

# City of Springfield

## POLICY STATEMENT FOR SERVICE CUSTOMERS

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### DEPOSITS:

A DEPOSIT IS REQUIRED OF ALL CUSTOMERS AND IS DUE PRIOR TO THE CONNECTION OF SERVE(S). THE DEPOSIT IS AS FOLLOWS:

RESIDENTIAL – INSIDE CITY LIMITS (Water, Sewer, & Garbage)	\$125.00 (OWNER)	\$150.00 (RENTER)
RESIDENTIAL – OUTSIDE CITY LIMITS (Water & Sewer)	\$145.00 (OWNER)	\$170.00 (RENTER)
RESIDENTIAL – WATER ONLY	\$100.00 (OWNER)	\$125.00 (RENTER)
RESIDENTIAL – SEWER ONLY	\$105.00 (OWNER)	\$130.00 (RENTER)
RESIDENTIAL – GARBAGE ONLY	\$50.00	
COMMERCIAL	\$100.00	

### REFUNDS

- Renters will be refunded the deposit (less the \$25 administrative fee) and any unpaid balance upon leaving the system.
- Owners will be refunded the deposit (less the \$25 administrative fee) after two years, with a good payment history.

**Deposit refunds for closed accounts are processed 5-7 business days after the disconnection of service. Homeowners' refunds are processed around the 26<sup>th</sup> of each month.**

### BILLING

- Meters are read once a month, usually between the 5<sup>th</sup> and 12<sup>th</sup>. Bills should be received by customers no later than the 1<sup>st</sup> of each month.
- Payments are due by 4:30 PM on the bill due date (10<sup>th</sup>) each month. After the due date, a 10% penalty will be assessed on the current balance due. Payments in full post marked by the due date will not be charged this penalty.
- Accounts two (2) months in arrears will be disconnected without notice. Accounts showing up on the disconnect list must pay a \$50 administrative fee plus the entire outstanding balance prior to reconnection. **There will be no exceptions.**

**FAILURE TO RECEIVE A BILL DOES NOT EXCUSE NON-PAYMENT.**

**IF YOU HAVE ANY QUESTIONS CONCERNING YOUR ACCOUNT, OR YOU DO NOT RECEIVE A BILL BY THE 1<sup>ST</sup>, CONTACT:**

**DENA CUTCHENS, UTILITY BILLING CLERK**

**PHONE: 912-754-7617**

**[DCUTCHENS@SPRINGFIELDGA.ORG](mailto:DCUTCHENS@SPRINGFIELDGA.ORG)**

# City of Springfield

## WATER - SEWER - SANITATION RATES

### WATER RATES

Customer Type	<i>Base Rate</i>	<i>Per 1,000 gallons</i>		
	1st Unit	2nd Unit	3rd Unit	4th Unit
	0-2,000	2,000-5,000	5,000-20,000	Over 20,000
Residential - Inside City	\$12.13	\$2.43	\$3.03	\$3.34
Residential - Outside City	\$18.20	\$3.03	\$4.24	\$5.46
Commercial - Inside City	\$12.13	\$2.43	\$3.03	\$3.34
Commercial - Outside City	\$18.20	\$3.03	\$4.24	\$5.46

### SEWER RATES

Customer Type	<i>Base Rate</i>	<i>Per 1,000 gallons</i>
	1st Unit	2nd Unit
	0-2,000	Over 2,000
Residential - Inside City	\$18.92	\$3.78
Residential - Outside City	\$37.84	\$4.73
Commercial - Inside City	\$18.92	\$3.78
Commercial - Outside City	\$37.84	\$4.73

### SANITATION RATES

Customer Type <i>Inside City Limits Only</i>	Monthly Rate	
Residential	\$18.74	Garbage-Once Weekly & Recycling-Twice Monthly
Residential - Additional Cart	\$11.03	Per additional roll cart
Commercial	\$18.74	Garbage-Once Weekly & Recycling-Twice Monthly
Commercial - Additional Cart	\$11.03	Not to exceed 2 total carts per location
Commercial - More than 2 Carts	----	Contract directly with sanitation company of choice

# Water-Wise Tips

## Bathroom

1. Install low-flow showerheads. **(Save up to 25 gallons per shower)**
2. Reduce the length of your shower to five minutes. **Save up to 13 gallons of water per shower)**
3. Turn the water off while brushing your teeth or shaving. **(Save up to 3 gallons each time)**
4. Make sure your toilet shuts off or does not double flush after use. **(A running toilet can waste as much as 200 gallons per day)**
5. Update your toilet with a high efficiency model. **(A family of four will save an average of 12,000 gallons of water a year)**
6. Don't use the toilet as a wastebasket.

## Kitchen

1. Try composting your garbage. **(Reducing the need to use your garbage disposer can save up to 150 gallons of water a month)**
2. Run the dishwasher only when full. **(A typical dishwasher uses as much as 25 gallons of water per load)**
3. Fill a pitcher with water and refrigerate. **(This prevents wasting water while waiting for it to chill for drinking)**
4. Fix a leaking faucet. **(A faucet leaking a slow steady drip wastes 350 gallons per month)**

## Outdoor Water Use

1. It is best to water early in the morning when temperatures and wind speed are the lowest. This reduces losses from evaporation.
2. Mulching also reduces losses from evaporation and keeps the soil and roots cool.
3. Remember that a slow trickle from your hose is the most effective method for absorption; watering with a hose at full strength usually results in run off.
4. Place rain barrels beneath your down spouts. **(1,000 sq. ft. of roof surface will collect 420 gallons of water in every inch of rainfall. You can use rainwater for outdoor plants and trees or to wash your car)**
5. Cover an outdoor pool when not in use. Clean the pool filter regularly.
6. Next time the driveway or sidewalks need cleaning don't pull out the hose. **(Use a broom instead and save up to 80 gallons of water)**

## Laundry Room

1. Only run full loads. **(22% of all household water usage can be directly related to laundry)**
2. When purchasing a new washer, consider buying a front loading, high efficiency unit. **(A front-loading washer uses about 50% less water than a conventional washer)**
3. Wash items in cold water as much as possible. **(Reducing the need to run your hot water heater will save you money)**