



City of Hawkinsville 56  
Broad Street  
P. O. Box 120  
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 last 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 10<sup>th</sup> 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 or 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:** 56 Broad Street  
Hawkinsville, GA 31036

**Drop Box Location:** Parking lot of 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. receive services the following business day.

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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:**

- **1st Disconnect for Non-Payment:** The entire past due amount plus a **\$25.00** administrative fee must be paid in order to restore services.
- **2nd and 3rd 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.
- **4th 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:** \_\_\_\_\_

**City of Hawkinsville**  
**56 Broad Street**  
**P. O. Box 120**  
**Hawkinsville, GA 31036**  
**(478) 892-3240**

**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 to 1-2 days to complete.

**Service Location Information**

Date Service Desired:

First Name:

Last Name:

Service Address:

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

Landlord's Name:

Telephone Number:

Mailing Address (if different from above):

Address:

City:

State:

Zip:

Telephone Number:

Cell Phone:

Employer:

Social Security Number:

Email Address:

Would you like to sign up for paperless billing and receive an e-bill?      Yes                      No

**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:

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 prohibited by City ordinances from connecting my plumbing 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 the Service Agreement.

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

Printed Name

Date

The following information is requested by the Federal Government in order to monitor compliance with Federal Law prohibiting discrimination against applicants seeking to participate in a Federal Program. You are not required to furnish this information but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish the information, your application or to discriminate against you in any way. However, if you choose not to furnish the information, we are required to note the race/ethnicity of individual applicants on the basis of visual observation or surname. EEOC Section 202.13 (b)

I do not wish to furnish this information.

<b>Ethnicity:</b>	Hispanic or Latino	Not Hispanic or Latino	
<b>Race:</b>	American Indian or Alaska Native	Asian	Black or African American
	Native Hawaiian or Other Pacific Islander	White	
<b>Sex:</b>	Female	Male	