



Application for Residential Utility Service

(912) 287-2900

Fax (912) 287-2946

www.waycrossga.com

Date \_\_\_\_\_

Applicant Name \_\_\_\_\_

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

Mailing Address \_\_\_\_\_

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

Home Phone \_\_\_\_\_ Social Security # \_\_\_\_\_

Current Employer \_\_\_\_\_

Work Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Maiden Name \_\_\_\_\_

Driver's Lic # \_\_\_\_\_ State of Issue \_\_\_\_\_

Date of Birth \_\_\_\_\_

Email Address \_\_\_\_\_

Automatic payment by ACH       Receive statement by email

Emergency contact not residing at the service address:

Name \_\_\_\_\_

Phone \_\_\_\_\_ Relationship \_\_\_\_\_

Have you applied for utility service in the past?  Yes       No

- Own Property – Provide proof of ownership (warranty deed)
- Rent Property – Have landlord complete and sign rental section below

I certify the information provided in this application is true and correct. The City of Waycross is free to investigate and verify any and all information herein and to obtain a credit report in connection with this Application for Residential Utility Service. I also acknowledge that misinformation contained herein, late payment or nonpayment of any portion of a utility bill subjects the service to being discontinued without any notice. Failure to receive a bill does not alter the responsibility to pay the amount due. I have read and understand the Instructions and Information About Your Account.

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

**Rental Section**

The undersigned has entered into a valid rental agreement with the applicant requiring the applicant to pay for utility services. If this form is not returned to the City, I am aware the billing will continue under the current customer's name.

Landlord Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_ Phone \_\_\_\_\_

## **Instructions**

**REQUIRED DOCUMENTATION:** Applicants are required to complete and return this form in person (applicant for service must bring in form). You will also need to provide your Social Security Card and Drivers License or some acceptable picture ID. Property owners need to provide proof of ownership and renters are required to have the landlord complete the rental section on page 1.

**DEPOSIT:** The minimum deposit required for a renter is \$125.00. If you have a delinquent bill with the City of Waycross, your deposit will be \$200.00. You will also be required to pay the delinquent amount. The new service fee is \$15.00. All amounts are payable at the time of application.

**OTHER:** Someone is requested to be present when water services are turned on. Services disconnected for nonpayment will continue to be billed the minimum amounts unless the account is closed.

### **Information About Your Account**

#### **General**

1. City Hall is located at 417 Pendleton Street and the hours of operation are 8:30 am to 5:00 pm Monday through Friday. The mailing address is P O Drawer 99, Waycross, GA 31502-0099.
2. Please include the payment stub with your payment.
3. Payments may be made 24 hours a day by depositing the payment in the DROP BOX located beside City Hall in the parking lot area. These payments are processed each business day at 8:00 am.
4. Visa, MasterCard and Discover payments are only accepted inside City Hall.
5. A late fee of \$10 is added if payment is not received by the due date. Past due accounts are subject to be disconnected without further notice. Payment of a fee of \$35 and the entire past due balance is required to restore service.
6. A fee of \$35 will be charged for any check or automated debit returned for insufficient funds or issued on a closed account.
7. Written authorization is required to close an account. Minimum bills will continue until an account is closed.
8. Please call City Hall prior to filling your pool.

#### **Household Garbage**

1. Roll out containers are to be placed curbside no sooner than 6:00 pm the day prior to collection and returned to the rear or side of the residence no later than 6:00 pm the day after collection.
2. Do not overfill roll out containers. Make sure the lid will properly close. Drain liquids from household garbage and place in plastic bags or other containers prior to placing household garbage in the roll out container. Container overflow and loose garbage is often scattered by the wind.

#### **Yard Trash**

1. Place yard waste (leaves, pine straw, limbs, grass or cuttings from bushes) behind the curb and off the street for collection. Placing yard trash in the gutter blocks storm drains and contributes to street flooding. Limbs should not exceed 4 inches in diameter and not be over four (4) feet in length.
2. Trees that are trimmed or removed will not be picked up by the city. Compensated tree trimmers are responsible for disposing of residue of trees that are trimmed or removed.
3. Other items such as appliances, furniture or white goods shall not be placed on the curb. Customer is required to call for a special pick-up. Failure to call and request special pick-up shall result in a one hundred dollar (\$100.00) fee for disposal without prior notice.

#### **Adjustments**

1. The owner or occupant is responsible for the proper working of plumbing. Adjustments will be made for the sewer charges only for hidden leaks (one that is located under the house, in walls, or in some area not easily detected) or underground leaks (one that is located in the ground or underneath a concrete slab). To obtain an adjustment the leak must be repaired and documentation provided of the repair.
2. Adjustments for leaks and billing errors must be requested within six months of the bill date.