



478-934-6346  
www.CityofCochran.com  
112 W Dykes St. Cochran Ga 31014

# COCHRAN'S TERMS & CONDITIONS

These terms and conditions are provided for your benefit to communicate City of Cochran's Utility Services policies regarding billing procedures, payment terms and fees. By requesting services, you agree to all conditions listed in this document.

## **Billing Cycle**

Depending on which day the 25th falls on, all Cochran's City Utility bills are mailed out on the 25th of each month. Cochran's City bills are one month behind. The billing rates are determined by the customer, and if he/she lives inside or outside of the City. Due dates are not adjustable.

## **Change Name on Account**

If the current account holder has deceased, then the person requesting to change the name will need to provide a death certificate, with a notarized document providing a signature and an updated Driver License or State I.D. So, we can apply each copy onto the Account. Once requirements are met, then our Customer Service Clerk will change the name on the account.

## **Connect Policy**

Customer's must provide a Warranty Deed, Lease/Rental Agreement, a 911 Registration form, Driver's license/State I.D, along with paying the Connect Fee. Connect Fees are as follows:

- For owned properties: \$35 for utilities, \$65 for gas connection
- For leased properties: \$85 for utilities, \$150 for gas connection

If customer fails to provide all documentations, then service will NOT be connected. All names provided on the Lease/Rental Agreement must be present providing the correct documentations & signatures. Verification of personal identification information will be required. If failed of doing so, then service will NOT be connected.

Initial connection time may take up to 48 hours.

## **Cut Off Policy**

Services will be discontinued if the Utility bill is NOT paid in full by 4:30 PM on the business day before the 20th of EACH MONTH. Cut-Off will ONLY be held on MONDAYS, TUESDAYS, WEDNESDAYS & THURSDAYS.

ACCOUNTS NOT PAID BY 4:30 PM ON the business day before cutoff WILL BE SUBJECT TO A DISCONNECT FEE REGARDLESS OF DISCONNECTION. The disconnect fee structure is as follows:

- 1st time: \$25
- 2nd-3rd time: \$50
- 4th time and beyond: \$75 each time
- January 1, 2025 Disconnect fee shall be a flat rate of \$100

To continue your services with the City of Cochran, you will have to pay the applicable disconnect fee, plus the outstanding balance.

Cochran's City Hall office is NOT accepting payments that are placed in the Drop box AFTER the Deadline date, AFTER 4:30 PM, nor will we be accepting Online payments that were submitted after the 4:30 PM deadline on the business day before cutoff.

## **Credit/Deposit Card Policy**

All customers must have their driver license/State I.D. present per transaction. The name that is



478-934-6346  
www.CityofCochran.com  
112 W Dykes St. Cochran Ga 31014

provided on their driver license must match the name on the debit/credit cards.

### **Deposit**

Cochran's City Hall Customer Service Representatives are required to collect a deposit from all City residents that are Renting/Leasing a property. This includes commercial properties as well. Deposit amounts are determined based on the type of service and property ownership status.

### **Disconnect Policy**

All accounts will be charged a Re-Connect fee as per the disconnect fee structure mentioned in the Cut Off Policy. Service will be re-connected after the outstanding balance & other fees are paid in full. If you move without notifying the City Hall office, then all customer/s account will be billed for ONLY 2 MONTHS, the base rate amount & late fees. This depends on where the customer/s lives within City limits to determine the rates. If you later need City services, you will have to provide updated documents, and you are required to pay the Connect fee, plus the Deposit fees as well.

### **Fire Fee & Stormwater Fee Policy**

All City of Cochran residential utility customers are required to pay a Fire Fee and Stormwater Fee. These additional fees are collected to cover expenses for fire and stormwater services. These fees are added onto all City residential customers monthly utility billing statement.

### **Garbage Policy**

Cochran's City Hall is conducting business with Waste Management for Garbage service. Waste Management's business days with Cochran's Garbage services are Monday-Thursday. If garbage service was missed, please contact Cochran's City Hall office at (478) 934-6346 so the City can investigate the circumstances. To request a (2nd

pick up of residential garbage can, customer must first pay \$10.00 in advance.

### **Gas Policy**

Cochran's City Hall requires that both Gas Notice forms are completely signed and fees must be paid in full before 4 p.m. to connect service. Cochran's Natural Gas worker/s is NOT allowed to enter any home to light a gas pilot, or fix any repairs.

### **Late Penalty**

If your bill is NOT paid by the 10th before 4:30 p.m., then a 10% late fee will be applied to your current bill amount.

### **Payment Terms**

All payments are due by the 10th of each month before 4:30 PM. This includes online payments. Failure to receive a bill does NOT exempt penalties or disconnection for non-payment. We are NOT responsible for late remittances made through the Drop box, mail service and online service.

### **FAILURE TO RECEIVE BILL DOES NOT EXEMPT PENALTIES OR DISCONNECTION FOR NON PAYMENT**

Payments can be made by check, money order, cash, or online.

### **Payment Agreement Policy**

All Payment arrangements are ONLY approved by the City Manager & the City Clerk. Customers are limited to a maximum of 2 payment agreements per year. Each payment arrangement must be approved before the 10th & each customer must be present to sign the Payment Agreement form. Each customer must pay their delinquent bill, plus the 10% Late fees, and at least half of the current bill amount. If customer fails to complete the payment agreement form with a signature or make



478-934-6346  
www.CityofCochran.com  
112 W Dykes St. Cochran Ga 31014

a payment on the Due Date or fail to pay their payment amount this will determine a disconnection in service.

#### Payment Options

- ACH Bank Draft
- Mail to P.O Box 8 Cochran, GA 31014
- Online at [www.cityofcochran.com](http://www.cityofcochran.com)
- **2% Service fee with Credit/Debit cards**
- Drop Box 24/7 (Do not use for delinquent payments)
- In-person at our office during regular business hours

#### Returned Payments

For each returned item there will be a charge of \$40.00 fee. Unpaid returned payments will subject a disconnection in service. If customer exceeds having a return item twice a month limit, then Cochran's City Hall office will only accept Cash, Money Order & Cashier Money Order.

#### Reinstated Service

All accountholder/s with outstanding balances will be required to pay the entire balance before new service can be established; along with any deposits required and / or service fees.

#### Terminate Service

A Termination form must be fully completed, providing a forwarding Address, Updated Cell #, a disconnect date and signature. Only the accountholder/s listed on the account can terminate service. After form is completed the accountholder will receive a final billing statement in the mail for final usage. Service can **ONLY** be scheduled for disconnection during weekdays, this is excluding weekends & holidays.

When service is terminated, the deposit on the account will be applied towards any outstanding balance. If there is no balance due and a credit remaining, then a refund check will be mailed to the forwarding address provided. All refund checks could take up to 45 days until received in the mail. Verification of personal identification information will be required.

#### Water Policy

Customer/s must be present at the service location making sure all faucets are turned off inside of the home, this is to prevent a water leak from happening on the inside of the home/apartment. Cochran's City Public workers are not allowed to enter any home to fix any water repairs.

#### Water Leaks Policy

If a water leak is discovered on the customer's side of the meter, it is the customer's responsibility to have the leak repaired immediately. The City of Cochran has the right to turn the water off until customer can have the leak repaired. Water service should be turned off while repairs are being completed. **A leak adjustment MAY BE granted AFTER evidence and confirmation of repairs are made.**

For more information, please visit our website:  
[www.cityofcochran.com](http://www.cityofcochran.com)