

NOTICE OF RATE INCREASE
REGARDING WATER AND SEWER RATES

Dear Manchester Utility Customer,

This letter serves as a notice to inform you of the upcoming rate increase for water and sewer services that will appear on your January 2024 billing cycle, due on January 20, 2024. To help promote conservation efforts, the City of Manchester will utilize water volume tier structure for customers, incentivizing those who choose to reduce their water consumption.

Water Rates as of January 2024 Billing Cycle – Due January 20, 2024

Base Charges	Rate
Inside and Outside City Limits	\$27.85
Amount Used	
First 2,999 gallons	Per 1000 gallons: \$7.97
Next 4,000 gallons	Per 1,000 gallons: \$8.75
Next 5,000 gallons	Per 1,000 gallons: \$9.30
Over 13,000 gallons	Per 1,000 gallons: \$12.12

Wastewater (Sewer) Rates as of the January 2024 Billing Cycle – Due January 20, 2024

Base Charges	Rate
Residential Customer	\$21.00
Amount Used	
First 2,999 gallons	Per 1,000 gallons: \$7.97
Next 4,000 gallons	Per 1,000 gallons: \$8.75
Next 5,000 gallons	Per 1,000 gallons: \$9.30
Over 13,000 gallons	Per 1,000 gallons: \$12.12

Fees:

Return Item	\$30.00	Reconnection Fees	\$50.00	Remove/Cut Lock	\$250.00
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Tampering/Damages:

Cost of Labor plus supplies and equipment.

The following chart shows the meter size and the base rate for water and sewer utility customers.

Monthly Meter Charges					
Starting January 2024					
Rate Structure 4		Base Rate	Base Rate		
Meter Size	Residential	Water	Sewer	Non-Residential	Irrigation
5/8" & 3/4"	\$ 48.85	\$ 27.85	\$ 21.00	\$ 48.85	\$ 56.00
1"	\$ 51.29	\$ 29.24	\$ 22.05	\$ 51.29	\$ 58.80
1 1/2"	\$ 56.42	\$ 32.16	\$ 24.26	\$ 56.42	\$ 64.68
2"	\$ 62.06	\$ 35.37	\$ 26.69	\$ 62.06	\$ 71.15
3"		\$ 38.91	\$ 29.36	\$ 68.27	\$ 119.47
4"		\$ 59.61	\$ 44.97	\$ 104.58	\$ 183.02
6"		\$ 123.53	\$ 93.19	\$ 216.72	\$ 325.00
8"		\$ 192.36	\$ 145.11	\$ 337.47	\$ 450.00
10"		\$ 277.23	\$ 209.13	\$ 486.36	\$ 650.00
12"		\$ 390.89	\$ 294.88	\$ 685.77	\$ 800.00

The following chart shows the computation of a water, sewer, and garbage bill for a utility customer who used 4,000 gallons of water.

Sample Bill: Used 4000 gal from 11/15/2023 to 12/15/2023	
Inside Water/Sewer/ Garbage	
\$27.85	Base 3/4" Meter Water
\$21.00	Base 3/4" Meter Sewer
\$23.91	Usage of 3000 gal (price per 1000 gal)
\$23.91	Sewage
\$8.75	Usage of last 1000 gal
\$8.75	Sewage
\$36.50	Garbage
\$150.67	Total

If you have any questions about the rate changes, please contact:

- City Hall at 706-846-3141 during business hours.

**PAYMENTS PLACED IN THE NIGHT
BOX AFTER 8:30 A.M. WILL BE
POSTED THE NEXT BUSINESS DAY.**

RETURNED CHECK POLICY

WHEN A CHECK IS RETURNED OR AN EMAIL OF DELINQUENT FUNDS IS RECEIVED FROM THE BANK TO THE CITY OF MANCHESTER THE FOLLOWING PROCEDURES WILL TAKE PLACE:

1. A NOTICE WILL BE PLACED ON YOUR DOOR AND YOUR SERVICES WILL BE DISCONNECTED ON THE DATE SPECIFIED.
2. YOU WILL BE RESPONSIBLE FOR A RETURN CHECK FEE OF \$30.00 AND IF CUT OFF, AN ADDITIONAL FEE OF \$50.00.

