



## WATER DEPARTMENT POLICY

- DEPOSITS:** All meter deposits are to be paid in full the day of purchase: \$50.00 for owners, \$100.00 commercial, \$125.00 for rentals and trailers.
- PAYMENT SCHEDULE:** Water bills are due the first working day of the month, after the 10<sup>th</sup> a late charge will be added to the bill; 10% of the water bill plus tax. Water will be disconnected after the 20<sup>th</sup> of the month. There will be no advance notice.
- RECONNECT:** There will be a \$30.00 reconnect fee to get the water turned back on when disconnected due to non-payment.
- TAMPERING:** If there is any usage after the meter is turned off or before a deposit has been made there will be a tampering charge of \$50.00.
- METER REMOVAL:** The meter will be pulled or locked if there is any tampering done after it has been turned off by the City. To reset the meter there will be an additional charge of \$100.00.
- LEAKS:** Any leak beyond the meter is the homeowner's responsibility.
- GARBAGE:** Household garbage fee is \$10.00. In a trailer park, whoever is responsible for the bill will be charged a fee for each hook-up on the meter. If there is a house and a trailer, each household will pay \$10.00. Businesses - \$10.50 and up.
- BILLS:** All water bills are mailed around the 28<sup>th</sup> and 29<sup>th</sup> of each month. If a customer does not receive a bill, he/she is still responsible for his account. A customer may call the office and receive the amount of his bill at anytime. The city is not responsible for the bill. If a bill gets lost in the mail, the customer is still responsible for the bill.
- UNLOCK FEE:** There will be a \$6.00 service charge on the first bill for connecting the service.
- TRANSFERS:** Before a customer transfers from one residence or business to another, he/she must first pay the bill at the previous address before any transfer can be made.
- DEPOSIT REFUNDS:** Refunds will be applied when a customer moves, dies, or disconnects. Refunds will be mailed on the 3rd of the following month.
- SEWER TRUCK:** There is a minimum fee of \$40.00 for residential and \$80.00(one hour minimum) for commercial. Fees will be charged to the customer's bill. The customer must sign an order. If the problem is on the City's part there will be no charge.
- RECHECK METERS:** There will be a \$5.00 service charge on water bills if a customer requests a recheck of his meter reading. \*Charged only if reading is correct.
- WATER RATES:** Effective October 1, 2008, a minimum 2000 gallons is \$7.65, then \$3.00 per thousand.
- SEWER RATES:** Effective October 1, 2008, a minimum 2000 gallons is \$7.65 then \$2.80 per thousand.
- WATER RATES REVIEW POLICY:** The Mayor and Board of Aldermen of the City of Waynesboro Water System will review the systems' rates on an annual basis and make adjustments as deemed necessary.
- RETURNED CHECKS:** There will be a \$30.00 charge for all returned checks. Checks not picked up within 3 days will be charged to the customer's account and will be treated as a non-payment and processed accordingly.