



# City of Richmond Hill

## Utility Customer Informational Sheet

[www.RichmondHill-GA.gov/Utilities](http://www.RichmondHill-GA.gov/Utilities)



### Residential Rates:

#### Water

Base Rate: **\$21.00**  
 Tier 1 (0 To 6,000 Gal):  
**\$3.50** per 1,000 Gallons  
 Tier 2 (6,001 To 10,000 Gal):  
**\$3.70** per 1,000 Gallons  
 Tier 3 (10,001 To 25,000 Gal):  
**\$4.10** per 1,000 Gallons  
 Tier 4 (25,001 And Above):  
**\$5.00** per 1,000 Gallons

#### Sewer

Base Rate: **\$21.00**  
 Tier 1 (0 To 6,000 Gal):  
**\$3.50** per 1,000 Gallons  
 Tier 2 (6,001 To 10,000 Gal):  
**\$3.70** per 1,000 Gallons  
 Tier 3 (10,001 To 25,000 Gal):  
**\$4.10** per 1,000 Gallons  
 Tier 4 (25,001 And Above):  
**\$5.00** per 1,000 Gallons

#### Garbage

**\$21.50** per cart (Includes 1 Recycling Cart)  
 Additional Recycling Carts **\$6.00** per cart

#### Irrigation:

Base Rate: **\$21.00**  
 Volume: **\$5.00** per 1,000 Gallons

*\*Water and sewer rates outside the city limit are billed at 150 percent of current rate.*

### Commercial Rates:

#### Water

Base Rate: **\$24.00**  
 Volume: **\$4.10** per 1,000 gallons

#### Sewer

Base Rate: **\$24.00**  
 Volume: **\$4.10** per 1,000 gallons

#### Garbage

**\$25.00** per cart (includes 1 Recycling cart)  
 Additional recycling carts **\$9.00** per cart

### City's Responsibility & Liability

- The city shall run a service line from its distribution line to the property line where the distribution line exists or is to be constructed, and runs immediately adjacent and parallel to the property to be served. No service charges other than connection fee referred to in section 70-38 will be made for a 5/8 inch by 3/4 inch meter, except that non-water users applying for sewage service only must pay the cost of a meter and the cost of installing this meter on the customer's water supply line. A proportionately greater charge than the connection fee above will be made for a meter of large dimensions.
- The city may make connections to service other properties not adjacent to its line upon payment of reasonable costs of the extension of its distribution lines as may be required to render such service.
- The city may install its meter at or near the property line, at the city's option, on the consumer's property within three feet of the property line.
- The city reserves the right to refuse service unless the consumer's lines or piping are installed in such a manner as to prevent cross connection or back-flow.
- Under normal conditions the consumer will be notified of any anticipated interruptions of service by the city.

### Consumer's Responsibility & Liability

- Water furnished by the city shall be used for consumption by the consumer, household members, guests, and employees only. The consumer shall not sell water to any other person or permit any other person to use her/his water. Water shall not be used for irrigation, fire protection, nor other purposes, except when water is available in sufficient quantity without interfering with the regular domestic consumption in the area served. Disregard for this rule shall be sufficient cause for refusal and/or discontinuance of service.
- Where the meter or meter box is placed on the premises of a consumer, a suitable place shall be provided by the consumer for the box, unobstructed and accessible at all times to the meter reader.
- The consumer shall furnish and maintain a private cutoff valve on the consumer's side of the meter.
- The consumer's piping and apparatus shall be installed and maintained by the consumer at her/his expense in a safe and efficient manner, and in accordance with the sanitary regulations of the state health department.
- In order to be received as a consumer and entitled to receive water from the city's water system, all applicants must offer proof that any private wells located on their property are not physically connected to the lines of the city's water system; and all applicants (by becoming consumers of the city), agree that so long as they continue to be consumers of the city, they will not permit the connection of any private wells on their property to the city's water system.



Your garbage pick up day is:

M T W Th F



Your recycling day is every other:

W Th F

Please have your carts out by 7am or the night before



Yard waste collection day is every:

T Th

Please have yard waste in brown paper bags by the curb by 7am

# Did you know there is a \$675 fine for tampering with a water meter?



\*per city ordinance 50-10

- **Only** City of Richmond Hill employees may turn off/on water meters
- Contractors & Plumbers **cannot** turn on/off any water meter

City technicians are available 24/7 to assist you, please call: 912-756-3345 (after hours: 912-756-3803)



## Avoid the fine, call next time!



Call 912-858-2799 or go to [bryancountyga.org/i-want-to/code-red](http://bryancountyga.org/i-want-to/code-red) to register for CodeRED today!

