

## POLICIES

**NEW SERVICE** – Parties interested in new service must complete a service application and submit account establishment fee and deposit at City Hall between 8 AM – 4:45 PM, Monday through Friday. An account establishment fee of **\$25.00** shall be required for all new connections, hook-ups, and transfers. A deposit of **\$250.00** will be charged for all residential accounts where the property is occupied by someone other than the property owner. A deposit of two times the average previous bill for the account will be charged for all commercial accounts.

**DISCONTINUE SERVICE** - When you are discontinuing service or making a change, please submit your request in writing including account number, name, and address. Customer must also provide a forwarding address for final billing information and deposit refund. Final bill will be deducted from deposit and remainder will be refunded upon notice of forwarding address.

**DELINQUENT UTILITY BILLS** - A penalty of **10%** or a minimum of **\$2.00** will be added each month to any bill that has not been paid by the 10<sup>th</sup> of each month. Discontinuation of service and a penalty of **\$75.00** will be added to any bill that has not been paid by the 20<sup>th</sup> of each month. If the 10<sup>th</sup> or 20<sup>th</sup> falls on a day that City Hall will not be open for business, the penalty deadline will be extended to the next working day.

**METER TAMPERING** - A fee of **\$100.00** will be charged if the meter has been tampered with in any way by the customer.

**SENIOR CITIZEN DISCOUNT** - Upon proper application, a discount will be given of \$15.00 monthly to be applied to the base fee for accounts in which the head of the household is 65 years of age or older. Applicant must also verify through their latest tax return that total household income is less than \$20,650 annually.

## WATER BASE RATES

A base fee for water service will be charged monthly. \*

Residential Customers	
3/4 inch meter	\$22.79
1 inch meter	\$35.64
1.5 inch meter	\$51.41
2 inch meter	\$96.98
Non-Residential Customers	
3/4 inch meter	\$23.70
1 inch meter	\$37.08
1.5 inch meter	\$53.47
2 inch meter	\$100.86
3 inch meter	\$121.52

## WATER USAGE RATES

Residential Customers	
1 – 5,000 gallons	\$7.37 (per 1,000 gal)
5,001 -12,000 gallons	\$9.86 (per 1,000 gal)
12,001 gallons & over	\$14.75 (per 1,000 gal)
Commercial (3/4 inch meter) Customers	
1 – 8,000 gallons	\$7.68 (per 1,000 gal)
8,001 -50,000 gallons	\$8.96 (per 1,000 gal)
50,001 gallons & over	\$10.25 (per 1,000 gal)
Institutional (3/4 inch meter) Customers	
1 – 12,000 gallons	\$8.26 (per 1,000 gal)
12,001 -50,000 gallons	\$9.64 (per 1,000 gal)
50,001 gallons & over	\$11.04 (per 1,000 gal)

## WATER TAPPING FEES\*\*

*Including Meter and Backflow Valve*

3/4 inch meter	\$4,780
1 inch meter	\$10,984
1.5 inch meter	\$21,961
2 inch meter	\$35,139
3 inch meter	\$65,889
4 inch meter	\$109,817

## SEWER BASE RATES

A base fee for water service will be charged monthly.\*

Residential Customers	
3/4 inch meter	\$14.02
1 inch meter	\$26.77
1.5 inch meter	\$39.50
2 inch meter	\$73.98
Non-Residential Customers	
3/4 inch meter	\$14.58
1 inch meter	\$27.84
1.5 inch meter	\$41.08
2 inch meter	\$76.94
3 inch meter	\$104.76

## SEWER USAGE RATES

Residential Customers	
\$7.65 per 1,000 gallons of water use	
Non-Residential Customers	
\$7.97 per 1,000 gallons of water use	

## SEWER GRINDER PUMP FEES

Monthly charge for each pump	\$17.16
Single grinder pump	\$ 5,197.00
Duplex grinder pump	\$11,088.00
Riser fee	\$385.00

## SEWER TAPPING FEES\*\*

*Based on water meter size*

3/4 inch meter	\$5,975.00
1 inch meter	\$9,960.00
1.5 inch meter	\$19,915.00
2 inch meter	\$31,865.00
3 inch meter	\$59,750.00
4 inch meter	\$99,985.00

**\* All customers will be required to pay the minimum water & sewer fees stated above whether the meter is active or not. Customers can choose to have the meter removed and will be charged \$125.00 for reinstallation.**

**\*\* All water or sewer taps that require to bore under the road will be charged an additional \$4,000.00.**

## SANITATION RATES MONTHLY

### Residential Customers

All households will be charged **\$26.62 per month for each garbage can** picked up weekly. Additional stickers for each garbage can will be \$26.62 per month. Stickers will be placed on all residential cans. All households will be charged a **recycling collection fee of \$4.50 per month**. All single-family residential units will pay a mandatory minimum garbage and recycling collection fee of \$31.12 per month. All other residential units will also pay a minimum garbage and recycling collection fee of \$31.12 per month unless served by dumpster service. Rates for non-taxpaying entities not requiring dumpster service will be \$35.09 per month per can.

### Non-Residential Customers

Please call City Hall to determine applicable sanitation rates.

## PAYMENT PROCEDURES

### BY MAIL:

City of Dahlonega  
465 Riley Road  
Dahlonega, GA 30533

ONLINE: [www.secureutilities.com](http://www.secureutilities.com)

**BANK DRAFT:** Please call the office or log onto the website [www.dahlonega-ga.gov](http://www.dahlonega-ga.gov) (Residents, Water & Sewer Services) to access the bank draft request form.

**IN PERSON:** Payments can be made in person at City Hall, 8 AM – 5 PM, Monday through Friday.

**NIGHT DEPOSIT BOX:** When the office is closed, your payment plus the remittance section of the bill may be dropped in the Night Deposit Box located in front of the building.

**This is a summary document and does not describe or contain all aspects of the City's water and sewer systems or sanitation program and related fees.**

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**FOR INFORMATION ONLY**  
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### *Rates Subject to Change*

*For further information,  
please see the City's water  
and sewer ordinance and  
sanitation ordinance  
available online at*

*[www.dahlonega-ga.gov](http://www.dahlonega-ga.gov).*

*The most current versions  
may be requested and  
obtained at City Hall.*

# UTILITY RATES AND POLICIES

EFFECTIVE DATE OCTOBER 1, 2018



## City of Dahlonega

465 Riley Road  
Dahlonega, GA 30533

706-864-6133 or 706-864-2478  
[www.dahlonega-ga.gov](http://www.dahlonega-ga.gov)

Office Hours:  
8 AM – 5 PM  
Monday - Friday

After Hours Emergencies:  
706-864-3633