

**Fort Valley Utility Commission
Customer Engagement Center
902 Knoxville St
Fort Valley GA 31030
478-825-7701**

What are your office hours?

The Customer Engagement Center is open Monday - Friday from 8:00 am to 5:00 pm. Offices are closed for posted holidays.

Headquarters is open Monday - Friday from 8:00 am to 4:30 pm.

Who do I call with questions about my services or bill?

You can reach customer service at 478-825-7701; option 3

Who do I call to report a power outage, water leak, sewer backup, or gas leak?

During normal business hours, you will call customer service at 478-825-7701; option 3. After hours, please call 478-825-5482.

Who do I contact regarding my trash pickup?

The Utility Commission bills sanitation on behalf of the City. Any questions regarding trash services should be directed to City Public Works 478-825-2615 or Advanced Disposal 478-746-7230 for county residents.

When is my bill due?

Customers are assigned a billing cycle based on service location. Your bill will identify your due date. Below are the general due dates for each cycle which are subject to change depending on weekends and holidays.

- Cycle 1 Due Date: 7th of the month
- Cycle 2 Due Date: 13th of the month
- Cycle 3 Due Date: 19th of the month
- Cycle 4 Due Date: 25th of the month

Where can I make payments?

Payments can be made at the Customer Engagement Center lobby or drive-thru, via phone, via mail, online (www.fvutil.com), at Roberta City Hall, or one of our below drop boxes:

- Utility Commission (Customer Engagement Center) – 902 Knoxville Street
- City Hall – 204 W Church Street
- Community Plaza – 1200 State University Drive
- Neighbors Food Mart – 412 Martin Luther King Jr. Drive

No cash at drop boxes and be sure to write your account number on the check or money order.

Payments must be in the boxes by 2:00 pm on due dates.

What information is needed to establish service?

All persons requesting utility service must provide the following information:

- Full Name
- Mailing Address
- Service Address
- Home, Cell, & Work Phone Numbers
- Email Address (if available)
- One valid form of government issued identification with photo – Driver’s License, Passport, or State issued ID.
- Social Security Number or Tax ID Number
- Connection date of service
- Employer Name and Address
- Property Owner Name and Telephone Number
- Property Type (Residential, Commercial, Institutional, Industrial)
- Signature and Date Signed
- Proof of Property Ownership or Occupancy (see below)
- Any additional information necessary for accurate processing of account application and recordation of history

Property owners shall provide proof of residency. Proof of residency may include:

- A settlement statement/HUD statement
- Signed legal sales contract
- A tax notice for the property with the customer’s name and service address
- Deed/Title to property
- County tax website record reflecting owners name and service address

Non-property owners shall provide the Utility Commission with a copy of a lease/rental/occupancy agreement and will be limited to one service location at any given time.

Do you offer security lights?

Yes, security lights require a separate application. Monthly rates and installation fees are listed in the fee schedule.

Can I get service if I have a debt at a previous location?

New service will not be established until all previous debts are paid in full. Failure of staff to discover a previously owed debt does not relinquish the debt owed to the Utility Commission.

Am I required to pay a deposit?

Residential customers wishing to establish service at any location in which they are NOT the owner on record are required to pay a utility deposit in accordance with the current fee schedule. The full amount of the deposit must be paid prior to services being connected at any location.

Commercial and industrial customers shall, at the time of application for service, pay a deposit as specified in the current fee schedule. In lieu of cash deposit, commercial and industrial

customers may provide the Utility Commission with an irrevocable bank letter of credit or with a surety bond in the amount of the specified deposit, issued by an insurance company or bank authorized to do business in Georgia.

Will my deposit be refunded?

Deposits will remain on account throughout the life of the account. When services are requested for disconnection or are terminated by the Utility Commission, the deposit on account will be applied to any balance due, including the final bill, prior to funds being refunded. Deposit refund checks will be issued to the same name as the account holder and mailed to the last known address unless another address is provided.

