning appliance, please read this notice. As your natural gas distributor, the City of Monroe in accordance with federal regulations is required to make you aware of certain safety recommendations regarding underground natural gas piping.

The City of Monroe operates our gas system with an emphasis on safety. We are required to design, operate and maintain our underground natural gas pipeline system in accordance with prescribed federal safety standards. The gas system **does not** maintain the gas piping downstream of the gas meter. This is the responsibility of the customer that owns that piping. If the buried pipe is not properly maintained it may be subject to corrosion (if the piping is metallic) and/or leakage.

To ensure the continued safe and reliable operation of these lines, the buried piping should be checked periodically. You (or the building owner) are advised to contact a leak detection company. If you don't know one, the City of Monroe can provide you with some names and telephone numbers. If any unsafe condition is discovered; repairs should be made **ASAP**.

RE: CALL BEFORE YOU DIG - Dial 811 or submit online at www.georgia811.com

When anyone considers digging or moving earth, they **must** make the free call to the **CALL BEFORE YOU DIG hotline at 811** at least two days prior to their excavation.

You are required by federal and state regulations to call the Utilities Protection Center (UPC) at the above number **BEFORE** you dig and request a locate ticket. Once the UPC receives your dig request, this on-call center will notify all utilities in your area. The utility companies have a maximum of three days to locate their facilities. Once those facilities are located, you can dig.

Should you not comply with this requirement, and cut or cause damage to any utility line, you will be subject to fines and restrictions imposed by the utility company, and federal and state agencies.

If we can answer any questions regarding this notice, please give us a call at 770-267-3429.

Thank you,

City of Monroe



NATURAL GAS SAFETY AND PUBLIC AWARENESS

If a natural gas leak occurs use your sense of sight, smell, and hearing to identify the possible leak and location. Although natural gas incidents and/or leaks are uncommon, there are some things you need to know to protect yourself and property. **IMPORTANT TO KNOW: Carbon monoxide detectors are not natural gas leak detectors. They are used to detect carbon monoxide in your home.**

SIGNS OF A NATURAL GAS LEAK

- ❖ **LOOK** for blowing dirt, bubbling creeks, and bubbling ponds. Dry spots in moist areas or dead plants surrounded by live, green plants may indicate a natural gas leak.
- ❖ **LISTEN** near a gas appliance or pipeline. There may be a hissing sound when natural gas is leaking.
- ❖ **SMELL** for the distinct rotten egg-like smell of natural gas. You should take action any time you detect even a small amount of this odor in the air.

IF YOU SUSPECT A NATURAL GAS LEAK

- ❖ **LEAVE** the area immediately if you ever detect a natural gas leak. Do not try to find the leak. Get out!
- ❖ **AVOID** touching ANYTHING electrical. Do not use telephones, including cell phones. Do not smoke, turn lights on or off, turn appliances on or off, and do not operate any vehicle or equipment that could create a spark. Natural gas can ignite from a spark or open flame, possibly causing a fire or explosion.
- ❖ **CALL** the City of Monroe gas department at **770-267-3429** 24/7 once you are away from the natural gas leak and in a safe area. If the smell of natural gas is particularly strong, also call 911. Stay away until the City of Monroe Gas Department or emergency personnel say it is safe to return.

CALL BEFORE YOU DIG

- ❖ If you plan to dig on your property by law, you must notify GA 811 by calling 811 or by submitting a request online at www.georgia811.com. There is no charge for this, but not calling could result in property damage, serious injury, or avoidable expenses.