Utility Application Instructions

Attention Utility applicant,

Below are the following documents required to establish utility services with the City of Sylvester. Please be sure to fill out documents completely to ensure timely processing.

- Service Application Agreement with attachments
- Utility services Terms and Conditions (for review/your records only)
- Owners must provide copy of proof of Ownership (i.e., warrant deed, settlement agreement, quit claim deed, Administrator's Deed, or Executor's Deed [which must have actual physical address on document])
- Lease Agreement
    - If renting/leasing this form needs to be completed by the Landlord or property manager
- We will also need a copy of the applicant's/agent's driver's license or state issued picture identification (I.D. cannot be faxed or emailed)
- Utility deposits are required at the time-of-service connection.

For any further assistance please contact us at 229-776-8505

The City of Sylvester looks forward to serving your utility needs

CITY OF Sylvester GEORGIA

RESIDENTIAL SERVICE APPLICATION AGREEMENT

(SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS)

Location Address: _____ Date: _____

Applicant #1 Name: _____ Phone #: _____

Mailing Address (if different): _____

Social Security #: _____ Driver's License #: _____

Email address: _____ Date of Birth: _____

Have you ever had service with the City of Sylvester? Yes _____ No _____

If yes, previous service address: _____

Would you like to receive an E-bill? _____ Yes _____ No

Employers Name & Address: _____

Applicant #2 Name: _____ Phone #: _____

Social Security # _____ Driver's License #: _____

Email address: _____ Date of Birth: _____

Have you ever had service with the City of Sylvester? Yes _____ No _____

If yes, previous service address: _____

Employers Name & Address: _____

Service(s) Requested:

_____ Electricity _____ Water _____ Garbage Pick-up

_____ Natural Gas _____ Sewer

Do you _____ Own or _____ Rent your residence?

Landlord's Name: _____

☐ Owners must provide a copy of proof of ownership (i.e., warranty deed, settlement agreement, quit claim deed, Administrator's Deed, or Executor's Deed [which must have physical address on document]).

☐ Renters must provide a copy of completed legal lease agreement from the property Owners. Applicant's name and signature must be on the lease to establish services in applicants name(s).

I understand that I am responsible for and agree to pay all charges I incur with the City of Sylvester. I understand if my account becomes delinquent, the City of Sylvester has the authority to impose late, collection, court processing, and/or attorney fees, and I will be responsible for payment of these additional fees.

_____ _____

Applicant #1 Signature Date

_____ _____

Applicant #2 Signature Date

Office Use Only

_____ _____

CSR Signature Date

CITY OF Sylvester GEORGIA

CUSTOMER UTILITIES TURN-ON AGREEMENT

_____ Initials I understand and agree that the City of Sylvester will turn on the utilities during my absence. I also understand and agree that I am responsible for turning off the valves and switches to all utilities, including but not limited to, all gas appliances, all water faucets, clothes washer, and all electric power switches before utilities are turned on.

_____ Initials The City of Sylvester will not be responsible for any damage that may be caused as a result of my being absent and/or my failure to turn off valves or switches at the address.

_____ Initials I understand and agree that should there be the need for the City of Sylvester to make a second trip because of any valves or switches being left on/open, I will be subject to a $35 trip charge.

_____ _____

Applicant #1 Signature Date

_____ _____

CSR Signature Date

CITY OF SYLVESTER
UTILITY SERVICES
TERMS AND CONDITIONS

Service Address_____

Customer _____

PAYMENTS
Customers are billed monthly for utility services. Customers will be allowed to pay their utility bill in partial payments each month up to the cut-off date. While partial payments will be accepted, the entire bill must be paid in full by the due date to avoid late fees; the entire bill must be paid in full by the cut-off date to avoid collection, non-payment processing fees and disconnection of services. Furthermore, if the utility bill is not paid by the cut-off date, the account is subject to the City's usual cut-off policy (see section after Disconnection of Utility Services and Non-Payment Processing Fees).

