

**CITY OF LOGANVILLE
P.O. BOX 39
LOGANVILLE, GA 30052**

OFFICE HOURS: MONDAY-FRIDAY 8:00AM TO 5:00PM

- The Bill is due when rendered. Penalties/Late fees will be assessed if not paid by the 10th of the month. Service will be disconnected if not paid in full by the 19th of the month. Service disconnections will begin at 8:00am the morning of the 20th. Service can be disconnected without any further notice and a \$50.00 administrative fee will be charged.
- All charges must be paid in full before service is restored.
- Accounts are not considered paid until payment is received before the due date to avoid penalty.
- Prior to Due Date all complaints may be presented to the Utility Billing Clerk at Loganville City Hall (770) 466-1165.
- Failure to receive bill DOES NOT EXEMPT you from payment, late fees, or disconnection.
- A \$30.00 service charge will be added to all returned checks. After three (3) returned checks to the City for any payment, we reserve the right to make all your accounts with the City a CASH or MONEY ORDER ONLY account.
- All accounts unless requested to be terminated, will be charged the minimum rates each month for the usage of 0-2000 gallons.

I have read and understand the policies stated above. I understand my responsibility as a customer. I have received a copy of the City of Loganville Water Department policies and procedures. It is my responsibility to read and understand said policy and procedures concerning billing services, rates, payment due dates and disconnect procedures.

CITY OF LOGANVILLE
WATER DEPT. POLICY PROCEDURES
REGARDING NEW SERVICE, REREADS, CUT OFFS
Effective July 1, 2005
Revised September 14, 2017

The purpose of this notice is to let you know the general operating policies and procedures of the City of Loganville Water Department. This is for information only and is subject to change. For further information, consult the Water and Sewer Ordinance of other related Ordinances Policies in effect. The Mayor and City Council have approved these policies and will back the employees to the fullest in carrying them out.

NEW SERVICE

Customers moving into the City or transferring their current account inside the City must do so in person at City Hall. For new service, a \$175.00 refundable at termination of account deposit payable in cash, check, or money order is required for all accounts, including the accounts located in Gwinnett County and a separate \$50.00 non-refundable account establishment fee payable by check, cash, or money order. Also required is a copy of signed lease or settlement and driver's license. Residents moving within the City may have their deposit transferred to a new account, provided that the existing account is current and paid up to date. For persons requesting service, the cutoff time for the same day service is 4:00 pm.

After this time, it is at the discretion of the director of Water Quality Control whether they can offer same day service. When service is established the City will not be responsible for any property damage due to customers plumbing.

METER TAMPERING

Meters are property of the City of Loganville. Only authorized City employees are allowed to cut on/ cut off meters. Any time customers' services need to be disconnected or restored, they must contact City Hall. Meters are locked at disconnection. When people steal utility services it is a crime and meter tampering carries a minimum \$500.00 fine.

METER READINGS/READS

Meter Readings will begin on the 15th of each month. If that date happens to be a Saturday, readings will begin on Friday, if it is a Sunday, readings will begin on Monday.

Authorized Meter Readers of the City of Loganville shall have access at all hours to the premises of the consumer for the purpose of installing or removing City Property, inspecting piping, reading

and testing meters, or any other purpose in connection with the water and sewer service and its facilities.

All routes will be read in sequence to keep month-to-month readings constant.

All meter boxes will be cleared of any standing water. If the seal of a meter is broken by other than the City's representative or if the meter fails to register correctly or is stopped for any cause, the consumer shall pay an amount estimated from the record of his/her previous bills and / or from other proper data as reviewed and approved by the Director of Water Quality Control.

Meter readers will report and note any apparent problem in close proximity to the meter. The City will make a special water meter reading at the request of a consumer for a fee of \$25.00 provided; this reading discloses that the meter was over read, no charge will be made. Water Meters will be tested at the request of the consumer. If the meter is found over-registered beyond 3% of the correct volume, the customer will not be charged, but if no problem is found the customer will be required to pay the actual cost of testing in the amount of \$50.00.

