

J ALLEN COLLINS - Mayor  
SHIRLEY MARCHMAN  
PERRY AMIDON

# City of Villa Rica

571 W Bankhead Hwy  
Villa Rica, Georgia 30180  
CITY HALL – 770-459-7000

Mayor Pro Tem – VERLAND BEST  
WOODY HOLLAND  
JOSEPH KELLEY

LARRY WOOD  
City Manager

REEDELL SAXON  
City Clerk

## NEW CUSTOMER INFORMATION SHEET

### NOTICE

**Water bills are sent out the last working day of each month and are due by the 15<sup>th</sup> of each month. Failure to receive a bill does not excuse nonpayment of the bill.**

**Payments are considered late if not received in the water department by 5pm on the due date. A 10% late fee will be added to the next bill. Nonpayment after the 16<sup>th</sup> of the following month will result in service being disconnected. At that time, service will only be restored after bills are paid in full (including all penalty and current charges) plus a \$50.00 service charge. Once an account is disconnected, only cash and money order will be accepted for payment.**

Business hours are: Monday- Friday, 8am-5pm. Payments can be made: at City Hall, on the website or mailed to the address listed above. After-hours payments can be made at the night deposit drop box located just before the old drive thru window on the west side of the main City Hall building.

Deposit: After 12 consecutive months of payment rendered by the due date, with no late charges or penalties, customers may call 770-459-7000 and request their deposit be applied/credited to their water bill or refunded by check.

If your water meter is a radio-read meter with a cylindrical antenna attached to the meter box lid, **you** are responsible for damages to this antenna. **\$150.00 per antenna replacement** will be added to your bill.

Waste Industries, Inc. base fee is \$15.50 per cart, per month. Waste Industries will ONLY pick up household garbage. The City of Villa Rica will pick up limbs, bagged grass (under 40 pounds) and other debris from roadside within the city limits on Monday, Tuesday, or Wednesday of each week (weather permitting). Citizens must call the customer service number to schedule these pick-ups. (See Sanitation Pamphlet for more information on special pickup service). The City of Villa Rica will pick up scrap iron/metal on the 3rd Wednesday of each month only. [also see Code Sec.16-53 and Sec.16-54]

### Contact Numbers:

Water/Sewer Problems:	Richard Reid	770-459-3440
Streets/Roads:	Jeremy Dukes	770-459-4471
Cut-off Notices:	Nat Sanders	678-785-1018
Returned Checks	Cindy Samples	678-785-1013
Utility billing questions:	Sophie Hall	678-785-1011
Curbside Pickup Request (inside city limits only)		678-785-1000
All other questions may be directed to Customer Service		678-785-1000