

CITY OF COWETA

NEW CUSTOMER NOTICE

We welcome you as a customer of the Coweta Public Works Authority and would like to acquaint you with some of the policies and procedures of the Utility Department.

1. Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

Business office phone number: 486-2189

After hours: follow instructions on the telephone recording.

2. Utility bills are mailed on the last working day of each month and are payable on or before the 15th of the following month.
3. Utility bills may be paid at City Hall (108 N. Broadway) during normal business hours or a night depository is located next to the front door of City Hall. Utility bills may be paid at either of the local banks until 2:00 p.m. by the 15th of the month. Utility bills may be paid by bank draft, cash, check, money order, or credit card (Visa/MasterCard). If the 15th falls over the weekend, we apply all payments from the night depository and Saturday's mail, and then the late fees are added to the accounts that have a balance.
4. Failure to receive a utility bill through the mail is not a valid reason for non-payment. If you have not received your utility bill by the 5th of the month, contact the Utility Department.
5. Charges for water and sewer are based on usage at rates approved by the City Council. However, you will be charged at least a minimum bill each month for water, sewer, trash and ambulance until the account has been finalized.
6. Accounts not paid by the 15th will be assessed a penalty on the 16th in the amount of 10% of the entire bill (with a \$2.00 minimum) and are subject to disconnection of service on the 20th.
7. If service is disconnected for non-payment, the following charges are applicable:
(IF SERVICE IS DISCONNECTED FOR NON-PAYMENT YOU HAVE UNTIL 3:30 p.m. TO PAY BILL & GET SERVICE RECONNECTED THAT SAME DAY)
(AFTER 3:30 p.m. SEE, e. AFTER HOUR RECONNECT)
 - a. \$10.00 Default Payment Fee (if bill is not paid before the 20th).
 - b. \$25.00 Reconnect/Disconnect Fee
 - c. \$25.00 Pulled or Locked Meter Fee (meter will be pulled or locked if two months past due or if there is evidence of tampering).
 - d. \$100.00 Tampering Fee (any way tampering with meter or lock)
 - e. \$25.00 After Hour Reconnect (if you request your meter to be turned on after normal business hours).
8. A \$25.00 Transfer fee will be charged when moving to another residence in city limits.
9. A \$23.00 service charge will be added to all returned checks.
10. Residential trash should be bagged and set at the curb by 7:00 a.m. on your normal day of service. (No more than 24 hours before) Trash is picked up in areas East of Broadway on Monday and Thursday and West of Broadway on Tuesday and Friday, unless it falls on a holiday. There is a 10 bag limit of trash per pickup day.