### RICHMOND HILL: STAY INFORMED WITH CODERED!

Bryan County Emergency Management Agency (BEMA), in partnership with the City of Richmond Hill and City of Pembroke, has launched the CodeRED Emergency Notification System. CodeRED is used to send EMERGENCY notifications. Citizens will be informed of emergencies such as evacuation notices, utility outages, water main breaks, fire or floods, chemical spills, or other emergency situations via phone, email, text, and social media.

BEMA may also activate CodeRED to send GENERAL notifications to subscribers to communicate non-life safety matters, such as planned road closures, water main repairs, water and power service interruptions, etc. **Sign up now!**

### New or Change in Service

 Customers must come in to apply for new water service, Monday through Friday 8am until 5pm. We ask that you notify us at least 1 business day prior to the date you need new or change in service. For new service, a government issued photo ID is required.

### Senior Citizen Discount

 To receive a discount, customers must be 65 years or older and possess a valid government issued photo ID.

### Frequently Asked Questions

1. *Why must I pay for water when a pipe bursts at my residence?*

It is the City of Richmond Hill's responsibility to provide water to all our customers at the water meter location. We are not responsible for the type or condition of plumbing from the water meter location into private or commercial dwellings.

2. *How often is garbage service billed?*

Garbage service is billed monthly and is included in your monthly water statement.

3. *Does the Richmond Hill Water Department accept "Letters of Credit" from other utilities?*

No. Letters of credit from other utilities are subjective documents and are not regulated nor is there a standard to which they are compared.

4. *If I fill up my pool, do I pay sewer fees for the water used?*

No. The customer will be billed for water fees only. Once a year the customer must file the number of gallons used (pool size) with the city within the same month of filling the pool.

Scan the QR Code for utility information including leak and pool adjustments, signing up for online pay and more!



## Connect with us!

Find the City of Richmond Hill on Social Media



Located in City Hall  
(912) 756-3345  
40 Richard Davis Drive  
Richmond Hill, GA 31324

Hours of Operation:  
Monday thru Friday 8am - 5pm  
24/7 Emergency Line:  
(912) 421-2034



## Welcome, New Customers!

The City of Richmond Hill provides water, sewer, and trash services to residences within the city limit. By signing up for a Utility account, you are signing up for all three services as applicable to your residence.

Utility bills are mailed to residences by the **1st** of each month.

Utility bills are due on the **17th** of each month.

A \$10 late fee will be applied on the 18th if the bill is unpaid.

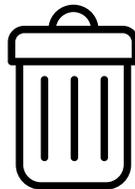
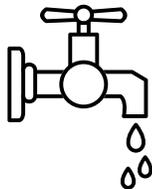
If the bill remains unpaid by 5pm on the 25th of the month, a \$35 service fee will be added and services are subject to disconnection.

**\*\*Failure to receive a bill does not relieve customer of payment obligation or late fee.**

Bills can be paid online, by calling our Cashier at 912-756-3345, by mail, or through our Dropbox located at the roundabout next to City Hall.

We accept cash, check, money order, bank draft, credit and debit card.

One-time online payments as well as phone payments are subject to a \$3 fee.



Richmond Hill City Hall  
912-756-3345

After-Hours Water Emergency 912-421-2034

40 Richard Davis Drive  
[richmondhill-ga.gov](http://richmondhill-ga.gov)

## More Payment Information

You can register your account online and sign up for **Auto Pay** with a credit or debit card. Signing up for Auto Pay will waive the \$3 fee each month.

You can sign up for **Bank Draft** by filling out a form with your banking information. You will receive a \$1 credit to your account for signing up for Bank Draft.

You can sign up to receive **electronic bills** to your email instead of paper bills. You will receive a \$1 credit to your account for signing up for EBill.



## Additional Richmond Hill Information

Electric services for your residence will be provided by one of the following:

Georgia Power: 1-888-660-5890

Coastal Electric: 912-884-3311

Bulk trash pick-up is provided by the City once a year.

All other bulk trash may be disposed of for a fee at the Bryan County Landfill located on Fort McAllister Road.

Cardboard may be recycled at the Landfill for free.

