



GARDEN CITY

GEORGIA

WELCOME!

We are glad that you chose our community for your place of residence. This handout will provide lots of valuable information to help your transition into our community as smooth as possible.

Utility Department Details

The Utility Department's office hours are Monday through Friday 8am until 5pm, except for new service which stops at 4:30pm. Our office can be reached by calling (912) 966-7777 ext. 3, then #1.

Payment Locations

We have several convenient locations for you to make your payment:

- **In office:**
 - We except all major credit cards, money orders & cash
- **Mailed to:**
 - Garden City Hall
Attn: Utility Services
100 Central Avenue
Garden City, GA 31405
- **Two drop box locations:**
 - Behind City Hall, labeled Utilities
 - In front of our Senior Center on Varnedoe Avenue
- **Online:**
 - www.municipalonlinepayments.com/gardencityga
There is a \$1.25 fee to use this service. You will need your account number and last payment amount to register.

Billing Information

The utility bill is a monthly bill, normally sent out around the 19th-25th of the month. **Bills are always due by the 5th** of the following month. Failure to receive a utility bill does not relieve the customer's obligation to pay the utility bill by the due date.

Late Fees

A **late fee of 25%** is applied to the current balance on an account if not paid prior to the 5th of the month. Payment due dates are adjusted when the due date falls on a weekend or City holiday.

Non-Payment Accounts

Unpaid accounts are subject to suspension on the **15th of the month**. Any previous balance listed on your bill must be paid **PRIOR** to the 15th.

Utilities DO NOT have to be disconnected for your account to be in suspension.

In the event of an account suspension any balances due on the account **PLUS** a \$50 suspension fee must be paid **before** services can be restored. No checks will be accepted towards suspended accounts.

Community Information

Be involved in your community! Council meetings are held on the 1st and 3rd Monday for most months. A schedule can be found on our website at www.gardencity-ga.gov.

- **Mayor:** Don Bethune
- **Mayor Pro Tem:** Bruce Campbell
- **Council Members:** Rosetta Bryant Cody, Marcia Daniel, Bessie Kicklighter, Debbie Ruiz & Kim Wexel-Tice

- **Police Department:** (912) 966-7770
- **Fire Department:** (912) 966-7780
- **Recreation Department:** (912) 966-7788
- **Burn Permit:** (912) 748-4924
- **Call before you dig:** (800) 282-7411
- **Board of Education:** (912) 201-5600





WaterFirst

Committed to Caring for Our Water Resources

Tampering or Damaging Equipment

The City of Garden City ask that you use **extreme caution** when doing yard maintenance around the meter box and avoid running over the top of the box with any vehicles or equipment. Meter boxes and equipment are the property of the City and may only be handled by City personnel. Tampering with or damaging any equipment may result in a **criminal charge** with a minimum penalty of \$150 plus personnel cost, and replacement of equipment. **The City of Garden City strictly prohibits tampering with a water meter, fire hydrant, water valve, and/or sewer manhole. Violators will be prosecuted under applicable City laws.**

Stormwater Management

Stormwater runoff is water that flows over yards, streets, buildings, parking lots, and other surfaces when it rains. Stormwater runoff flows into local streams, canals and wetland areas and eventually ends up in the Savannah River, or recharges the local groundwater table. Our stormwater management program must undertake various activities including the cleaning of ditches and other stormwater systems; replacement of aging culverts and drainage structures; and the construction of new culvert and pipe systems. All developed properties in Garden City are charged a stormwater utility fee. Additional information can be found on our website at www.gardencity-ga.gov.

Fire Protection Fees

A fire protection fee is a charge for fire protection and emergency management services provided by the Garden City Fire Department (GCFD) to all properties in the City. The fee ensures that Garden City residents and business owners receive firefighting services at the desired service level and enables the City to work to maintain the ISO rating of 3, while protecting the lives and property of all citizens through emergency response, education and fire prevention. All properties and utility customers located within Garden City are required to pay a fire protection fee. Additional information can be found on our website at www.gardencity-ga.gov.

Closing Account

Customers are **required** to complete a disconnect notification and provide a valid I.D. to close their utility account. Accounts can be disconnected between 8am and 4:30pm.

The customer is held responsible for all utility charges at the premises until such notification is given.

A final reading will be obtained once notification is given and a final bill is issued during the next billing cycle. The **security deposit will be applied to your account balance** when it is closed. Any remaining balance over the final bill will be refunded to the customer. Any remaining charges will be sent to the forwarding address provided. **All final bills not paid within 90 days will be turned over to a collection agency.**

Water Leaks

The account holder is responsible for all water usage that goes through the water meter on the customer side of the water line. Water usage due to customer leaks and/or line breaks represents valid customer usage.

The account holder is responsible for ensuring leaks are repaired and for all utility charges resulting from leaks.

The Utility Department may, upon request and subject to the policy outlined on our website, adjust customer billing for sewer services. **The entire water charge on your bill is your responsibility**, along with any fixed service charges.

You MUST continue making monthly payments and paying off any past due balance on your account

Communicate with the Utilities Department if you are having trouble making your monthly payments.

Water Restrictions

Outdoor water use during non-drought periods, other than activities exempted in Code Section 5-1032(e), shall occur only within the hours of 12:00 midnight to 10:00 a.m. and 4:00 p.m. to 12:00 midnight on the following scheduled days:

- **Scheduled days for odd-numbered addresses:**
Tuesdays, Thursdays and Sundays
- **Scheduled days for even-numbered addresses:**
Mondays, Wednesdays and Saturdays

Outdoor water use schedules during drought periods may differ than listed below. Please check our website for information on outdoor watering during drought periods.