



City of Richmond Hill Water Customer Informational Sheet



Residential Rates:

Water

Base Rate: \$20.50
 Tier 1 (0 To 6,000 Gal):
 \$3.20 per 1,000 Gallons
 Tier 2 (6,001 To 10,000 Gal):
 \$3.40 per 1,000 Gallons
 Tier 3 (10,001 To 25,000 Gal):
 \$3.80 per 1,000 Gallons
 Tier 4 (25,001 And Above):
 \$4.70 per 1,000 Gallons

Sewer

Base Rate: \$20.50
 Tier 1 (0 To 6,000 Gal):
 \$3.20 per 1,000 Gallons
 Tier 2 (6,001 To 10,000 Gal):
 \$3.40 per 1,000 Gallons
 Tier 3 (10,001 To 25,000 Gal):
 \$3.80 per 1,000 Gallons
 Tier 4 (25,001 And Above):
 \$4.70 per 1,000 Gallons

Garbage

\$15.00 per cart (Includes 1 Recycling Cart)
 Additional Recycling Carts \$3.00 per cart

Irrigation:

Base Rate: \$20.50
 Volume: \$4.70 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: \$23.50
 Volume: \$3.80 per 1,000 gallons

Sewer

Base Rate: \$23.50
 Volume: \$3.80 per 1,000 gallons

Garbage

\$19.00 per cart (includes 1 Recycling cart)
 Additional recycling carts \$3.00 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, members of his household, guests, and employees only. The consumer shall not sell water to any other person or permit any other person to use 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 consumers piping and apparatus shall be installed and maintained by the consumer at 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, covenant and 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 \$500 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!

CODERED
weather
WARNING



Call 912-858-2799 or go to 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 an 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 posses 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's 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.



STOP! Before you burn:

City residents who wish to burn outdoors will need to contact Georgia Forestry at 1-877-OK-2-BURN in order to obtain a burn permit.



Connect with us!

Find the City of Richmond Hill on Social Media

 @WeAreRichmondHill

 @CityofRichmondHill

 @Richmond_HillGA

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:
912-756-3803