



# FORT VALLEY UTILITY COMMISSION

**Customer Engagement Center**  
**902 Knoxville Street**  
PO Box 1529  
Fort Valley GA 31030

## NEW CUSTOMER INFORMATION

**Office Hours:** Monday – Friday 8:00 AM – 5:00 PM. Our office is open until 6:00 PM on payment due dates only. Please refer to your bill for payment due date. Closed Saturday, Sunday, and posted holidays.

**Office Phone Number:** **478-825-7701**

- Option 1 = Emergency/Outages
- Option 2 = Amount of Current Bill
- Option 3 = Customer Service
- Option 4 = Accounts Payable
- Option 5 = Human Resources
- Option 6 = General Manager’s Office
- Option 7 = Company/Address/Fax Info
- Option 8 = Repeat Menu
- Option 0 = Operator

**Night/Weekend Emergency Calls:**

**478-825-5482**

**Garbage/Trash Inquiries (City Residents):**

**478-825-2615** (City Public Works)

**Garbage/Trash Inquiries (County Residents):**

**478-746-7230** (Advance Disposal)

*To keep you informed about **planned and long term unplanned outages** we now have four different ways you can receive notifications. We will also post other announcements and information, so don’t wait for an outage to visit these sites.*

1. *Send an email to [outage@fvutil.com](mailto:outage@fvutil.com) and you will receive an email anytime there is a planned or extended unplanned outage.*
2. *Visit our **Facebook** page at [www.facebook.com/fvutil](http://www.facebook.com/fvutil)*
3. *Visit **our web page** at [www.fvutil.com](http://www.fvutil.com)*

**Billing Dates:** Customers are assigned a billing cycle based on service location. Your bill will identify your due date and other pertinent information. **Billing cycles and due dates are listed below.**

Cycle #	Due Date
1	7 <sup>th</sup>
2	13 <sup>th</sup>
3	19 <sup>th</sup>
4	25 <sup>th</sup>

**Bill Information:** Call 825-7702 (or 825-7701, option 2) to access the automated bill information system. Input your account number and obtain status (balance, due date, etc.) of your account.

## Payment Due Dates

Payment for all cycles must be received in the **Customer Engagement Center office by 6:00 PM** on the due date noted on the bill. Customers are generally allowed 31 days to pay their bill. If your bill is not paid by the due date, a late fee will be assessed, and your account will be subject to disconnection.

## Drop Box

Payments (check or money order) may be placed in a drop box. However, payments dropped off after 2:00 PM will be processed the next business day. **Payments placed in drop box after 2:00 PM on a due date will be assessed a late fee and your account will be subject to disconnection.**

### Drop Box Locations:

- ❖ AP Mini Mart – 702 Orange Street, Fort Valley
- ❖ City Hall - 204 W. Church Street, Fort Valley
- ❖ Community Plaza – 1200 State University Drive, Fort Valley
- ❖ Jason's Mini Mart – 402 S. Camellia Blvd, Fort Valley
- ❖ Neighbors Food Mart – 412 Martin Luther King Jr. Drive, Fort Valley
- ❖ Utility Commission (Customer Engagement Center) – 902 Knoxville Street, Fort Valley

## Roberta City Hall Payments

Payments may also be made at City Hall in Roberta, GA, located at 123 E. Agency Street, during the following times:

- ❖ Monday, Wednesday, and Friday: 9:00 AM – 5:00 PM
- ❖ Tuesday and Thursday: 9:00 AM – Noon

**Payments made at Roberta City Hall after 2:00 PM on a due date will be processed the next business day, account assessed a late fee, and subject to disconnection.**

## Credit/Debit Card Payments

**There are three ways to pay by credit/debit cards.**

1. **Utility Commission Office (Customer Engagement Center):** Located at 902 Knoxville Street. Credit/debit card payments will be accepted during normal business hours. This service is not available at City Hall in Roberta GA.
2. **On-Line:** You can log onto [www.fvutil.com](http://www.fvutil.com). On the left-hand side of the screen, you will see the prompt to pay bill on-line. Once you click on the link you will be redirected to the login screen. **If paying on-line, your payment must be successfully processed prior to 6:00 PM EST on the due date stated on your bill. \***
  - a. The **first time** you will need to register your account and a link will be emailed to confirm.
  - b. Once you receive the email, click the link to verify and you will be redirected to register/add your utility account(s).
  - c. You will also need the last amount paid to register your account.
3. **Phone:** For payments made over the phone choose option 3, during normal business hours, and we will process your credit/debit card payment over the phone.
  - ❖ Payment must be successfully processed prior to 6:00 PM EST on the due date stated on your bill.