Please contact them directly for hours of operation and pricing:

912-727-2654



Richmond Hill City Hall

912-756-3345

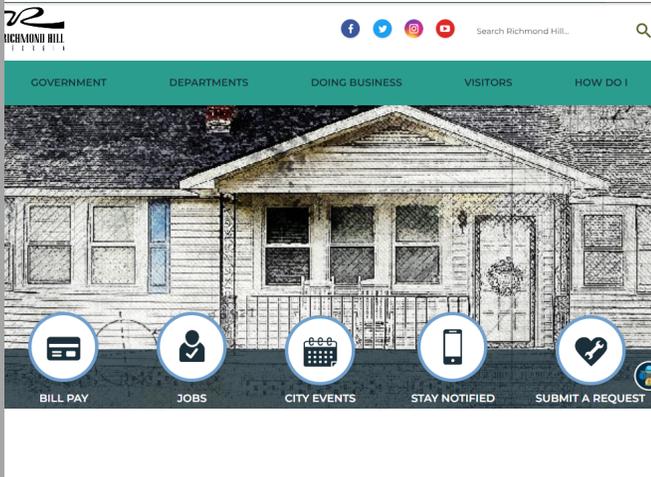
40 Richard Davis Drive

[richmondhill-ga.gov](http://richmondhill-ga.gov)

# Create a New Account

To create your new online account, you will need your **Account Number** and **Last Name in all capital letters**

STEP 1: Visit  
[www.richmondhill-ga.gov](http://www.richmondhill-ga.gov).  
Click BILL PAY



STEP 2: Click on Pay My  
Water Bill

## Online Services

### Main Menu

Apply for a Building Permit

Pay a Citation

Pay My Property Taxes

Pay My Water Bill

STEP 3: Click Sign-Up. As a first  
time user you do not have an  
account yet.

[LINK TO SIGN UP](#)

### Sign Up

Don't have an account? Save payment info for future use.

### Utility Payments

Pay a utility bill

Contact Us    

STEP 4: Enter your personal  
information. For Utility Billing  
Information, you will enter your last  
name in ALL CAPITAL LETTERS

## Sign Up > New User Registration

### Account Information

Create your account.

Email \*

Confirm Email \*

Last Name or Business Name

Utility Account Number \*

Password \*

Confirm Password \*

Password must be at least 8 characters in length, and include three of the following:

- Lowercase Letters
- Uppercase Letters
- Numbers
- Special Characters (!, @, #, \$, %)

### Utility Bill Verification

A recent utility bill is required to fill in some of the information below.

Please make sure you enter the account number with all leading and trailing zeroes and dashes. For example: 123456-123

COMPLETE REGISTRATION



Richmond Hill City Hall  
912-756-3345  
40 Richard Davis Drive  
[richmondhill-ga.gov](http://richmondhill-ga.gov)

# How to Sign-Up for EBill

If you prefer to receive Electronic Bills via your email, you can sign up for EBill. You will receive a \$1 credit to your account each month for participating in EBill.

Log into your account. Click My Profile. Under Accounts, Click Edit.

The screenshot shows the user's account home page. The user is logged in as tammyandted@comcast.net. The page displays the total account balance, a 'PAY NOW' button, and a 'SIGN UP FOR AUTO PAY' button. The 'Edit Account' button is highlighted in the navigation menu.

Under Paper Bill, Select No. Under Electronic Bill, Select Yes. Click Save when finished.

The screenshot shows the 'Edit Account' page. The user is logged in as tammyandted@comcast.net. The page displays the 'Paper Bill' and 'Electronic Bill' options. The 'Electronic Bill' option is selected, and the 'Save' button is highlighted.

# How to Sign-Up for Auto Pay

If you sign into your account online each month and enter your payment card, OR if you call into the Cashier at City Hall to pay over the phone, you will be charged a \$3 convenience fee. If you prefer to set up a payment card to Auto Pay your bills each month, the \$3 fee is waived.

Log into your account. Click My Profile. Under Payment Methods, Click +Payment Method

The screenshot shows the user's account home page. The user is logged in as tammyandted@comcast.net. The page displays the total account balance, a 'PAY NOW' button, and a '+Payment Method' button. The '+Payment Method' button is highlighted in the navigation menu.

Enter your credit card information. Select the box to Enroll in Auto Pay. Click Save when finished.

The screenshot shows the 'Add Payment Method' page. The user is logged in as tammyandted@comcast.net. The page displays the 'Payment Description', 'Credit Card Information', and 'Payment Options' sections. The 'Enroll in Auto Pay' option is selected, and the 'Save' button is highlighted.



**RICHMOND HILL**

G E O R G I A

**BANK DRAFT  
DEBIT AUTHORIZATION FORM**

Have peace of mind that on the monthly due date of the 17<sup>th</sup> your bill will be drafted and paid. No more late fees! No more worry! You will still receive your monthly statements and you will receive a \$1 credit for utilizing this program.