LATE FEES
Late fees will be assessed a charge of $5.00 for all amounts due, when not paid by the due date, for the billing period in which the charges were incurred.

SECURITY DEPOSIT
The City of Sylvester requires a security deposit for all types of service connections. The amount of the required deposit is determined by the currently in-force chart of "Service Deposit Requirements." This chart documents the deposit requirements for residential customers based upon the services they desire and their credit standing. The credit standing is determined when the customer applies for new service or transfers service.

The City will refund security deposits following discontinuance of service. When service is discontinued, the amount of the deposit, without interest, will be credited on the final bill to the customer. The excess, if any, shall be paid to the customer's forwarding address or to the last known mailing address. Deposits on delinquent accounts shall be used to liquidate delinquent utility bills.

TERMINATION OF SERVICE
Utility service may be disconnected by the City of Sylvester for any of the following reasons:

- Customer request
- Emergencies, repairs and maintenance
- Unauthorized use, tampering
- Unsafe conditions
- Non-payment

UTILITY LINES/PIPING/METERING EQUIPMENT

OWNERSHIP

All meters, service lines, poles, transformers, outdoor lights, or other equipment associated with establishing utility service to the Customer premise are the property of the City of Sylvester. Lines and equipment after/beyond/downstream of the utility meter is the property and responsibility of the homeowner. Sewer lines, from the house to the road right of way, are the property and responsibility of the homeowner.

CUSTOMER BURIED GAS PIPES

Any and all gas pipe downstream of the gas meter belongs to you, the gas consumer. The gas consumer is responsible for maintenance and operation of this portion of the fuel line system. The City of Sylvester does not own the gas line beyond the gas meter; therefore, we do not routinely maintain or locate fuel lines. All buried gas piping should be, periodically inspected for leaks and periodically inspected for corrosion (if piping is metallic). If any of unsafe condition is discovered, the piping should be repaired, replaced or shut off immediately. Commercial plumbers and/or heating contractors may be contacted if and when gas fuel lines need attention. Buried gas piping should be located and marked in advance before any excavating is performed near the pipe. Excavating near the buried gas pipes should be done by hand.

DIGGING OR EXCAVATION ALONG RIGHT-OF-WAY AND AROUND UTILITY LINES

The Customer will take reasonable precautions to protect the City's utility property/equipment. Before doing any excavations or major outside construction, they will call the Utilities Protection Center (phone 811). Excavating near underground utilities should be done by hand. The City of Sylvester reserves the right to charge for necessary repairs or replacement of utility property/equipment damaged or loss due to negligence.

TAMPERING

Unauthorized use, misuse, or tampering will result in disconnection of service immediately. The offender may be subject to prosecution. Estimates of usage and damage shall be billed.

Flagrant unauthorized use or tampering may also result in the removal of utility service lines and measuring device from the premises. Reconnection would be subject to all back payments, damages, penalties, and reconnect fees.

Customer Signature_____ Date_____

Disconnection will occur at the measuring device by means of valves, insulating boots, locks and/or the removal of the measuring device to terminate the service to the premise.

Non-Payment Customers are subject to disconnection of service for any of the following reasons:

- Failure to pay or make deferred payment arrangements acceptable to the City
- Failure to comply with deferred payment arrangement
- Failure to pay required initial deposit
- Failure to pay as a result of returned check/insufficient funds or third-party arrangements.

Every attempt will be made to work with the customer to avoid service disconnection.

Only the customer whose name appears on the service application can change/terminate the service. Changes or discontinuance of service may be submitted in writing via customer service or by phone. When making a request by phone, the customer must provide the account number and last 4 digits of the social security number to help verify their identity. In the event the customer is no longer available, an affidavit from the landlord can be used to terminate service.