**NOTE: If the account is currently cut-off due to non-payment and you pay on-line after normal business hours, the account will not be reconnected until the next business day. During business hours, you must call the Utility Commission (478-825-7701, option 3) to advise you paid on-line so reconnection can be scheduled.**

## Fees

- ❖ **New Service Fee:** \$15.00 per service location.
- ❖ **Transfer Fee:** \$15.00
- ❖ **Late Fee (Residential):** 5% of unpaid balance (**\$5.00 minimum**)
- ❖ **Late Fee (Non-Residential):** 10% of unpaid balance (**\$25.00 minimum**)
- ❖ **Returned Check Fee:** \$30.00
- ❖ **After Hours Connection Fee:**  
 (For any reason, if connection requested on weekdays 5 PM - 9 PM or on weekends 8 AM – 9 PM)
  - Bucket Truck Not Required \$50.00
  - Bucket Truck Required \$150.00
- ❖ **Gas On for Winter Fee:** \$50.00
- ❖ **Water Valve Replacement Fee:** \$75.00
- ❖ **Service Fee:** \$25.00\*\*\*
- ❖ **Temporary Service:** \$100.00 (New Construction w/Temporary Service Pole)
- ❖ **Credit Card Convenience Fee:** \$1.50 (For payments made online)
- ❖ **Meter Tampering:** \$250.00 (Meter will be locked and/or removed)
- ❖ **Meter Test (Customer Request):** \$75 if meter is accurate/no fee if inaccurate
- ❖ **Meter Re-Read (Customer Request):** \$25.00 if reading is correct/no fee if error is found
- ❖ **Bill Reprint (Customer Request):** \$1.00 per copy
- ❖ **Security Light:** \$50.00 Installation (Light only)  
 \$150.00 Installation (Light and Pole)  
 \$12.00 Monthly Fee
- ❖ **Trip Fee:** \$100.00 if customer reports power outage and we verify problem is customer's responsibility.\*\*

\*\*\* Effective January 2017 a Service Fee is applied to accounts (Residential & Commercial) with an unpaid balance when Cut-Off list is generated. That charge must to be paid in full, along with the past due balance, in order to reconnect services.

### Electronic Bill (Draft) Payments

The Utility Commission offers the option of electronic bill payments (bank draft) with no additional fee. You will need to provide a voided check from a checking account only.

### Non-Sufficient Funds/Returned Checks/Returned Drafts

When a check or draft is returned to the Utility Commission the customer will be charged a \$30 returned check fee. If the bill due date has passed, a late fee will also be added. In addition, the account will be subject to disconnection. A returned check bill must be paid by cash, credit/debit or money order. If an account has three returned checks, payments for the next 12 months must be in the form of cash, debit/credit or money order.

### 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 average plan you need to live at the same location for at least one year.

## 65+ 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.

## Power Outage

If your power (electricity) is off, please check the following before you call to avoid any charge:

1. Verify that you paid your bill to the Utility Commission office prior to 6:00 PM on the due date. Either call Customer Service at 825-7701, option 3, or check your electric meter to verify the color of the tag (gray = active meter, red = meter has been cut off for non-pay).
  - a. If the tag is gray, go to other rooms in the house to see if they have power. Check your circuit breakers or fuses to be sure they have not tripped or blown. A tripped circuit breaker switch will be in the middle of the block. To reset the breaker, push it all the way to the off position, then back on, and check power again.
  - b. If you still don't have power inside the house, go outside and look at your electric meter.
2. If your circuit breakers or fuses are okay, check with your neighbors to see if they have electricity.
3. Once you have determined the problem is not inside your home's wiring, you need to report the outage. During normal business hours call 825-7701. If it is a weekday after 5:00 PM or on a weekend, please call 825-5482.
4. Once the outage is reported, we will dispatch a service crew to locate the problem and get the power back on. Every outage is different and the time will vary to restore power based on the type and size of the outage.

❖ See Trip Fee\*\*

## Call Before You Dig

When you plan to dig anywhere, buried gas piping or other utilities should be located in advance and all digging should be carefully done by hand in the vicinity of the underground utilities. New rules in Georgia require contact with the Utility Protection Center, 1-800-282-7411, or simply dial 811, three days in advance of digging in order that all underground utilities and cables may be located. A representative will mark underground utility lines (red = electric, yellow = gas-oil-steam, orange = communication / CATV, blue = water, green = sewer, pink = temporary survey markings, white = proposed excavation). Please remember to call this free service before you dig! If you don't call before you dig and then cut a utility pipe or wire, you may be at personal risk of injury and also subject to extensive fines from state regulators.

