



TOWN OF THUNDERBOLT
APPLICATION FOR UTILITY SERVICE

Account Information: [] Residential [] Commercial
Deposit Required: \$175.00
Beginning Date: _____
Closing Date: _____
Water, Sewer & Garbage [] Water Only [] Sewer Only []
Water & Sewer [] Garbage Only []

Service Request: [] START [] STOP [] TRANSFER _____
(Previous Account Number)
Applicant: [] Property Owner [] Tenant [] Management Company

Name: _____
(Last, First, MI OR Business Name)
Service Address: _____
Mailing Address: _____ City _____ Zip Code _____
If Transferring Service to New Location, Please Complete Previous Address Section Below
Previous Address: _____ City _____ Zip Code _____
Telephone Number: _____ Alternate Phone Number: _____
Email Address: _____
(By providing your e-mail address, you agree to receive email communications from the Town of Thunderbolt.)
Note: The applicant must submit a copy of their Driver's License or State Issued Photo ID. If leasing the above property a copy of the lease agreement must be submitted with the application. If owner of property a copy of Deed or ownership documents must be submitted with the application.

As a resident (Tenant and/or Property Owner) of the Town of Thunderbolt I do hereby request to be furnished services to the real property identified above. I hereby agree that these services are subject to the provisions of the Town of Thunderbolt Ordinances and Policies. I further agree by signing below that I will be liable for all services applied for and further acknowledge if violated; shall constitute a lien upon the real property stated above. (Town of Thunderbolt Code of Ordinances Sec. 4-212, 4-213).

By signing below I agree that any bill for these services should be paid in full on or before the due date or shall be subject to services being discontinued until the outstanding bill, including all additional fees are paid in full. Any outstanding balance beyond sixty days may result in collection action being taken by the Town of Thunderbolt. All fees associated with this effort will be added to the outstanding balance on your account for recovery.

Signature: _____ Date: _____

FOR OFFICE USE ONLY
Residential/Commercial Water Deposit \$175.00 - Date Paid: _____
Account #: _____
Meter Reading #: _____
Deposit Received: _____ Date: _____
Received By: _____



Town of Thunderbolt Utility Services Terms and Conditions

These terms and conditions are provided for your knowledge of the Town of Thunderbolt's Utility Services Policies regarding billing procedures, payment terms and fees. By requesting services, you agree to all of the conditions listed in this document.

New Account/Deposit: The Town of Thunderbolt requires a \$175.00 deposit on a rental/lease accounts, including commercial accounts.

When service is requested, the water should be turned on within twenty-four (24) to forty-eight (48) hours.

Termination of Service: When service is terminated, the deposit on the account will be applied towards any outstanding balance. If there is no balance due or a credit remains, a refund check will be mailed to the forwarding address provided after the final billing has occurred.

Transfer of Service: If a customer is moving from one address to another address within our service area, they may request in writing to transfer their service. Before the deposit transfer can be completed the current account must be paid in full.

Billing Cycle: Water bills are issued monthly and will be mailed to customers by the 10th of each month.

Payment Terms: Payments are due by the last business day of the month. Due dates are not adjustable. Failure to receive a bill does not exempt penalties or disconnection for non-payment. The Town is not responsible for late payments by mail service or placed in drop box after the due date.

Late Penalty: Water bills shall be due by the last business day of each month. If the bill is not paid by the due date a ten (10) percent late fee will be applied.

If the bill is not paid by the water cutoff date shown on the bill, the account will be charged a penalty of \$25.00. This penalty will be imposed once the account is placed on the water cutoff list regardless of whether the water has actually been cut off.

Returned Payments: Customer's will be charged a \$35.00 fee for returned payments. Unpaid returned payments will be subject to disconnection. Checks will no longer be accepted on accounts having two returned payments. Payments will be required in the form of cash, check or money order for in office payments or debit/credit cards for online payments.

Payment Options:

Online: www.thunderboltga.org/Pay-Online

Mail to Address Listed on Bill

Office Drop Box 24/7

In Person at Town Hall: Regular Business Hours are Monday – Friday
8 am - 5 pm

Terminate Service: Only an account holder listed on an account can terminate service. Verification of personal identifying information will be required. Service will be disconnected the next working day or at a later specified date, excluding weekends and holidays.

A final reading will be taken on requested termination date and a final bill or deposit refund check will be mailed to the forwarding address provided.

Reinstated Service: (See Late Penalty) – The Town will reinstate service within twenty-four (24) hours once account balance is paid in full.

Tampering/Theft of Services Policy: In the event a meter or service equipment has been tampered with in any way or any unauthorized usage has occurred, service will be discontinued. A tampering fee or \$250.00 will be due before service can be restored.

Sewer Leak Policy: If a water leak is found on the customer's side of the meter, it is the customer's responsibility to have the leak repaired. Leaks must be repaired within ten (10) business days of discovery or from date of notification in order to qualify for an adjustment. A leak adjustment on sewer charges may be granted after evidence and confirmation that repairs have been made. Water should be turned off when not in use until repair is complete. Leak adjustments are limited to one (1) per twelve (12) month period.

Request for Meter Testing: In the event a customer has questions regarding the accuracy of the water meter servicing their address, they may request that the meter be checked. One data log request may be made within a six (6) month period without charge, regardless of the findings. Additional data log request may incur an additional charge of \$10.00.

Garbage Service: Roll-out carts are provided to residents by the Town or its vendor for either garbage collection, recycle collection or trash collection. Carts are to be placed near the curb or street but, not in the street by 5:00 a.m. on the morning of scheduled collection but no earlier than 5:00 p.m. on the day prior. Carts shall be returned from the street no later than 9:00 p.m. on the day of collection. The Town will add a fee of \$20.00 for carts that are not returned from the street.

**For more information on utility rates please visit our website:
www.thunderboltga.gov