BILLING, COLLECTING, AND CUTOFFS

Billing is processed between the 20th and 25th of every month. Bills shall be paid at City Hall no later than the 10th of each month to avoid penalties and no later than the 19th to avoid disconnect. Failure to receive bill shall not prevent such bill from becoming delinquent nor relieve the consumer from payment. The failure of water and/or sewer users to pay charges duly imposed shall result in the following penalties:

- A. The first (1st) of each month is the official due date. However, bills are not delinquent until the tenth (10th) at which time are subject to a 10% penalty.
- B. Nonpayment by (19th) will be subject to disconnection of service. Cutoffs shall begin the morning of the 20th at 8:00am.
- C. Cut-Off -Tickets will be forwarded to the Water Division by City Hall at 8:00am
- D. Once cutoff tickets are prepared and sent out a \$50.00 administrative charge will be added to each account. There will be no cutoffs made after 3:00 p.m.
- E. Once a customer has been disconnected and a payment has been received in the City Hall office by 5:00pm, the water division will reconnect the paid customer's water before personnel are allowed to go home on that workday.
- F. If an attempt to restore customer's water was made during business hours and customer's meter was not holding and after hour personnel is requested to come back to house, an additional \$30.00 will be added to customers account.
- G. If a customer pays their bill ON LINE after 5:00 pm and can show proof to water personnel and request personnel to restore water that evening, an additional after hour charge of \$125.00 will be added to the customer's account.
- H. It will be the customers responsibility to contact City Hall during normal business hours M-F 8:00am to 5:00pm if payment is made after hours and water has not been restored.

- I. There will be no exceptions unless reviewed and approved by the Director of Water Quality Control. Therefore, there shall be no contact to cut on any service for anyone during that day unless authorized.
- J. No arrangements shall be made by City personnel in the field in regards to cut-off or cut on procedures all consumers will refer to City Hall.
- K. If a check is returned NSF on disconnect date, customer is subject to automatic disconnection without prior notification and the City holds the right to ask for payment in full by cash or money order. You will be subject to a \$30.00 fee for the returned check. After we have received (3) returned checks on an account/ or any person, the City of Loganville will only accept cash or money order for any future payments of service.
- L. If payment after disconnection is not received within 5 business days, customer's account will be inactivated and deposit will be applied to outstanding bill. Customer will then be required to re-establish a new account with a new deposit, signed lease or settlement, and driver's license.

COMPLAINTS AND ADJUSTMENT

If the consumer believes his/her bill to be in error, he/she shall present his/her claim at the City Hall.

Such claim, if made after the bill has become delinquent, shall not be effective in preventing service disconnection. Paying such bill under protest and paid payment shall not prejudice his/her claim.

NOTE

It is not the intent of the City to inconvenience any consumer in any way. As with all utility services, unavoidable instances may cause service to be temporarily disconnected. We will work in every way to get service restored as soon as possible.

