



P. O. Box 8
Cochran, GA 31014

Office (478) 934-6346 Fax (478) 934-3230

TERMS & CONDITIONS

These terms and conditions are provided for your benefit to communicate with City of Cochran's Utility Services policies regarding billing procedures, payment terms and fees. By requesting services, you agree to all conditions listed in this document.

Billing Cycle: Depending on which day the 25th falls on all Cochran's City Utility bills are mailed out on the 25th of each month. Cochran's City bills are one month behind. The billing rates are determined by the customer, and if he/she lives inside or outside of the City. Due dates are not adjustable.

Change Name on Account: If the current account holder has deceased, then the person that is requesting to change the name will need to provide a death certificate, with a notarized document providing a signature and an updated Driver License or State I.D. So, we can apply each copy onto the Account. Once requirements are met, then our Customer Service Clerk will change the name on the account.

Connect Policy: Customer's must provide a *Warranty Deed, Lease/Rental Agreement, a 911 Registration form, Driver's license/State I.D.*, along with paying the Connect Fee of **\$35.00**. If customer fails to provide all documentations, then service will **NOT** be connected. All names provided on the Lease/Rental Agreement must be present providing the correct documentations & signatures. Verification of personal identification information will be required. If failed of doing so, then service will **NOT** be connected.

Cut Off Policy: Services will be discontinued if Utility bill is **NOT** paid in full by **4:30P.M** on the 20th of **EACH MONTH**. This depends on which day the 21st falls on. Cochran's City Hall office will **NOT** have Cut Off held on Mondays & Fridays, or holidays. Therefore, Cut-Off will **ONLY** be held on **TUESDAYS, WEDNESDAYS & ON THURSDAYS**. Services will be discontinued on

Cut-Off if your account is not paid in full. To continue your services with the City of Cochran, you will have to pay a **\$25.00** Re-Connect fee, plus outstanding balance. Cochran's City Hall office is **NOT** accepting payments that are placed in the Drop box **AFTER** the Deadline date, **AFTER 4: 30p.m.**, nor will we be accepting Online payments that were submitted on the following morning of **CUT-OFF**. However, we're still accepting online payments on the Deadline Date, before or by **11:59p.m.**
Cochran's City Hall New Payment Policy became effective on **Wednesday, September 20, 2017**.

Credit/Deposit Card Policy: All customer's must have their driver license/ State I.D. present per transaction. The name that is provided on their driver license must match the name on the debit/credit cards.

Deposit: Cochran's City Hall Customer Service Representatives are required to collect a deposit from all City residents that is Renting/Leasing a property. This is including commercial properties as well. Deposit range from **\$50.00-\$150.00**.

Disconnect Policy: All accounts will be charged a *Re-Connect* fee of **\$25.00**. Service will be re-connected after the outstanding balance & other fees are paid in full. If you move without notifying the City Hall office, then all customer/s account will be billed for **ONLY 2 MONTHS**, the base rate amount & late fees. This depends on where the customer/s lives within City limits to determine the rates. If you later need City services, you will have to provide updated documents, and you are required to pay the Connect fee of **\$35.00**, plus the Deposit fees as well.



P. O. Box 8
Cochran, GA 31014

Office (478) 934-6346 Fax (478) 934-3230

Fire Fee & Stormwater Fee Policy: All City of Cochran residential utility customers are required to pay a \$7.00 Fire Fee & \$4.00. These additional fees are collected to cover expenses for fire and stormwater services, the City has had to consider raising property taxes, or charging utility customers for a fire fee and stormwater fee. The City has chosen to charge the fire and stormwater fee do that everyone who benefits from fire and stormwater services will help to pay for those services. These fees are added onto all City residential customers monthly utility billing statement.

Garbage Policy: Cochran's City Hall is conducting business with Advanced Disposal's for Garbage service. Advanced Disposal business days with Cochran's Garbage services is **Monday-Wednesday**. If garbage service was missed, please contact Cochran's City Hall office at **(478) 934-6346**. So, the City can investigate the circumstances. To request for a (2nd) pick up of residential garbage can, customer must first pay **\$10.00** in advance.

Gas Policy: Cochran's City Hall requires that both Gas Notice forms are completely signed and fees must be paid in full before **4 p.m.** to connect service. Cochran's Natural Gas worker/s is **NOT** allowed to enter any home to light a gas pilot, or fix any repairs.

Late Penalty: If your bill is **NOT** paid by the **10th** before 4:30 p.m., then a **10%** late fee will be applied to your current bill amount.

Payment Terms: All payments are due by **10th** of each month. Failure to receive a bill does **NOT** exempt penalties or disconnection for non-payment. We are **NOT** responsible for late remittances made through the Drop box, mail service and online service.

Payment Agreement Policy: All Payment arrangements are **ONLY** approved by the City Manager & the City Clerk. Each payment arrangement must be approved before the **10th** & each

customer must be present to sign the Payment Agreement form. Each customer must pay their delinquent bill, plus the **10%** Late fees, and at least half of the current bill amount. If customer fails to complete the payment agreement form with a signature or make a payment on the Due Date or fail to pay their payment amount this will determine a disconnection in service.

Payment Options:

ACH Bank Draft

Mail to P.O Box 8 Cochran, GA 31014

Online at www.cityofcochran.com

****2% Service fee with Credit/Debit cards****

Drop Box 24/7 (**Do not use for delinquent payments**)

In-person at our office during regular business hours

Returned Payments: For each returned item there will be a charge of **\$40.00** fee. Unpaid returned payments will subject a disconnection in service. If customer exceeds having a return item twice a month limit, then Cochran's City Hall office will only accept **Cash, Money Order & Cashier Money Order**.

Reinstated Service: All accountholder/s with outstanding balances will be required to pay the entire balance before new service can be established; along with any deposits required and / or service fees.

Terminate Service: A Termination form must be fully completed, providing a forwarding Address, Updated Cell #, a disconnect date and signature. Only the accountholder/s listed on the account can terminate service. After form is completed the accountholder will receive a final billing statement in the mail for final usage. Service can **ONLY** be scheduled for disconnection during weekdays, this is excluding weekends & holidays. When service is terminated, the deposit on the account will be applied towards any outstanding balance. If there is no balance due and a credit remaining, then a refund check will be mailed to the forwarding address



*P. O. Box 8
Cochran, GA 31014*

Office (478) 934-6346 Fax (478) 934-3230

provided. All refund checks could take up to **one or two weeks** until received in the mail. Verification of personal identification information will be required.

Water Policy: Customer/s must be present at the service location making sure all faucets are turned off inside of the home, this is to prevent a water leak from happening on the inside of the home/apartment. Cochran's City Public workers are not allowed to enter any home to fix any water repairs.

Water Leaks Policy: If a water leak is discovered on the customer's side of the meter, it is the customer's responsibility to have the leak repaired immediately. The City of Cochran has the right to turn the water off until customer can have the leak repaired. Water service should be turned off while repairs are being completed. ****A leak adjustment MAY BE granted AFTER evidence and confirmation of repairs are made**.**

For more information, please visit our website: www.cityofcochran.com