



# Town of Alto

P.O. Box 215  
Alto, Georgia 30510

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EMAIL: [altocityhall@windstream.net](mailto:altocityhall@windstream.net)

Customer Name: \_\_\_\_\_ Acct #: \_\_\_\_\_ Meter #: \_\_\_\_\_

911 Address: \_\_\_\_\_

Mailing address: \_\_\_\_\_  
\_\_\_\_\_

Fees: \$100.00 Deposit \_\_\_\_\_  
\$600.00 Meter \_\_\_\_\_  
\$700.00 Meter \_\_\_\_\_  
\$500.00 Bore \_\_\_\_\_  
\$25.00 Reconnect \_\_\_\_\_  
\$\_\_\_\_\_ Other \_\_\_\_\_

SS # or License # : \_\_\_\_\_

Phone # : \_\_\_\_\_

Total Amount: \_\_\_\_\_

Have you ever been an Alto water customer before: \_\_\_\_\_ Yes \_\_\_\_\_ No Please check one

Connect Date: \_\_\_\_\_ Approved by: \_\_\_\_\_ Cash / Check # / CC# \_\_\_\_\_

Garbage pick-up: \_\_\_\_\_ Yes \_\_\_\_\_ No Please check one

(Inside City Limits is automatically included, but Outside City Limits is a choice for \$17.00 per month added to water bill)

I understand that if I move and fail to complete a disconnect form and provide a forwarding address within 30 days of termination of service, I will forfeit the entire deposit that I paid today to begin water service.

Customer signature: \_\_\_\_\_ Date: \_\_\_\_\_

Date entered into computer: \_\_\_\_\_

Meter reading: \_\_\_\_\_

Notes:

## **Policy for Water Accounts:**

- ❖ **Bills are due on 15<sup>th</sup> of each month by 4:30 pm closing time; after this time, late charges will apply. If the City Hall is closed on that day, you will have until the following business day at 4:30 pm.**
- ❖ **Service will be disconnected after two months of non-payment; a \$25.00 re-connect fee will be added to the account before service is restored...if after office hours, an additional \$25.00 fee will be added.**
- ❖ **All customers are recommended to get a pressure regulator on their waterline between the meter and the house to control any excessive water pressure.**
- ❖ **There is a \$100.00 deposit for all accounts, which will be forfeited if you move and do not complete a disconnect form with a forwarding address. If you complete the form, the final bill will be deducted from the deposit and the remainder will be refunded to you in the following billing cycle.**
- ❖ **\$25.00 connect fees are not refundable at any time.**
- ❖ **If payment arrangements are made and customer does not comply, meter will be locked off and payment in full is required before service is restored.**
- ❖ **All returned checks will have a \$25.00 fee added and it must be paid in cash or money order within ten days of receiving the notice or service will be disconnected until account is paid in full.**
- ❖ **If meter is locked off due to non-payment and the customer cuts the lock, there will be a \$100.00 fine added to the account, if the lock is cut again, the meter will be removed and the customer will pay for a meter to be installed plus another \$100.00 fine.**
- ❖ **Meter charge for inside City Limits is \$600.00; outside City Limits is \$700.00; if needed, boring fees begin at \$500.00.**
- ❖ **Garbage pickup: \$11.00 inside City Limits... \$17.00 outside City Limits ....pick up on Tuesday or Friday according to the 911 address....the cart must be out at the end of the road / drive, unless arrangements have been made with contractor due to disabilities or elderly.**
- ❖ **Replacement of busted meter: \$275.00...busted meter box or lid: \$50.00**
- ❖ **Ticket fee without your bill is \$2.50**
- ❖ **Relocating a meter must be pre-approved and there is a \$150.00 charge.**
- ❖ **In the case of a busted line or a water leak, once the repairs are complete, the usage is configured to the last six months average. Customer pays average plus half of overage / leak. Each customer is limited to two (2) adjustments per year.**