**CITY OF LOGANVILLE
MUNICIPAL UTILITY BILLING SYSTEM
WATER & SEWER RATE SCHEDULE
(EFFECTIVE January 1, 2018)**

<u>WATER</u>	<u>RATES</u>
<i>RESIDENTIAL</i>	
1 st 2000 GALLONS	\$22.59
up to 8000gals additional	\$6.53 per 1000 gallons
up to 14000gals additional	\$8.14 per 1000 gallons
14001+ additional	\$13.01 per 1000 gallons
<i>SENIOR CITIZENS</i>	
1 st 2000 GALLONS	\$17.44
up to 8000gals additional	\$6.20 per 1000 gallons
up to 14000gals additional	\$7.74 per 1000 gallons
14001+ additional	\$12.36 per 1000 gallons
<i>COMMERCIAL</i>	
1 st 2000 GALLONS	\$24.01
up to 8000gals additional	\$7.82 per 1000 gallons
up to 14000gals additional	\$9.35 per 1000 gallons
14001+ additional	\$14.31 per 1000 gallons
 <u>SEWER</u>	
<i>RESIDENTIAL</i>	
1 st 2000 GALLONS	\$21.33
up to 8000gals additional	\$5.36
up to 14000gals additional	\$6.46
up to 20000gals additional	\$8.40
20001+ additional	\$9.56
<i>SENIOR CITIZENS</i>	
1 ST 2000 GALLONS	\$21.33
up to 8000gals additional	\$5.36
up to 14000gals additional	\$6.15
up to 20000gals additional	\$7.99
20001+ additional	\$9.09
<i>COMMERCIAL</i>	
1 st 2000 GALLONS	\$29.05
up to 8000gals additional	\$7.46
up to 14000gals additional	\$9.04
up to 20000gals additional	\$11.77
20001+ additional	\$13.39

****SEWER USAGE BASED ON WATER USAGE****

****MINIMUM AMOUNT BILLED WILL BE THE AMOUNT LISTED FOR THE 1ST 2000 GALLONS****

****THERE WILL BE A \$5.00 FEE EVERY MONTH FOR RESIDENTIAL STORM WATER—
ANY QUESTIONS OR FOR COMMERCIAL STORM WATER PLEASE CALL WATER
QUALITY CONTROL @ 770-466-1306****



Sanitation Collection Rates

(Effective October 1, 2015)

Residential: 15.00

Senior Residential: 13.25

Commercial:

2 Yard x1	46.90
2 Yard x2	93.30
2 Yard x3	139.60
2 Yard x4	186.00
4 Yard x1	93.30
4 Yard x2	186.10
4 Yard x3	278.80
4 Yard x4	371.50
6 Yard x1	139.60
6 Yard x2	278.80
6 Yard x3	417.80
6 Yard x4	556.90
8 Yard x1	186.00
8 Yard x2	371.50
8 Yard x3	556.90
8 Yard x4	742.40

8 Yard Recycling x1	55.00
8 Yard Recycling x2	100.00
8 Yard Recycling x3	150.00
8 Yard Recycling x4	200.00

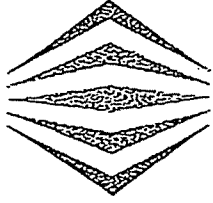
Roll Off and Compactor:	Per Haul	160.00	Sizes available: 10 yrd – 20 yrd – 30 yrd
	Per Ton	51.00	
	Per Day	2.00	

Advanced Disposal Residential curbside Garbage pick-up is once per week. Check the lid of your new cart as our collection day may have changed.

Place all bagged garbage inside the gray 95 gallon cart and set curbside by 7:00am (or the night before) on our scheduled collection day.

Advanced Disposal Residential curbside Recycling pick-up is once per week on the same day as your scheduled garbage collection day.

Please contact City of Loganville Public Works for yard debris at 770-466-0902.



WestRock

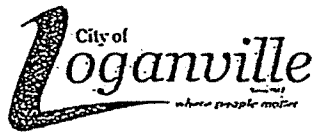
Atlanta WEST Recycling Plant
 1775 County Service Pkwy
 Marietta GA 30008

****ACCEPTED in Residential or Commercial Single Stream Recycling**

Aluminum & Steel Food & Beverage Containers	Aluminum Baking Tins	Cardboard Boxes	Pizza Boxes
Soda, Beer & Other Drink Box Cartons	Shoe, Cereal, Tissue & Other Packaging Boxes	All Junk Mail	Kraft Paper (Grocery & Lunch Bags)
Mixed Paper (Calendars, School Papers & Other Forms)	All Other Paper (Computer Paper, Phone Books, Books)	Catalogs	Newspapers & Inserts
#1 Plastic Soda and Water Bottles	#2 Plastic Milk Jugs, Juice Bottles & Other Rigid Containers	#3 through #7 Plastic Bottles & Containers	Magazines