CITY OF MANCHESTER UTILITY CUT OFF POLICY

Unpaid balances are past due if paid after the 20th of the month. Penalties are applied on the 21st unless the 20th falls on the weekend and then penalties are applied the following business day.

All delinquent accounts will be cut off on the last Tuesday of each month. All payments must be received by Monday no later than 4:00 p.m. before cutoff.

Any payments made at the drive-thru or at the window on cut off day will have a reconnect fee of \$50.00 applied to the account whether service has been disconnected or not.

The cutoff date is printed on the customer's monthly utility bill, and it is provided in the new customer packet.

After regular business hours utility bill payment options:

- Online @ www.manchester-ga.gov
- Call 1-866-257-1233
- Night deposit box located to the right of the front doors

ACCOUNT NUMBER IS REQUIRED: _____

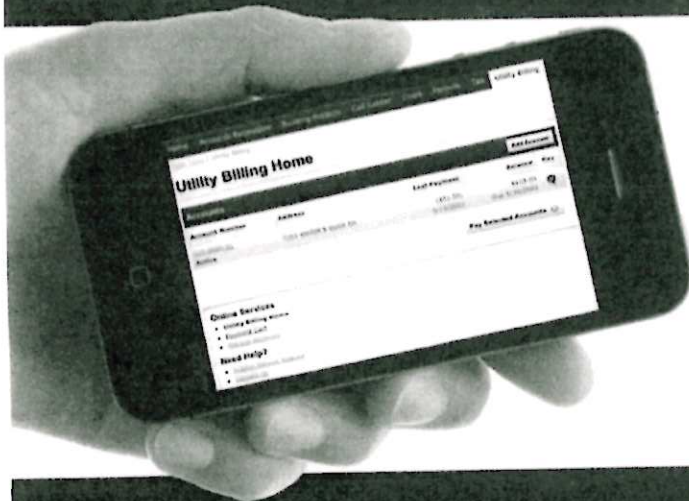
Save time — pay by phone!

The City of Manchester

gives you access to your account 24 hours a day, 365 days a year. It's a convenient way to pay your bills on your own time — with no waiting!

- Save postage by paying your bill by phone.
- Access your updated account instantly.
- Hear real-time balances, payment amounts, and due dates.
- Enter your information securely through an automated system.

Call 866-257-1233 today to make your payment over the phone!



- Pay by credit or debit card
- View updated billing and consumption history
- Account balances are automatically updated!



Scan our QR code to get started

Attention Manchester Residents:

Sign up for Notifications/Alerts

from the

City of Manchester

Notifications will include

**General Information, Emergency and
Utility Alerts**

Go to

www.meriwethercountyga.gov

click on

CivicReady

to sign up

**Please include Phone Number & Email
to ensure notification.**

City Government and Important Phone Numbers

DEPARTMENT/ ADDRESS

PHONE

City Hall - Payment of Utilities
116 2nd Street

706-846-3141

Fire Department
234 Perry Street

706-846-2134

Police Department
120 2nd Street

706-846-3155

City Court
122 2nd St.

706-846-9679

Utilities - Road Repair, Leaks at the Meter/Road
500 4th Ave.

706-846-3141

Rec. Department - Sports, Rental of Parks, Community Building
121 Perry Street

706-846-3741

Sr. Center
121 Perry Street

706-846-8086

Liberty Utilities

1-855-216-6305 Customer Service
1-855-216-6306 Emergency Services

Georgia Power

1-888-660-5890

Charter Communications

1-833-267-6094

Windstream

1-844-341-0496

Martin Environmental

855-702-4477

"Setting the Standard in Service"



Dear Manchester, GA:

Welcome! We are so excited to have the opportunity to serve you and your community. We look forward to "Setting the Standard in Service" to the area. As of Mach 8th 2024 we will begin serving Manchester, GA for both commercial and residential waste services.

