

City of Franklin Springs

Utility Policy

The City of Franklin Springs welcomes the opportunity to provide Utility Services to you as a customer. It is our desire to provide the best service possible in meeting your water, sewer, and garbage needs. To begin the process we ask you fill out the attached application. At the present time a \$100.00 deposit is required and must be paid before service is turned on.

It is the policy of the City to return or apply deposit when the account is closed. It is the responsibility of the customer to notify the City of Franklin Springs when service is to be disconnected and provide a forwarding address so that the deposit can be returned, if applicable. Deposit refunds are processed twice a month; on the 10th and 25th.

Garbage is picked up on Monday of each week. We recommend that garbage be brought curbside the night before, due to the fact our provider picks up as early as 5:00 am. If you are physically unable to bring garbage to the curb then the City can assist. To be eligible for backyard pickup, you must make a formal request before the City of Franklin Springs Council with a written physician medical excuse concerning the situation which requires special services. The City Council determined approval for your request.

Utility bills are sent out monthly and must be paid by the 20th. A ten percent penalty (late fee) is added to the balance if not paid when due. The exception to this is when the 20th falls on a weekend or holiday. If so, you will have through the next business day to pay without penalty. A one-time only late fee courtesy is given to each account and must be requested through City Hall for approval. This request must be made by account holder. If account becomes 40 days or more delinquent, services will be disconnected. A \$75.00 reconnect fee plus full balance on account will be required before utility is turned back on. If a utility/water meter has been tampered with by anyone other than a City of Franklin Springs employee, a \$100.00 tampering fee will be added to your account and a tampering report will be filed with the City of Franklin Springs Police Department. A service fee of \$35.00 is required on all returned checks and will be added to your account.

For any new construction (residential, commercial or institutional) a backflow preventer must be installed on customer's side of the meter with cost being the responsibility of the property owner. Also, a pressure check will be done and if pressure reducer is needed, it will need to be installed at the property owners expense. This will be verified and signed off on by a City employee before utilities are turned on. A yearly test/certification of the backflow preventer is required at owners expense and results taken to City Hall to record. If property owner does not adhere to this yearly test, City Hall will test and any applicable charges will be the responsibility of the property owner.

Pool fill adjustment policy: The City will provide one pool fill adjustment in a 12 month period. This pool fill adjustment will not be billed for sewer but just for water consumed (in gallons) at the current rate. This adjustment can only be made by having a water utility worker read meter before and after pool fill is completed. This is not to be used for "top-offs" but rather for new pools or filling of a drained pool. City Hall must be contacted to schedule.

Yard debris is picked up by City employees and must be brought curbside. Pickup for these items is every other Friday and you must call City Hall days prior to make us aware of the pickup. There is an extra charge ranging from \$5.00 to \$25.00 plus any applicable landfill fees and this fee will be added to your utility bill or billed under separate invoice.

We look forward to providing service to you and if you have any questions, please call us at 706-245-6957.