



# Town of Alto

P.O. Box 215  
Alto, Georgia 30510

PHONE: 706-778-8035 • FAX: 706-778-3357

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

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

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

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

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

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

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

|       |                     |       |
|-------|---------------------|-------|
| Fees: | \$100.00 Deposit    | _____ |
|       | \$ 25.00 Inspection | _____ |
|       | \$800.00 Meter      | _____ |
|       | \$900.00 Meter      | _____ |
|       | \$500.00 Bore       | _____ |
|       | \$ 25.00 Connection | _____ |
|       | \$ _____ Other      | _____ |

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

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 your choice for \$19.00 per month added to water bill. You receive weekly pickup with a furnished 95 gallon cart for household garbage only. Must be placed at end of drive at the right of way the night before your pickup day.)

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 one month 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.
- ❖ 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 and the remainder will be refunded to you in the following billing cycle.
- ❖ \$25.00 inspection or connection fees are not refundable at any time. Inspection must be completed to continue to receive water service. All items identified by the inspector to be repaired or replaced must be completed and re-inspected to receive water service.
- ❖ 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 for stealing water service. If the lock is cut again, the meter is removed and the customer will have to pay for a meter to be installed plus another \$100.00 fine. Meter charges for inside City Limits is \$800.00 and outside City Limits is \$900.00.
- ❖ Garbage pickup: \$13.00 inside City Limits... \$19.00 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 disability or elderly residents.
- ❖ Replacement of busted meter: \$275.00...busted meter box or lid: \$50.00
- ❖ You can pay online at: <https://www.townofaltoga.org> . There is a 4% convenience fee charged to pay online by the company providing the service. Be sure to click "one time payment only" as we don't upload your information for an account to be setup.
- ❖ 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.
- ❖ All customers are recommended to get a pressure regulator on their waterline between the meter and the house to control any excessive water pressure.
- ❖ We are always closed on Wednesdays, but payments can be dropped in the night drop at the beginning of the wheelchair access ramp any time we are closed.