New Service Day: MONDAY

Waste Bits:

- All waste must fit into your assigned container. If an additional cart is needed, please contact the city to request one.
- All Trash must be bagged to prevent spillage or littering.
- Carts should be washed periodically, using water, soap, and mild bleach.
- Carts must be placed by the road **NO LATER** than **6:00 am** on Monday Morning.
- The handle of the trash cart should be facing your house or business.
- Trash carts must be placed 3-5 feet from the roadway and any other object such as mailboxes, fire hydrants, etc.

Materials not collected curbside.

Construction debris includes but is not limited to blocks, bricks, concrete, dirt, and tiles. No tires, hazardous waste, batteries, car parts. No Landscape or railroad ties. Medical Waste, needles, animal carcasses. For information regarding yard debris collections, please contact the City of Manchester.

How to contact us:

- Office Phone Number: 855-702-4477
- Email: customerservice@martinenvironmentalsvcs.com or info@martinenvironmentalsvcs.com
- Website: www.experttrashtalker.com click the **TEXT US** button at the bottom right side of the screen to start text communication with customer service.
- Facebook: Martin Environmental Services (Dothan, Al)

P.O. Box 8623
DOTHAN, ALABAMA 36304



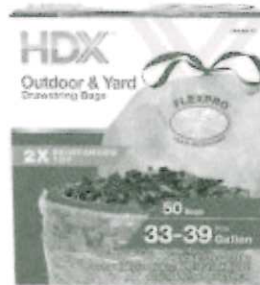
Yard Debris

Leaves, bush clippings, and grass clippings must be in yard bags to get picked up!

You can find these at Home Depot, Lowes and online.



PAPER BAGS



CLEAR PLASTIC BAGS

May not exceed 50 lbs. in weight!

These are picked up once a week by Amwaste!

Bags & limbs combined or separate must be no bigger than 3'x 9'x 3' or 3 cubic yards and set out on the curb.



These are also picked up once a week by the city.

Let's help keep Manchester beautiful!!!

Piping Information

Leak Detection

Leak detection equipment will pay for itself very quickly when you consider how much water can be lost through a pinhole leak over a period of a month. "Unaccounted for" water is a major source of lost revenue for most utilities. Higher electrical and chemical bills also result from pumping and treating lost water.

Water loss as a result of a leak .63cm diameter (1/4") can mean a loss of 14,952 gallons a day. If undetected for a period of 34 days, over 1/2 million gallons are lost, plus resultant water damage or underground water undercutting. Besides reducing operating expenses, in many cases you can delay or eliminate capital expenditures for expanding water supplies by stopping your losses. The following table shows leak sizes and their approximate loss in gallons from a pressurized 60 psi pipeline.

PIPE LEAK SIZE	GALLONS LOST	
	PER DAY	PER MONTH
1/16"	360	11,160
1/8"	3,096	95,976
3/16"	8,424	261,144
1/4"	14,952	463,512

Water main and water service leaks that do not come to the surface often find their way into a nearby sewer. A starting point in locating "hidden" leaks is, therefore, to watch for unusually high flow in sewers.

Small leaks generally produce a high pitch sound that is easily detected with an electronic amplifier. Listening can be done on the ground surface, or a probe pushed into the ground, or in contact with valves and hydrants.

The most accurate means of leak detection uses transducers that are placed on adjacent valves and hydrants to detect sounds. The information is transmitted to a computer (called a correlator) for analysis. The computer takes into account the type of pipe, pipe size and other factors to pinpoint a leak very accurately.

