



### **Service Agreement:**

I agree to follow all city ordinances as they are relevant to all city services of the City of Manchester. I understand that I am financially responsible for all city services on my bill, which includes a per month base fee. Bills are mailed before the 1<sup>st</sup> day of each month and are due by the **20<sup>th</sup> of each month**. After the due date, a 10 % penalty will be applied. I understand that no one living in my household has an outstanding balance owed to the City of Manchester and falsification of any information on this application may result in immediate disconnection of service without notice. Any deposits made will be applied to the final bill and refunded (if applicable) upon completion of a termination form. Any final billed account with an outstanding balance due that is not paid in full by the due date will be sent to a collection agency.

### **Cut Off Policy:**

Services will be disconnected for non-payment on the last Tuesday of each month. The actual cutoff date is always printed on the utility bill that is mailed out every month. All payments must be received at City Hall by 4:00 p.m. the Monday before cut- off day to avoid disconnection of service.

For your convenience, after hour payments can be made in the night deposit box located at city hall (money order and check only), online at [www.manchester-ga.gov](http://www.manchester-ga.gov) or call 1-866-257-1233. Any payment placed in the night deposit box after 8:30 a.m. will be posted the next business day. Any payment made on Tuesday cut off day through the drive- thru, in the lobby, or online will be accessed a \$50.00 delinquent fee.

### **Return Check Policy:**

When a check is returned to the City of Manchester, a notice will be placed on your door advising you of the date your service will be disconnected **if the check is not paid in full** before that time. The return check fee is \$30.00 and the reconnect fee (if applicable) is \$50.00.

For utility service and/or information, please call City Hall at 846-3141 Monday, Tuesday, Thursday, or Friday between 8:30 am and 4:00 pm, Wednesday between 8:30 am and 12:00 pm. For after-hours emergency utility repair service, please call the Police Department at 846-3155.

### **Make Sure to Read Your New Customer Packet**