Any customer moving from the City service territory must notify the City at least one day in advance of the date they wish services to be disconnected or no later than 2:00 p.m. on the same day they would like services disconnected. **No disconnects will be made on the weekends or holidays.**

After the disconnection, the City will render a final usage bill based upon the readings at the time of disconnection. Note that timing of the normal billing for the location may mean that you will receive two more bills due and payable to the City after the disconnection date.

Any customer requesting the City to disconnect services will be required to provide a forwarding address and telephone number.

Failure to notify the City to discontinue service when you vacate the property will result in continued utility service, and bills. You will be responsible for all charges incurred until the services are ordered off.

REASONABLE ACCESS

The Customer agrees to provide safe, unobstructed access at all times to all utility lines, equipment and meters on the property. Structures or equipment may not be placed over utility lines, equipment and meters. Shrubs, bushes and/or undergrowth will be kept clear of underground utility lines, equipment and meters and precautions will be taken not to plant shrubs or trees that will eventually interfere with overhead lines. Debris or rubbish will be kept clear of utility lines, equipment and meters. Pets should be fenced/restrained a safe distance from meters.

Important Information

Calling in the office:

When calling in the office please be prepared to provide that last for of your SS# or the account number for account verification. If you cannot provide either of the two you will not be able to obtain any account information.

Extensions:

Extensions are only done on Mondays. If you need an extension you will need to call or visit our office on the Monday before cut off dated from the robo call you will receive at the phone number you provided on the account. If your extension is not signed it will not be valid and you will still be disconnected. You may give the supervisor permission to sign the and it will be validated.

Off for non-payment:

If you have not gotten an extension the Monday before cut off, your account will be cut off for non-payment on that following Tuesday. Once you have been off for a week and have not paid you will be disconnected out of our system to prevent further billing. This will leave your account at risk to have the deposits billed back to the account. If your deposits bill back and you see that you are ready to be reconnected you will need to be prepared to pay the deposits, past due balance, and the reconnect fee to be reconnected.

Transfers:

Transfers are $30, however if you have an outstanding balance, that balance will need to be paid before lights can be transferred. If there is a bill that is current at the address you are transferring from it will need to be paid by the due date and the final bill from the address will also need to be paid by the due date to prevent being cut off at your new address.

Inspections:

If the address you are moving to has been off longer than 6 months you will need to get an inspection done with building and zoning at 108 N Main St before any services can be connect at that address.

Disconnects

If you are transferring to another address and you currently have services at an address with the City of Sylvester, please inform the customer service representative that is assisting you with your new services that you would like to disconnect that address and what date you would like for it to be disconnected on. It is your responsibility to make sure that your previous address is disconnected in a timely manner, so that you are not billed for an address that you are no longer residing at!!

THIS IS IMPERATIVE!!!

Sec. 94-6. - Deposits.

(a) Deposits for electric, gas and water service will be set by majority vote of the city council from time to time.

(b) The city shall not waive the deposit requirement.

(c) Deposits will be applied against amounts owed by a customer on the customer's final bill. However, deposits may be so applied earlier than service termination or the final bill if the customer has paid on time and has incurred no late charges or cut-offs for a period of at least 24 consecutive months.

(Ord. No. 2015-07-A, § 1, 10-19-2015)

Editor's note— Ord. No. 2015-07-A, § 1, adopted Oct. 19, 2015, repealed the former § 94-6 and enacted a new section as set out herein. The former § 94-6 pertained to similar subject matter and derived from Code 1965, § 22-8; Ord. No. 2001-9, adopted June 18, 2001; and Ord. No. 2004-13, § 1, adopted July 19, 2004.

Sec. 94-7. - Reconnection charge after cutoff for nonpayment of charges.

The charge for reconnection after cutoff for nonpayment of a utility account shall be set by the city council from time to time.

(Code 1965, § 22-8; Ord. No. 2001-10, 6-18-2001)

Sec. 94-8. - Meter tampering charges.

Meter tampering charges will be set by the city council from time to time and provide for a first and second offense penalty.