Valve Basics and Selection Tips

Gate valves

Gate Valves are designed to operate fully open or fully closed. Because they operate slowly they prevent fluid hammer, which is detrimental to piping systems. There is very little pressure loss through a gate valve. In the fully closed position gate valves provide a positive seal under pressure. However, under very low pressure, i.e. 5 psi, slight seepage would not be considered abnormal with this kind of valve.

Ball valves

Ball Valves are also designed to be operated fully open or fully closed with any liquid containing particles that could scratch the ball. Many people use them successfully for throttling clear water. Ball valves have low pressure drops, open and close quickly, are simple, and are trouble free. With the development of Teflon seals, ball valves have grown in popularity. Opening or closing a ball valve too quickly can cause fluid hammer.

Butterfly valves

Butterfly Valves, like ball valves, operate with a 1/4 turn. They are generally used for handling large flows of gases or liquids, including slurries, but should not be used for throttling for extended periods of time. They are also very compact relative to flanged gate and ball valves.

Globe valves

Globe Valves, as is the case with all valve designs, have both advantages and disadvantages. Like a gate they close slowly to prevent fluid hammer. You can throttle the flow and they will not leak under low pressure when they are shut off. Flow and pressure control valves as well as hose bibs generally use the globe pattern. The disadvantage of this design is that the "Z" pattern restricts flow more than gate, ball, or butterfly valves.

All psi ratings apply to water, oil, or gas. Steam is usually derated by one half. (250 psi water or 125 psi steam). For more information on valve selection and service, see our catalog's Reference section or look in the index for the book, "Valve Selection and Maintenance Guide".

Plug Valves

Like the gate valve, a plug valve has an unobstructed flow, yet requires only a 90° turn to open it. It also requires very little headroom. Stem corrosion is minimal because there are no screw threads. Almost all plug valves now are furnished with an elastomer-coated plug and will seal off driptight. However, plug valves are available in much larger sizes than ball valves and are highly suitable for use in wastewater plants.

City of Manchester
Utilities Department

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Notice of Water Restrictions

Effective July 1, 2004 outdoor watering restrictions will be mandatory statewide on a year-round basis, and water customers will be required to schedule their outdoor water use in compliance with the following schedule:

Odd-numbered addresses may water only on Tuesdays, Thursdays, and Sundays (no hourly limits);

Even-numbered addresses may water only on Mondays, Wednesdays, and Saturdays (no hourly limits).

Should a drought be declared, further restrictions may be imposed.

POLICY AND/OR PROCEDURE STATEMENT

DEPARTMENT OF PUBLIC WORKS

CITY OF MANCHESTER

POLICY SUBJECT: City Responsibility for Sewer Backup problems

FUNCTIONAL AREA: Water and Sewer

POLICY STATEMENT:

The purpose of this policy is to outline the City's procedures for handling problems associated with the backup of sewage into private homes, businesses, etc., and the claims which may result.

1. The City does not accept responsibility for blockages that may occur in lines not owned and maintained by the City, including, but not limited to, sewer stubs. Stubs are the connection from the structure to the City main.
2. Since most blockages occur in stubs rather than City lines, property owners should normally contact a private plumbing company rather than the City of Manchester if they identify a problem with their sewer system. The plumbing company and/or property owner should contact the City Public Works Department/Collection and Distribution Section if it has been determined that the problem appears to be in the City line rather than the privately owned system. If the City later determines that the problem is in fact in the City owned line, the City will reimburse the property owner for reasonable plumbing fees (maximum of 1 and ½ hours). Plumbing fees will be limited to the current charges for such service as determined by the Director of Public Works.

EXCEPTIONS: All exceptions to the policy must be approved by the Mayor and/or City Council.

ALWAYS
CALL
BEFORE YOU
DIG



Make one free, easy call 48 hours before you dig to have your utility lines marked AND to help protect you from injury and expense.

Safe Digging Is No Accident:

Always Call 811

It will keep you safe and legal in Georgia.

Visit www.gaupc.com for more information.



Know what's below.
Call before you dig.
Dial 811.
Utilities
PROTECTION CENTER