

**Payments** are due by 5:30PM on the due date printed on your bill, to avoid penalties. Acceptable payment methods are: cash, check, money order, bank draft, credit card (American Express, Visa, Mastercard & Discover) or debit card. We do NOT accept starter checks.

**Payment Options:**

- Online at [www.monroega.us](http://www.monroega.us) , you will need your utility account number and the last four (4) digits of the phone number we have on file (do not enter the preceding zeros of your account number)
- By phone at 1-866-239-6929, you will need your utility account number and the last four (4) digits of the phone number we have on file (do not enter the preceding zeros of your account number)
- By automatic bank draft
- By mail, to the address on the front of your bill. Please write your utility account number, driver's license number and date of birth on the check or money order.
- Payment Drop Box, located in the drive-thru area of our office
- In person, at our office during business hours  
Walk-in hours- 8:00AM to 5:00PM Monday through Friday  
Drive-thru hours- 7:30AM to 5:30PM Monday through Friday

**Returned Payments:** Accounts with returned payments will be charged a return processing fee and subject to service disconnection.

**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.

**Non-Payment Disconnect:** Accounts not paid by 8:00AM on the cutoff date are subject to a nonpayment processing fee of \$40.00 and disconnection. Services will only be reconnected after the account is paid in full for all outstanding balances, including penalties and fees. If paying by phone or online, please call our office at 770-267-3429 to be reconnected. Disconnected accounts paid in full after 3:00PM and prior to 5:30PM will be charged a \$70.00 reconnect fee.

**City of Monroe Property:** No person, other than authorized employees of the City, shall connect, turn on, turn off, disconnect or remove any utility service. Any unauthorized attachment, reconnection, disconnection or removal of City property is considered tampering and theft of utility services. Sec. 98-22 (Unlawful Use) of the Monroe Code of Ordinances shall apply.

**Garbage:** Contact Public Works at 770-267-6933

**Call Before You Dig:** Call Georgia 811 by simply dialing 811 before you dig.

**If you SMELL NATURAL GAS:** Call 911 from another location, then call our office at 770-267-3429. Natural gas is a colorless, odorless gas; however, a chemical that smells like rotten eggs is added to help detect a possible leak. Some signs of a gas leak include seeing bubbling water, hearing a hissing or blowing sound from a pipeline or appliance, dead or discolored vegetation in an otherwise green area or dirt/dust blowing from the ground. Never turn on or off switches, use a flashlight or phone in the presence of a gas smell, because an electric spark could ignite the gas, causing an explosion.

Questions regarding natural gas safety and other utility related information please visit our website at [www.monroega.us](http://www.monroega.us) or call 770-267-3429 for more information.