*****NOT Accepted in Residential or Commercial Single Stream Recycling**

Hazardous Waste/Containers	Aerosol Cans Not Emptied	Glass (Bottles, Jars & Panes)
Bio Medical Waste & Containers	Construction/Demo Waste Materials	Compressed Gas Cylinders
Paint (Buckets/Containers)	Tires	Ammunition or Firearms
Chemicals or Containers	Batteries	Electronics
Garden Hoses	Cables	Food Waste
Metal Furniture	Yard Waste	Electronic Cases
Wood	Construction Debris	Liquids
Plastic Grocery Bags	Styrofoam	Auto Parts



Advanced Disposal

Trash Collection Guidelines for the City of Loganville

GARBAGE SERVICE

- ❖ Pick-up is ONCE per week.
- ❖ Place all BAGGED garbage inside the gray 95-Gallon cart and set curbside by 7am (or the night before) on your scheduled collection day.

RECYCLING SERVICE

- o Pick-up is ONCE per week on the same day as your scheduled garbage collection day.
- o Place all recyclables in the provided gray 18-Gallon bin and set curbside by 7am (or the night before) on your scheduled collection day.
- o Accepted recyclables include: Plastic #1-#7, newspaper, cardboard, aluminum and tin cans, junk mail, magazines, office paper and school paper.
- o Due to market conditions GLASS will not be accepted.
- o A 65-Gallon recycle cart with wheels is available upon request. To request a cart instead of a bin, please call the City of Loganville at 770-466-1165 or email sanitation@loganville-ga.gov.
- o The recycle bin is inside your trash cart upon delivery.

YARD WASTE SERVICE

- Pick-up is ONCE per week on the same day as your scheduled garbage collection day
- Place yard waste curbside by 7am (or the night before) on your scheduled collection day.
- Small yard waste debris (such as: leaves and grass clippings) must be in brown paper bags.
- A maximum of 10 paper bags per week will be collected. (No mulch/pine straw can be picked up)
- The City will continue to collect larger yard waste with the chipper based on their current schedule. Contact 770-466-0902 for questions about limbs and pile size.

BULK WASTE SERVICE

- Pick-up is ONCE per week on the same day as your scheduled garbage collection day.
- Bulk items are household items that are too large or "bulky" to fit inside of the gray 95-Gallon garbage cart.
- Bulk items include household furniture such as lamps, chairs, and tables.
- A maximum of 2 bulk items per week will be collected.
- Construction debris (such as: carpet/pad, wood, drywall and toilets) or automotive parts will not be collected curbside.

HOLIDAY SCHEDULE

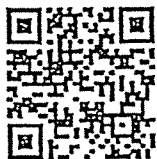
Observed Annual Holidays include:

- ✓ Thanksgiving Day
- ✓ Christmas Day

Service will be delayed by one day the rest of the week if your collection day falls on or after a holiday.

City of Loganville

EMERGENCY NOTIFICATIONS



Download the FREE CodeRED Mobile Alert app to begin receiving CodeRED notifications directly on your smartphone.

Stay Safe CodeRED Weather Warning will alert citizens in the direct path of severe weather.

Alert Types Notifications will be sent out moments after a severe thunderstorm warning, tornado warning or flash flood warning has been issued by the National Weather Service. Only citizens in the immediate impact area will be alerted.

Caller ID You will know the call is from CodeRED Weather Warning when you see the telephone number 800-566-9780. If you would like to hear the last message delivered to your phone, simply dial the number back.

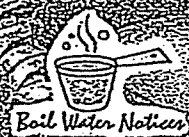
Privacy Your contact information will remain private and will only be used for severe weather alerts. You may also receive alerts in other areas that have CodeRED for community notification.