(Ord. No. 2001-10, 6-18-2001)

Sec. 94-9. - Utility payment extensions.

(a) *Payment extension request.* Customers may receive two extensions for payment during each calendar year. Each payment extension request is to be filed, in person, by the customer on a form available at the office of the city clerk. Each payment extension request must be filed at the office of the city clerk no later than the payment due date.

(b) *Failure to submit payment.* Utility extensions shall be payable no later than 14 calendar days after the due date. At that time, the customer shall be required to submit payment, in full, for all outstanding payment balances. Failure to submit payment, in full, will result in disconnection of utility services.

(Ord. No. 2004-13, § 1, 7-19-2004)

Sec. 94-10. - Temporary utility service.

Temporary electric and/or water service shall be made available for the purposes of new construction, remodeling, and/or premise clean-up. Each temporary utility service request is to be filed, in person, by the owner, agent or contractor for the owner on a form available at the office of the city clerk. Temporary utility service charges are due and payable at the time of the request. Temporary service charges shall be set by resolution of the city council.

(Ord. No. 2004-13, § 1, 7-19-2004)

Sec. 94-14. - Tampering prohibited.

(a) The following acts are declared to be unlawful:

(1) Tampering with or altering any utility or any line, wire, pipe or other devices or other instrumentality used in connection with the operation of the utility system of the City of Sylvester;

(2) Tampering with, resetting or otherwise interfering with any entering device used in the operation of the utility system of the City of Sylvester whether such device is owned by the City of Sylvester, the customer or otherwise, so as to cause it to run backward or to fail to operate or to register incorrectly;

(3) Performing any act or using any means, method, device or contrivance which bypasses a metering device, metering instrument or other instrument used to measure consumption of utilities, or which otherwise prevents such device from accurately recording the consumption of the utility, regardless of whether such device is owned by the City of Sylvester, the customer or otherwise;

(4) Placing upon the lines, conductors, pipes or other instrumentalities conveying utilities, regardless of whether same are owned by the City of Sylvester, the customer or otherwise, any device or instrument by means of which the utility is made available without being measured or recorded;

(5) Any unauthorized use of a metering device or a conducting facility so as to obtain utilities without paying therefor.

(b) Any person who performs any of the acts enumerated in this section, or who conspires to do or procures or causes to be done to be done any of such acts, or who uses or consumes any utility furnished by the City of Sylvester with knowledge that any of the acts have been done and that such use is not properly and accurately recorded, shall, upon conviction thereof, be punished as provided in section 1-8.

(Ord. No. 2008-08, § 1, 5-19-2008)

NOTICE!!! **NOTICE!!!** **NOTICE!!!**

CUSTOMER NOTIFICATION REGARDING CUSTOMER OWNED GAS LINES

If you are a natural gas customer of the City of Sylvester please read the following notification.

IMPORTANT NOTICE TO OUR CUSTOMERS

Federal Regulation 192.16 requires that we notify you to exercise diligence regarding underground or buried gas piping. Buried pipe may be subject to leakage and/or corrosion (corrosion may occur on metallic pipe) and could potentially be subject to hazards if not maintained.

Remember that any and all gas pipe downstream (house side) of the gas meter belongs to you, the gas consumer, and the gas consumer is responsible for maintenance and operation of this portion of the fuel line system. We do not own the gas line beyond the gas meter; therefore, we do not routinely maintain or locate fuel lines. Commercial plumbers and/or heating contractors may be contacted if and when gas fuel lines need attention.

Buried gas piping should be—

- Periodically inspected for leaks:
- Periodically inspected for corrosion if piping is metallic:
- Repaired if any condition is discovered, or if the flow of gas should be shut off, and
- When excavation is performed or is about to be performed near the buried gas piping, the piping should be located and marked in advance, and any excavating performed near the pipe should be done by hand.

This is a ***NOTICE*** only. If you have questions or comments regarding this correspondence, please contact a gas system representative at our business office at: ***229-776-8508***

Thank you for allowing us to serve you.

