

Blue Ridge Water Customer Information

1) Office hours are Monday - Friday 8:30 - 5:00. Phone #706-632-2091

You may visit our website www.cityofblueridgega.gov for information or to pay your bill online. Utility bills may also be paid at United Community Bank in Blue Ridge. We have a night drop box located in our drive thru area for after hours payments. We offer automatic bank draft for anyone who does not want to worry about late fees or missed payments. After hours emergency service 706-455-0768.

- 2) **DO NOT COVER METER BOXES!!!** This could delay us in the event of an emergency and we may not be responsible for any damages caused by the delay if the meter box is covered, the city will remove any covering.
- 3) Disconnection starts the first business day of every month for the bill still outstanding from the month before. Once the disconnect list is created you will be charged a fee for being on the list. If you have been disconnected you must pay your bill plus the associated fees in order to be turned back on. You will be turned back on by 5:00 pm. If you are not in the office to pay before 4:00, you cannot get reconnected that day without paying the after hours service fee.
- 4) If you attempt to turn our meter on the tampering fee is a minimum of \$100.
- 5) It is your responsibility to notify us in writing when you need services cancelled or account information updated. You may do this in the office, by mail, or visit our website.
- 6) Any water that goes through the customer's meter is the responsibility of the customer, even if it is unintended water usage. If for some reason you think your bill may not be correct please check your usage first. If your usage is higher than normal, you will need to check out a few things:
- Check all faucets for drips; listen carefully to your toilets to see if you have one running. A running toilet can run up 30,000 gallons in usage in a month. Please continually take notice if toilets do not flush or stop running as they should. You will need to get that fixed. Check your hot water heater.
 - If you know where your meter is you can check it yourself by getting a reading, then waiting at least 2 hours without using any water in your home, then get a second reading. If the reading goes up then you have a leak. You will need to get someone familiar with plumbing to help you.
 - If you need assistance from us there will be a \$25 service charge for our meter reader to come out, however he does not locate the leak for you. He will only verify if he believes that you have a leak or not. If for some reason he has misread the meter, there will not be a service charge.
- 7) We recommend but do not require that customers have a pressure regulator installed on their line. This is not a service provided by the City.
- 8) **RADIO TRANSMITTERS FOR METERS MAY BE INSTALLED ON TOP OF YOUR METER BOX. DO NOT COVER THE BOX OR THE TRANSMITTER. PLEASE BE CAREFUL WHEN YOU MOW OR WEDEAT. THE CITY WILL REPLACE ONE DAMAGED TRANSMITTER FOR FREE BUT AFTER THAT IT WILL BE CHARGED TO THE CUSTOMER.**
- 9) We recommend but do not require customers to be on location when water is turned on. The City is not liable for any damage due to faucets left on or breaks in water lines.

*fees are subject to change

Printed Name

Signature