

*** * * IMPORTANT INFORMATION – PLEASE READ * * ***

To All City of Vidalia Water Customers,

The City of Vidalia, in an effort to produce sufficient funding to maintain and operate the water/sewer system as needed, will have a water and sewer rate increase with the July billing, August collection (month the bill is due, i.e., August 20th)

The new rates are as follows:

WATER RATES INSIDE THE CITY LIMITS

<u>Meter Size</u>	<u>Old Rate</u>	<u>New Rate</u>
All sizes	\$9.00	\$11.25
Irrigation Meter	\$6.50	\$11.25

SEWER RATES INSIDE THE CITY LIMITS

<u>Meter Size</u>	<u>Old Rate</u>	<u>New Rate</u>
All sizes	\$9.00	\$11.25

NOTE: The rates listed above include usage of up to 2,000 gallons

NOTE: No changes to those Customers living outside the city limits.

Charges per thousand over the above base usage of 2,000 gallons will be:

INCREASING TIER PRICING:	CURRENT WATER RATE	NEW WATER RATE	CURRENT SEWER RATE	NEW SEWER RATE
0 - 2,000 GALLONS	INCLUDED IN FLAT RATE	INCLUDED IN FLAT RATE	INCLUDED IN FLAT RATE	INCLUDED IN FLAT RATE
2,001 - 5,000 GALLONS	\$1.66 / THS	\$1.75 / THS	\$1.66 / THS	\$1.75 / THS
5,001 - 10,000 GALLONS	\$1.66 / THS	\$2.00 / THS	\$1.66 / THS	\$2.00 / THS
> 10,000 – 1,000,000 GALLONS	\$1.93 – 2.48 / THS	\$2.25 / THS	\$1.93 – 2.48 / THS	\$2.25 / THS
> 1,000,000 GALLONS	\$2.48 / THS	\$2.50 / THS	\$2.48 / THS	\$2.50 / THS

Please note other changes to our water connection / disconnection policy **EFFECTIVE AUGUST 1ST**:

- The deposit for a **NEW Commercial** account or Commercial account **disconnected for non-payment** will be 2-1/2 times the normal usage amount plus amount of garbage container (if other than the curbside poly cart).
- The deposit for a **NEW Residential** account or Residential account **disconnected for non-payment** will be \$100 or \$150 (if has yard meter).
- If Commercial or Residential account is disconnected for non-payment, they are required to bring the deposit up to the current deposit amount as specified above. If already at the current required amount, an additional \$50 deposit will be required on the account **each** time disconnected.
- For any Residential / Commercial account that is/was closed but **leaves/left a balance owed**, a deposit of two (2) times the normal amount as specified above plus payment of all outstanding balances are required to start service.
- The date of service disconnection for non-payment will be in the **same month that the bill is due**, but no earlier than the 25th of the month.
- To determine if an account will be disconnected for non-payment, the following will apply: If the account is in good standing (has not been late in the previous 5 months), the account will not be disconnected; However, both that month and the next month’s bill will be due by due date of the next bill; An account can have a payment arrangement for a date in the current month **ONCE every 6 months** but **MUST** pay late fee (no penalty will be added). If arrangement is broken, service will be disconnected immediately and the \$50 penalty will be applied. Full balance will be required before reconnection.
- A tampering fee will be assessed **for reconnection of service by customer if service was disconnected for non-payment**. \$100 first offense; \$200 second offense; and customer will be charged for any damages to the meter, meter box, curb stop or lock. Anyone who tampers will be disconnected and full balance is required for reconnection. If pulling the meter is required to prevent tampering, labor to pull and reinstall the meter will apply.
- Returned check fee will increase from \$25 to \$35.
- No reconnection of services **AFTER HOURS** unless due to error of missed reconnection (**MUST** provide proof of payment).
- We will no longer mail “Late Fee Notices”; The City offers text and email reminders through TextMyGov (Text VIDALIAGENERAL to 91896 to sign-up) and through our billing system if you provide your email address to City Hall.

As a reminder, we do offer draft payment from your checking account at **NO COST** with the draft date being no earlier than the 20th of each month. You can also sign-up for online bill pay at www.vidaliaga.gov. The City will continue to mail all customers a paper bill each month. However, non-receipt of the bill does not exclude you from your responsibility to pay by the due date of the 20th.

For any additional information, contact City Hall at 912-537-7661.