

Your statement has a **NEW LOOK**

We have improved the layout. Your statement is easier to read and understand, so you know what's due on your account and when.

UTILITIES STATEMENT
Office Location: 400 East Main Street Hogansville, GA 30230 • Office Hours: 8 am - 5 pm, Mon - Fri (Except Holidays)
Phone: 706-637-8629 • Email: angella.lynn@cityofhogansville.org • After Hour Emergencies: 706-637-6648

ACCOUNT SUMMARY	
CUSTOMER NAME:	SAMPLE, JOE
ACCOUNT NUMBER:	123
SERVICE ADDRESS:	10 MAIN STREET
SERVICE PERIOD:	01/05/2019 - 02/06/2019
BILLING DATE:	02/25/2019
PAST DUE BALANCE	\$0.00
CURRENT CHARGES	\$255.16
TOTAL AMOUNT DUE	\$255.16
DUE DATE	03/11/2019
AMOUNT DUE IF PAID AFTER 5:00 PM 03/11/2019	\$280.67

WATER SERVICES

	CURRENT	PRIOR	USAGE	CHARGE
WATER RESIDENTIAL	4935.0	4935.0	0.0 Kgal	\$9.50
WATER FRANCHISE FEE				\$0.45
SANITARY SEWER RESIDENTIAL				\$18.00
SEWER FRANCHISE FEE				\$0.90

GAS SERVICES

	CURRENT	PRIOR	USAGE	CHARGE
NATURAL GAS RESIDENTIAL	9455.0	9347.0	108.0 cuft.	\$142.57
GAS FRANCHISE FEE				\$7.13
TROUP COUNTY SALES TAX				\$9.98

ELECTRIC SERVICES

	CURRENT	PRIOR	USAGE	CHARGE
ELECTRICAL RESIDENTIAL	68997.0	68723.0	274.0 kWh	\$54.73
ECCR				\$1.71
ELECTRIC FRANCHISE FEE				\$1.84
TROUP COUNTY SALES TAX				\$3.22

OTHER SERVICES

	CHARGE
GARBAGE PICK UP RESIDENTIAL	\$15.50

TOTAL CURRENT CHARGES \$255.16

NEWS AND NOTES FROM THE CITY

Welcome to your **NEW** Utility Billing Statement! City staff have been working for the last several months to create a billing statement easier to read and give you more information regarding your utility usage. An enclosed insert is provided to help you understand all of the content. If you still have questions after reviewing, please call the Utility Billing Department at 706-637-8629 or email cityhall@cityofhogansville.org.

PAYMENT COUPON: Please detach and return bottom portion if paying by mail.

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Please do not send cash. We are not responsible for lost cash sent through the mail or left in the drop box. **Make Checks payable to: City of Hogansville.**

CITY OF HOGANSVILLE
400 EAST MAIN STREET
HOGANSVILLE GA 30230

Has your address changed? Yes, check box and complete form on back of this statement.

ACCOUNT SUMMARY:

Quickly find your amount due and due date with a breakdown of past due and new charges.

SERVICE DETAILS:

Usage by service type with a breakdown of current and prior usage, charges and usage graphs for comparison.

NEWS AND NOTES:

Find important messages located in the "News and Notes" box. Stay informed with the latest city events and customer information for making online payments, finding assistance, etc.

PAYMENT COUPON:

The tear off return payment coupon has been designed to help process your payments quickly and accurately. Notify us of any changes in your billing address. Please ensure the address is showing correctly thru the envelope window.

BACK OF STATEMENT:

The back of the statement provides useful information, 811, Call Before You Dig info and more:

- Contact information
- 5 Convenient ways to pay your balance
- Payment and Disconnect Policy
- Account information changes

City of Hogansville Georgia Utilities
Office Location: 400 East Main St., Hogansville, GA 30230 • Office Hours: 8:00 am - 5:00 pm, Monday - Friday (except holidays)
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CONVENIENT WAYS TO PAY.

- By Mail:** Please make checks payable to the City of Hogansville, 400 East Main St., Hogansville, GA 30230.
- Online:** Go to www.hogansville.org or hogansvillepay.com. Available 24/7. Pay by debit or Discover, MasterCard & Visa credit cards (convenience fee applies). You will need your customer number and number portion of your address.
- Via Phone:** Call 855-907-1337. You will need your customer number and number portion of your address. Available 24/7. Pay by debit or Discover, MasterCard & Visa credit cards (convenience fee applies).
- Drop Box:** After-hour, bills may be dropped off in the night deposit box. Please do not deposit cash in the drop box. The City of Hogansville, Georgia is not responsible for any lost cash payments made to the night deposit box.

CALL 811 BEFORE YOU DEMOLISH, TRENCH, DRILL, OR BLAST.
It's Free and May Prevent Costly Damage or Personal Injury.

UNREPAIRED WATER LEAKS CAN RESULT IN LARGE AMOUNTS OF WATER LOSS.

Dripping Faucet	@ 1/2 GPM = 30,000 Gallons/month	1 Bath	= 42 Gallons
Leaking Toilet	@ 1/2 GPM = 30,000 Gallons/month	1 Shower	= 37 Gallons
Flow Irrigation	@ 1 GPM = 60,000 Gallons/month	Wash Load of Dishes	= 48 Gallons
Watering Garden	@ 30 GPM = 90,000 Gallons/month	Flush Toilet	= 3 Gallons
Unattended Shower (5 night)	@ 30 GPM = 5,400 Gallons		
Broken Shower Line (3 month)	@ 15 GPM = 648,000 Gallons		

GAS PUBLIC AWARENESS TIPS:

1. Natural gas is odorless. A rotten egg smell is added to alert you of a leak.
2. Be sure to keep all natural gas appliances clean.
3. Have your gas water heater, furnace, and flue inspected periodically.
4. If you see smell gas, contact City Hall at 706-637-8629, after hours 706-637-6648.
5. Never store or use flammables near gas appliances.
6. Check the flame on your gas range. It should be blue.
7. Never use the kitchen range as a space heater.

PAYMENT AND DISCONNECTION POLICY

- **Late Payment / Adjustment Charges:** Accounts become delinquent on the 30th of the month after the original billing date and are subject to disconnection. A late (10%) payment late fee is charged on balances not paid by the Due Date.
- **New Pay Collection Fee / Service Disconnection:** Balances not paid within 15 days of the late payment date are delinquent and subject to disconnection without further notice. Services may be disconnected for "Reason of Non Payment." Once disconnected, services will not be reconnected until all of the past due balances, as well as the delinquency fees are paid in full. A \$30 reconnection fee is applicable to all disconnected services.
- **Refundable Payments:** Checks, E Checks or Credit Cards which are returned to the City will result in a charge of \$30.00 or 5% in accordance with State Law. All other Service Fees / Disconnection of Service Charges may also apply to the account, if payment is not honored by the bank.
- **After Hours Emergency:** After hours are Monday thru Friday after 5:00 PM, weekends and including holidays. After hours emergencies which require a service call to your home will result in a \$35.00 Service Charge. After hours emergency number is 706-637-6648.
- **Failure to receive a utility bill does not release customer of obligation to pay bill by due date.**

YES, I HAVE ACCOUNT INFORMATION CHANGES: Please indicate any changes in your account information below.

ADDRESS: _____ CITY: _____ STATE: _____ ZIP CODE: _____
 TOTAL PAYMENT NUMBER: _____ WATER PAYMENT NUMBER: _____ PHONE: _____



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