Register to Get the Call Users must opt-in to receive alerts. Register your landline and mobile telephone numbers below at

Go to www.loganville-ga.gov Click on

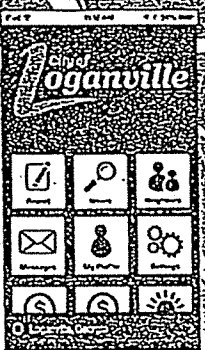
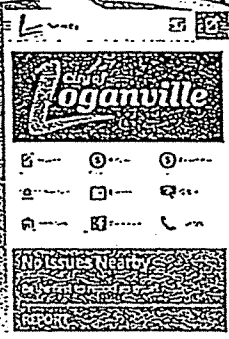
CODERED
weather
WARNING

CODE RED
Keeping citizens informed



ANDROID

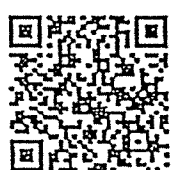
APPLE



Now Available: City of Loganville Re-Released Mobile App

The Loganville Mobile App gives you instant access to city facilities and information. Upcoming events, Bill Payments, Emergency Alerts, and more. All available at your fingertips, 24 hours a day, 7 days a week.

You can also report non-emergency problems to the City of Loganville through the online or mobile reporting platform; From potholes and graffiti to flooding and park maintenance, keep track of continual updates on the job and notifications when the request is completed.

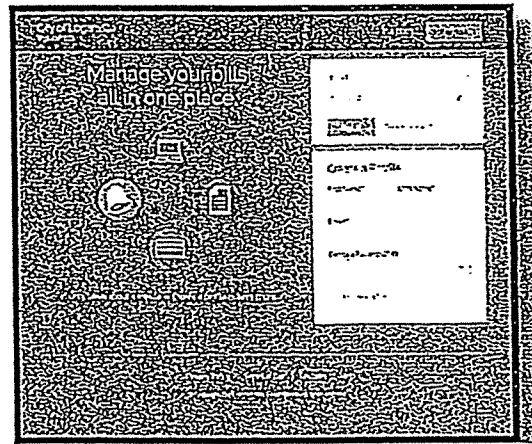


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www.Loganville-Ga.gov

New and improved!

PAY YOUR UTILITY BILL ONLINE!



The city of Loganville has updated the way you pay your bills online! Visit loganville-ga.gov and click on the Pay Utility link on the top left corner or go to loganvillega.mygovhub.com Create a profile today!



4385 Pecan St. • P.O. Box 39 • Loganville
www.loganville-ga.gov • 770-466-1165

CITY OF LOGANVILLE INFORMATION

CITY HALL (770) 466-1165

*CITY MANAGER: DANNY ROBERTS

FIRE DEPARTMENT (770) 554-9693

* CHIEF: CARL MORROW NON-EMERGENCY

PLANNING & DEVELOPMENT (770) 466-2633

*DIRECTOR: TIM PRATER

PUBLIC WORKS (770) 466-0902

*DIRECTOR: JEREMY ARMISTEAD

POLICE DEPARTMENT (770) 466-8087

* CHIEF: MIKE MCHUGH NON-EMERGENCY

WATER QUALITY CONTROL (770) 466-1306

*DIRECTOR: CHRIS YANCEY

WATER DEPARTMENT (770) 466-0911

CODE ENFORCEMENT OFFICER (770) 466-2633

*BRETT PERRI

LOCAL UTILITY NUMBERS

BELLSOUTH 1-888-757-6500 res. 1-866-620-6000 bus.

CITY OF LAWRENCEVILLE (770) 963-2414

GEORGIA POWER 1-888-660-5890

WALTON COUNTY WATER AUTHORITY (770) 466-4887

WALTON EMC

*SNELLVILLE (770) 972-2917

*MONROE (770) 267-2505

GWINNETT COUNTY PUBLIC UTILITIES (678) 376-6800

OTHER USEFUL NUMBERS

LOGANVILLE SENIOR CITIZENS (770) 466-3620

WALTON COUNTY BOARD OF COMMISSIONERS (770) 267-1301

WALTON COUNTY BOARD OF EDUCATION (770) 267-6544

ANIMAL CONTROL (WALTON COUNTY) (770) 267-1322

ANIMAL CONTROL (GWINNETT COUNTY) (770) 339-3200