



Town of Alto

PO Box 215
Alto, GA 30510

Phone: (706) 778-8035 • FAX: (706) 778-3357

EMAIL: altocityhall@windstream.net

Customer Name: _____ Acct #: _____ Meter#: _____

911 Address: _____

Mailing Address: _____

SS# / License #: _____

Email: _____

Phone #: _____

Fees: \$	100.00	Deposit	_____
\$	75.00	Inspection	_____
\$	900.00	Meter	_____
\$	1,000.00	Meter	_____
\$	500.00	Bore	_____
\$	25.00	Connection	_____
\$	_____	Other	_____

Total Amount Due: _____

Have you ever been an Alto water customer before? **YES** / **NO** (Please circle one)

Connect Date: _____ Approved by: _____ Cash / Check # / CC # _____

Garbage pick-up: **YES** / **NO** (Please circle one)

(Inside city limits, garbage pick-up is not optional and is automatically included in your water bill. Outside city limits, garbage pick-up is optional for \$21.00 per month added to water bill. You will be furnished with a 95 gallon cart to use for household garbage only, and it will be collected weekly. It must be placed at the end of your driveway, at the right of way, the night before collection day.)

I understand that if I move, I must complete a disconnect form and provide a forwarding address within thirty (30) days. I understand that if I fail to complete a disconnect form, then I 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 the 15th of each month by 4:30pm 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 4:30pm.
- ❖ Service will be disconnected after one month of non-payment; a \$25.00 re-connect fee will be added to the account before service is restored. After office hours, an additional \$50.00 fee will be added.
- ❖ 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. When you complete the form, the final bill can be deducted from the deposit if selected, and the remainder will be refunded to you in the following billing cycle.
- ❖ \$75.00 inspection and \$25.00 reconnection fees are not refundable at any time. Inspections must be completed to continue to receive water service. All items identified by the inspector are to be repaired or replaced and reinspected to continue to receive water service.
- ❖ If payment arrangements are made and the customer does not comply, the 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 the account is paid in full.
- ❖ If the 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 for stealing water service. If the lock is cut again, the meter will be removed and the customer will have to pay for a meter to be installed plus another \$100.00 fine. Meter charges are \$900.00 inside the city limits, and \$1,000.00 outside city limits.
- ❖ Garbage pickup: Inside the city limits, the fee is \$15.00 per month and the trash is collected weekly on Tuesday mornings. Outside the city limits, the fee is \$21.00 per month and the trash is collected weekly on Friday mornings. The cans must be out at the end of the road / driveway unless arrangements have been made with the contractor due to disability or elderly residents.
- ❖ Replacements due to customer negligence:
 - Busted meters are \$350.00, and busted meter boxes/lids are \$50.00.
- ❖ 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 twelve month period.
- ❖ All customers are recommended to get a pressure regulator on their waterline between the meter and the house to control any excessive water pressure.
- ❖ You can pay online at: <https://www.townofaltoga.org>. There is a 4% convenience fee charged to pay online by the company processing the payment. Be sure to click “one time payment only” as we don’t upload your information for an account to be setup. Pay by phone at 1-877-575-7233.
- ❖ We are always closed on Wednesdays and from 1pm-2pm for lunch, but payments can be dropped in the night drop at the beginning of the wheelchair access ramp any time we are closed.