Simply complete this form and return with a voided check.

Customer Name (print): \_\_\_\_\_

Name of Financial Institution: \_\_\_\_\_

Financial Institution's Routing/Transit Number: \_\_\_\_\_

Checking Account Number: \_\_\_\_\_

Savings Account Number:  
(must be authorized for auto-draft) \_\_\_\_\_

I (we) hereby authorize **The City of Richmond Hill** to initiate a (CHARGE) Entry to my (our) checking/savings account at the *Financial Institution* indicated above. This authority will remain in effect until The City of Richmond Hill is notified by me (us) in writing to cancel it in such time as to afford The City Financial Institution a reasonable opportunity to act on it.

\_\_\_\_\_  
Customer/Authorized Signature

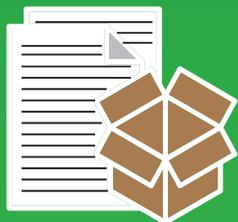
\_\_\_\_\_  
Date

\_\_\_\_\_  
Property Address

# A QUICK GUIDE TO **RECYCLABLE** MATERIALS



- ✓ Unbagged Loose Recyclables
- ✓ Plastics #1 and #2
- ✓ Paper
- ✓ Aluminum Cans  
(beverage, etc.)
- ✓ Metal Cans
- ✓ Cardboard
- ✓ Clean Pizza Boxes
- ✓ Aseptic Packaging



Office paper,  
newspaper, mail,  
and shipping  
boxes.  
**No used food  
containers.**



Plastic water  
and soda  
bottles.



Aluminum  
beverage cans.  
**No foils.**



- ✗ Recyclables in a bag of any type
- ✗ **GLASS**  
(bottles, windows, mirrors)
- ✗ Hard Plastics
- ✗ Plastics #3,4,5,6,7
- ✗ Aerosol Cans
- ✗ Aluminum Foil
- ✗ Food Waste
- ✗ Food-tainted Items  
(used paper plates, paper towels,  
paper napkins, food boxes)
- ✗ Ceramics and Kitchenware
- ✗ Plastic Wrap
- ✗ Packing Peanuts and Bubble Wrap
- ✗ Wax Boxes
- ✗ Styrofoam
- ✗ Hazardous Chemicals and Containers
- ✗ Plastic Toys or Sporting Goods
- ✗ Wood
- ✗ Yard Clippings

If you have any further questions, please call us at 912.964.2000  
or visit our website at [www.atlanticwaste.com](http://www.atlanticwaste.com)



# Why are we switching to automated?



## SAFETY

It's much safer for our employees to operate fully automated vehicles.



## RELIABLE

In today's workforce, automated trucks are more reliable.



## EFFICIENT

Automated trucks can service more homes per day than a 2-person crew.



## COST

Automated trucks reduce overall operating costs and help with potential increases to municipalities.

## Cart Placement Guidelines

To ensure our trucks can safely collect your trash and recycling, please adhere to the following guidelines.

Avoid placing carts under trees and power lines



Please place all containers no more than 3ft from the road for service with arrows facing towards the street.



Please place your cart out the night before your scheduled collection day



Make sure no cars are parked in front of your containers



For our safety, please keep carts weight under 60lb

# Help us clear the F.O.G.

## FATS OILS GREASE



When fats, oils, or grease are dumped down the drain, it forms large thick grease balls that clog pipes. Clogged pipes result in sewer backups, spills, and create large financial impacts for municipalities.

## WHAT IS FOG?

**FATS** are solid at room temperature. Most common fats include butter, shortening, margarine, meat trimmings, and dairy products.

**OILS** are liquid form at room temperature. Most common oils dumped down the drain include cooking oils, olive oils, salad dressings, and used frying oils.

**GREASE** begins in liquid form and turns solid once cooled. Most common grease products dumped down the drain include gravy, mayonnaise, sauces, salad dressings, bacon and sausage drippings, and melted meat fat.

## COOL IT. CAN IT. TRASH IT OR REUSE IT.



Actual pipe with FOG buildup

- Let your FOG cool.
- Never pour FOG down the drain or in toilets.
- Scrape grease and food scraps from plates, pots, & pans into a can or trash can.
- Do not put grease down garbage disposals.
- Put strainers in sink drains to catch scraps.
- Wipe out cooking pans with paper towels to absorb extra FOG.
- Place FOG in disposable container.
- Throw disposable cans in the trash.
- Reuse oil if allowable.
- Share with your neighbors the problems of grease in sewer systems.