## 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 stop) is rendered inoperable by a customer or agent of the customer, the Utility Commission will replace the valve at a charge of \$75.00 to the customer. To assist those utility customers who demonstrate the financial need, the payment may be made in the form of five (5) payments of \$15.00 each. Utility Commission policy states that 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. **Note:** Per policy, only work the Utility Commission deems to be an emergency will be conducted after 9:00 PM.

**Public Meeting**

The Utility Commission invites the public to attend the monthly Public Meetings that are held the second Monday of the month at 6:00 PM at Fort Valley Utility Commission’s *McLean Water Plant*, 102 Central Ave.

**Round-Up Plus 1 (Cares Program)**

Fort Valley Utility Commission (FVUC) approved a “Round-Up Plus 1” Program. Utility bills are rounded up to the next dollar then an additional \$1.00 is added to the bill. On average, customer contributions will be about \$1.50 per month. Thirty percent of all funds collected from the round-up 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 with the payment of FVUC utility bills. The remaining 70% will be used for our weatherization program which will assist eligible customers to make their homes more energy efficient. Any customer not wanting to participate in the automatic Round-Up Plus 1 Program should call Customer Service at 825-7701. In addition to the Round-Up, customers are encouraged to add an additional amount to their utility bill (\$2.00, \$5.00, etc.). These additional funds will also be deposited into the separate trust fund established for the Cares Program to assist those in need throughout the service area.

**Security Deposits - Residential (Revised 12/1/09)\***

When opening an account, either a security deposit or a copy of a warranty deed is required. If the applicant does not have a warranty deed, the Online Utility Exchange program will be used to identify “potential delinquency risk” to calculate amount of the Security deposit. **If a customer refuses to allow the Utility Commission to obtain a Credit Check, or if the customer has no credit history, the higher deposit will be assessed.** This process is required for each service location activated.

**\* In addition to the deposit, a New Service Fee or Transfer Fee of \$15.00 will be added to your account at the time you set up an account. See Fees**

Services	Potential Delinquency Risk	
	10% or Lower	Greater than 10% Also applies to applicants who refuse credit check, or applicants with no credit history
Electric, Gas, Water Customer	\$200	\$300
Electric Customer	\$120	\$175
Gas Customer	\$ 75	\$125
Water Customer	\$ 50	\$100

**Security Deposits – Commercial**

- Small Commercial Customer: Customer Service Rep will advise of amount.
- Large Commercial Customer: Customer Service Rep will advise of amount.

### **Security Lights**

Customer will need to set up an account and/or add the service to an existing account. Please come to the office to fill out an application. See Fee Table.

### **Sewage Rate**

Sewage rate is based on 90% of water consumption for each billing period. However, highest summer (April – October) sewer bill will not be greater than 125% of highest winter (November – March) sewer bill.

### **Smell Gas? Act Fast!**

Don't look for a leak. Don't use or touch anything electrical, like a phone, even a cell phone. **Leave the area immediately and call the Fort Valley Utility Commission** at 825-7701, option 3. After hours call 825-5482.

### **Thermostat Setting Recommendations**

Recommended thermostat settings for energy conservation:

- Winter Months: No higher than 68°F.
- Summer Months: No lower than 78°F.

### **Underground Gas Pipe Maintenance**

As your natural gas distributor, the Fort Valley Utility Commission (FVUC) wants to make customers aware of certain safety recommendations regarding your natural gas piping running underground from the gas meter to the gas-burning appliance. FVUC operates its gas system with an emphasis on safety. FVUC is required to design, operate and maintain the underground natural gas pipeline system in accordance with prescribed federal safety standards. The gas system does not maintain the gas piping on the customer's side of the gas meter. This is the responsibility of the customer who owns the piping. If the buried pipe is not properly maintained, it is subject to corrosion and/or leakage.

To ensure the continued safe and reliable operation of these lines, the buried piping should be checked periodically. Building owners are advised to contact a licensed plumber or heating contractor to assist in locating and inspecting buried gas piping. If any unsafe condition is discovered, repairs should be made immediately. Area phone books are excellent sources for listings of licensed plumbers and heating contractors. Any questions regarding gas pipe safety can be directed to FVUC's Gas Superintendent at 825-7701, extension 215.

### **Water Restrictions**

Effective June 10, 2009, the Georgia Environmental Protection Division placed the entire state of Georgia under a "non-drought" schedule for outdoor water use.

- Odd-numbered addresses may water only on Tuesday, Thursday, and Sunday.
- Even numbered or unnumbered addresses may water only on Monday, Wednesday, and Saturday.

Water use may occur at any time of the day on assigned days. To be most efficient, landscape watering should not occur between 10:00 AM and 4:00 PM.

**Web Site:** Find more information on our website [www.fvutil.com](http://www.fvutil.com).

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