



City of Hawkinsville  
P.O. Box 120  
96 Broad Street  
Hawkinsville, GA 31036  
478-892-3240

## Customer Service Utility Agreement

Please read prior to signing the utility agreement.

Billing is done **monthly** for Water, Sewer, Gas, Sanitation and Trash Services.

All meters are read within the first 15 days of the month.

Bills are prepared and mailed towards the end of the month for the prior months usage. The mailing dates may vary due to holidays and weekends. **The normal due date is the 10th of the month.** Please call the office if you haven't received your bill at least five days prior to the due date. Due dates may vary depending on holidays and weekends.

**Failure to receive your bill DOES NOT relieve obligation to pay. The City of Hawkinsville is not responsible for delivery failure of the United States Postal Service.**

### Payments

Payments may be mailed, walked in during business hours, deposited in the drop box, automatically drafted or paid online.

**Mailing Address:** P.O. Box 120  
Hawkinsville, GA 31036

**Walk-In Location:** 96 Broad Street  
Hawkinsville, GA 31036

**Drop Box Location:** Souix Place Alley behind City Hall

**Online:** [www.hawkinsville-pulaski.org](http://www.hawkinsville-pulaski.org) (PIN required, contact City Hall for PIN)

**Automatic Draft:** Forms are available online or at City Hall

City utility payments are due by the 10th each month. To avoid penalties, utility payments can be made inside City Hall on the **10th** of the month until **5:00 p.m.** A penalty will be assessed to each utility account that is received after **4:00 p.m.** via the postal service or in the city's drop box on the **10th** day of the month. If the **10th** falls on a weekend, the penalty will be assessed the next working business day. An additional administrative fee will be placed on each utility account that is not paid inside City Hall by **5:00 p.m.** on the **20th** of the month. City utility payments that are received via the postal service or in the city's drop box after **4:00 p.m.** on the **20th** will be assessed an additional administrative fee. If the **20th** of the month falls on a weekend, the administrative fee will be assessed the next working business day.

New accounts set up after 4:00 p.m. will receive services the following business day.

When services are disconnected for non-payment, we will no longer be accepting checks as a form of payment. Payments may only be made with cash, credit/debit or money order in order to have services restored.

### **Administrative Fees:**

- **1<sup>st</sup> Disconnect for Non- Payment:** The entire past due amount plus a **\$25.00** administrative fee must be paid in order to restore services.
- **2<sup>nd</sup> and 3<sup>rd</sup> Disconnect for Non-Payment Within a Twelve-Month Period:** The entire past due amount plus a **\$50.00** administrative fee must be paid in order to restore services.
- **4<sup>th</sup> and Any Additional Disconnects for Non-Payment Within a Twelve-Month Period:** The entire past due amount plus a **\$75.00** administrative fee must be paid in order to restore services. The City may also require additional deposits be paid.



Office Use Only  
Account Number: \_\_\_\_\_

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**Customer Service Utility Agreement**

This agreement must be completed by the person listed on the lease or the owner of the property.  
Utility turn-on may take up 1-2 days to complete.

**Service Location Information**

Date Service Desired: \_\_\_\_\_

Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Own: \_\_\_\_ Rent: \_\_\_\_ (If renting, a rental agreement must be provided)

Landlord's name & number: \_\_\_\_\_

Mailing Address (if different from above):  
\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Cell # \_\_\_\_\_

Employer: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

E-Mail address: \_\_\_\_\_

**Emergency Contact**

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Relationship to Customer: \_\_\_\_\_

**Required ID: Valid ID (Driver's License), Social Security Card and Lease Agreement (Rental)**

<b>Fees</b>			
<b>Service Type</b>	<b>Deposit Amount</b>	<b>Connection Fee</b>	<b>Total Due</b>
Residential Water	\$75.00	\$25.00	\$100.00
Commercial Water	\$100.00	\$25.00	\$125.00
Residential Gas	\$150.00	\$25.00	\$175.00
Commercial Gas	\$200.00	\$25.00	\$225.00

**\*\*Connection fees are non-refundable\*\***

**\*\*After 12 months of non-delinquent payment history and no returned checks, deposits will be credited back to the customer's account.**

Have you ever had water or gas in the City of Hawkinsville before? Yes \_\_\_ No \_\_\_

If yes, where and when? \_\_\_\_\_

By signing this agreement, I acknowledge that I am responsible for the billing of this meter until such time that I notify the City of Hawkinsville in writing, by completing a Cut-off Form. Further, I hereby grant access to the City to my property for the purpose of fixing, installing, removing, checking, or reading the meter installed on my property.

I also acknowledge that meters and meter boxes are the property of the City of Hawkinsville and shall remain so and the City of Hawkinsville shall have the authority to control and regulate its use.

I also hereby acknowledge that I am prohibited by City ordinances from connecting my plumbing to any other water source while connected and receiving service from the city including, but not limited to, wells located on my property or from any other private water source that are either presently installed or ones installed in the future.

I acknowledge that I have received a copy of this Service Agreement.

\_\_\_\_\_  
Signature of Customer

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

**FOR OFFICE USE ONLY:**

Water Meter # \_\_\_\_\_ WO # \_\_\_\_\_

Gas Meter # \_\_\_\_\_ WO # \_\_\_\_\_

Garbage Service \_\_\_\_\_ WO # \_\_\_\_\_

**Water:** Connection Fee \_\_\_\_\_ Deposit Amount \_\_\_\_\_

**Gas:** Connection Fee \_\_\_\_\_ Deposit Amount \_\_\_\_\_