

**APPLICATION FOR UTILITY SERVICE**

FOR OFFICE USE ONLY				
<b>Account #</b>		<b>Closing Date/Beginning Lease Date:</b> (Documentation Required)		
Meter Size	Dwelling Units	Deposit:	Location	<input type="checkbox"/> Water, Sewer & Trash
		Service fees:	Services:	<input type="checkbox"/> Water & Sewer
WO#		Total Amount:		<input type="checkbox"/> Water Only
				<input type="checkbox"/> Trash Only

Service Request (circle one):      **START**                      **STOP**                      **TRANSFER**

Applicant:       Property Owner               Tenant               Management Company

Name: \_\_\_\_\_  
(Last, First, MI OR Business Name)  
 C/O or Person of Contact: \_\_\_\_\_

Social Security Number (last 4 digits)/Tax ID: \_\_\_\_\_

\*Previous Address: \_\_\_\_\_ Date to Disconnect: \_\_\_\_\_  
(If transferring service to new location)

Service Address: \_\_\_\_\_ City, Zip code \_\_\_\_\_  
(Street Address)

Mailing Address: \_\_\_\_\_ City, Zip code \_\_\_\_\_  
(If different than Service Address)

Telephone Number: \_\_\_\_\_ Alternate Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

In consideration for receiving water, sewer and/or trash service from the City of Savannah, Georgia, at the above location, I hereby acknowledge responsibility for payment of service billings. Accounts are billed on a bi-monthly basis and payment by the indicated due date is required to prevent interruption of service. I am responsible for water/sewer and/or trash service until the account is closed.

In consideration for having water service initiated/restored at the above address, I agree to ensure that all water service facilities (sink and tub faucets/inside and outside, toilets, etc.) are turned off; or that someone will be on the property to check for leakages. We recommend that you turn off your private cut off valve, if applicable. **Once the application is processed; it may take up to 2 working days to restore water service.**

**I have read and agree to the terms and conditions. I further understand that applications will not be processed without appropriate identification, documentation and payment.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

These terms and conditions are provided for your benefit to communicate City of Savannah’s Utility Services policies regarding billing procedures, payment terms and fees. By requesting services, you agree to all of the conditions listed in this document.

**Deposit:** City of Savannah requires a deposit on a rental/lease accounts, including commercial accounts, depending on the service location meter size/type. Deposits range from \$100.00-\$1,000.00.

When service is terminated, the deposit on the account will be applied towards any outstanding balance. If there is no balance due or a credit remains, a refund check will be mailed to the forwarding address provided after the final billing has occurred.

**Billing Cycle:** Bills are issued on a bi-monthly basis. The billing date is determined by your location within our service area. Due dates are not adjustable.

**Payment Terms:** Payments are due within 20 days of the bill date. Failure to receive a bill does not exempt penalties or disconnection for non-payment. We are not responsible for late remittances made through the mail service.

**Late Penalty:** A late penalty of \$5.00 or 10% (whichever is greater) will be added to your current bill amount, if bill is not paid by 5:00 p.m. on the 10<sup>th</sup> day following the due date.

**Administrative Processing Fee:** Any account not paid in full within 17 days of the original due date will be charged a \$50.00 administrative processing fee.

**Disconnect Policy:** All accounts billed an administrative processing fee will be subject for disconnection. Service will be reconnected after the delinquent balance and fees are paid in full.

**Returned Payments:** Returned payments will be charged a \$30.00 or 5% (whichever is greater) fee. Unpaid returned payments will be subject to disconnection. Checks will no longer be accepted on accounts having three returned payments. Payments will be required in the form of cash, money order, or debit/credit cards.

**Terminate Service:** Only an accountholder listed on an account can terminate service. Verification of personal identifying information will be required. Service will be disconnected the next working day or at a later specified date, excluding weekends and holidays.

A final reading will be taken on requested termination date and a final bill or deposit refund check will be mailed to the forwarding address provided.

**Reinstated Service:** Accounts with outstanding balances will be required to pay the entire balance before new service can be established; along with any deposits required and/or service fees.

**Tampering Policy:** In the event a meter or service equipment has been tampered with or unauthorized usage has occurred, service will be disconnected immediately. A Tampering Fee ranging from \$100 to \$300 will be due before service can be restored.

<b>Additional Fees/Service Fee:</b>	
Broken Padlock/Curb-cock Lock	\$25.00
Locking Meter/Broken Padlock	\$60.00
Plugging Meter	\$75.00
Meter Removal/Change-out	\$100.00

**Water Leaks Policy:** If a water leak is found on the customer’s side of the meter, it is the customer’s responsibility to have the leak repaired immediately. The City of Savannah has the right to turn the water off until the customer can have the leak repaired. Water should be turned off when not in use until repair is complete. A leak adjustment *may be granted after* evidence and confirmation of repairs are made.

**Payment Options:**  
 ACH Bank Draft  
 Mail to address listed on bill  
 Office Drop Box 24/7 (do not use for delinquent payments)  
 In-person at our office during regular business hours

For more information on User Rates and Schedules please visit our website: [www.savannahga.gov/utilities](http://www.savannahga.gov/utilities)