Deposits are transferrable from one location to another as long as there is no outstanding debt on the account. Deposits will only be transferred from one location to another under the same account holder.

Why was my application for service denied?

Applications for utility service may be denied for any one of the following reasons:

- A lease/rental/occupant agreement cannot be provided
- Validity of lease/rental/occupant agreement is in question and the property owner cannot be reached
- Questionable Identification – inability to provide verifiable or valid identification
- Owner(s)/Property manager(s) are delinquent at any utility service location
- Applicant is indebted to the Utility Commission for services previously furnished
- Any member of the household has an outstanding account with the Utility Commission

What are the current rates?

You can find the current rates on our website, www.fvutil.com.

What if I don't have the funds to pay my utility bill?

Account holders are allowed four payment arrangements per year. The account holder must bring their identification to customer service and complete the proper paperwork. Payment arrangements cannot extend beyond 15 days of the original due date. Payment arrangements will not be made on accounts already processed for disconnection. Accounts that default on a payment arrangement will not be allowed any new payment arrangements until the next year.

What is the Cares Program?

Utility bills are rounded up to the next dollar then an additional \$1.00 is added to the bill. A percentage (75%) of all funds collected will be deposited into a separate trust fund established exclusively for the Fort Valley Cares Program, a program designed to provide assistance to eligible applicants. The remaining funds will be used for our weatherization program which will assist eligible customers to make their homes more energy efficient.

How do I cancel my services?

Any customer requesting discontinuance of service will inform the Utility Commission of the location of disconnection, date service is to be disconnected, and the forwarding mailing address for the final bill. Due to privacy issues, the account holder or authorized party must be

the one to request the termination of service. In the event that the account holder has become incapacitated or deceased, legal documentation must be provided that the person requesting termination of service is an authorized representative of the customer. All requests for termination of services must be submitted through the online portal or in-person by signing a service order.

Am I required to have a private water cut-off?

The Georgia Plumbing Code, as adopted by the City of Fort Valley requires that a private cut-off valve be installed in the service line on the customer side of the meter by the customer. It is the customer's responsibility to install this private cut-off on the customer's side of the meter.

When a Utility Commission owned cut-off (curb side) is rendered inoperable by a customer or agent of the customer, the Utility Commission will replace the valve at a charge, as noted on the fee schedule, to the customer. If for any reason a customer must have their water service shut-off by the Utility Commission, it is mandatory the customer have a "working" private cut-off installed and the location of it physically noted prior to having the water turned on.

Will someone light my pilot light?

Utility Commission employees will only light pilot lights on the initial connection of gas service or when a meter is changed out. Utility Commission employees will NOT light pilot lights when services are reconnected for non-payment.

Why do I have another bill? I paid by bill when I transferred.

If a customer disconnects during a billing cycle, a current bill and final bill will post.

Why do I show a past due amount on my billing statement if I already paid?

Payments made after a due date will not reflect on new statements if billing has been completed. Your correct balance will show in your online account.

Why am I charged a base charge when I have no usage?

A base charge is a flat fee applied each month regardless of service consumption. This fee is charged to cover administrative costs associated with providing customer service, billing, and metering services.

Does the Utility Commission offer a senior discount?

The Utility Commission offers a five percent (5%) discount to customers who are 65 or older on electric, gas, water, and wastewater residential services. To qualify for the discount, you must show proof of age, account must be in your name, and you must reside at the location.

What is the 12-month Average Payment Plan?

Customers can sign up for this payment plan that is calculated by taking the current month's actual charges (including taxes) plus the actual charges for the 11 preceding months, then dividing by 12 to calculate the 12-month average. This average will be the amount due and will vary slightly from month to month. To qualify for the average plan, you need to have lived at the same location for at least one year. The Utility Commission reserves the right to periodically review the 12-Month Average payment amount and adjust if necessary.