Signature_____Date_____

EXCESS FLOW VALVE NOTICE

City of Sylvester

Excess Flow Valves (EFVs) are mechanical shut-off devices that can be installed in the natural gas pipe running to the gas meter at your property (the "service line"). An EFV is designed to shut off most of the flow of natural gas automatically if the service line breaks, for example, due to an excavation accident. Stopping the flow of gas from a broken service line significantly reduces the risk of natural gas fire, explosion, personal injury and/or property damage.

You may request that the **City of Sylvester** install an excess flow valve on the service line to your property.

If you notify us that you want an EFV we will contact you to discuss your specific situation and the cost of the installation and maintenance. EFVs cannot be installed on some service lines due to high gas flow, low pressure or other factors. *EFVs are not designed to close if a leak occurs beyond the gas meter (on house piping or appliances). EFVs also may not close if the leak on the service line is small. And, if you add additional gas appliances, for example, a pool heater, emergency generator, etc., the additional gas flow may cause the EFV to close.* If you request an EFV we will inform you if your service line cannot accommodate an EFV.

If you notify us that you want an EFV we will contact you to discuss your specific situation and the cost of installation and maintenance. *EFVs cannot be installed on your service lines if:*

- *The service line does not operate at a pressure of 10 psig or greater throughout the year;*
- *The EFV could interfere with proper operation or cause loss of service;*
- *An EFV could interfere with necessary operation or maintenance activities; or*
- *The capacity of the meter on the service line exceeds 1,000 cubic feet per hour*

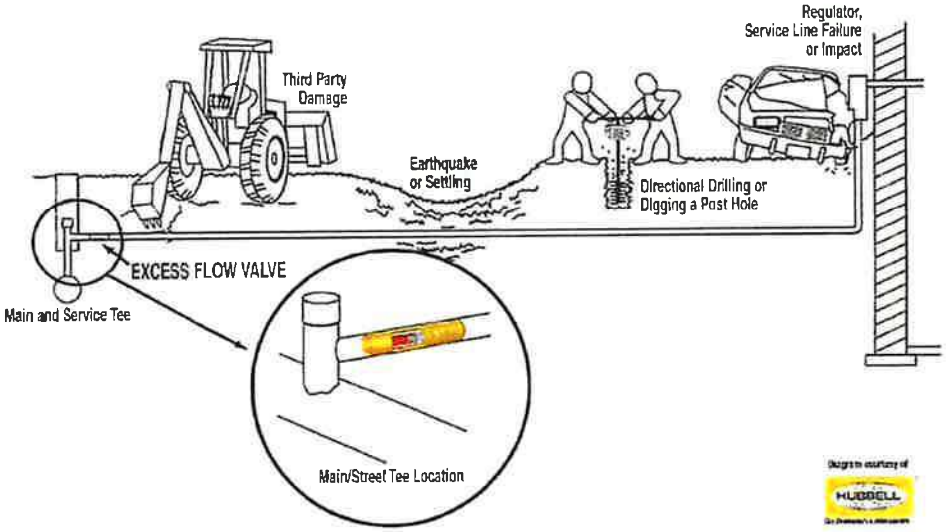
If you request an EFV we will inform you if your service line cannot accommodate an EFV.

If an EFV can be installed on your service line and you choose to have this done, we will set up a mutually agreeable date when we will install an EFV on your service line. You will be billed $500-$1000 (according to the location installed) to cover the cost of installing the EFV.

If it becomes necessary to maintain or replace the EFV on your service line we will maintain or replace the EFV at no charge to you.

EFV replacement may be necessary if you add additional gas appliances, such as a pool heater or emergency generator that exceeds the capacity of the EFV. EFV replacement may also be necessary if the EFV malfunctions (sticks open or closed). Industry experience is that EFVs rarely malfunction. This will result in an additional charge that would be figured at the time of installation.

Optional Diagram:



Signature_____ Date_____