



Where Georgia comes together.

Customer Service Policies

If your account begins with a 1 your due date = 2nd of every month

If your account begins with a 7 your due date = 5th of every month

If your account begins with a 0 your due date = 8th of every month

If your account begins with a 3 your due date = 15th of every month

If your account begins with a 5 your due date = 19th of every month

If your account begins with a 4 your due date = 10th of every month

Due dates are adjusted from the above so as not to fall on a weekend or holiday with the customer being given more time rather than less. Failure to receive a bill does not relieve your obligation to pay.

Utility payments may be made 24 hours per day, 7 days a week online at perry-ga.gov or using our City APP.

Telephone payments may be made 24 hours per day at 866-230-5760. Credit, debit, money orders, checks and cash are accepted at our kiosk "Jack" in the City Hall parking lot. If using cash, only bills are accepted and no change is given. Credits will be applied to your next bill.

10% penalty will be added to the balance the **day** following the due date as soon as the work from the prior night is processed (online payments).

Auto calls will go out 2 days before disconnects begin. **Please make sure we have a valid phone number.**

Disconnect day is the 7th day after the due date but will not be on a Friday or the day before a government holiday. Disconnects will begin as soon as the overnight payments are processed (online payments). Disconnects will be the day listed on the bill. The current service fee will be added as soon as the overnight payments are processed. The only way to ensure you do not have to pay this additional fee is to **pay prior to 8:00 a.m. on the disconnect day.**

Extensions must be requested in person at least 24 hours prior to the disconnect day printed on the bill. Extensions provide an extra calendar week to pay before disconnection. Only 2 extensions will be granted per calendar year and the customer must have a 12 month history of good standing to be eligible. Extensions will not be granted in back to back months. If a customer fails on their extension there will be no more granted.

Deposits*If a customer has had service disconnected 4 times in the past 24 billings, they will be required to pay a deposit in addition to the past due balance to have service reinstated. This applies to current accounts or former accounts held by the account holder over the previous 5 years. The deposit shall be equal to 1.5 times the average monthly billing. Deposits must be paid in cash or secured funds. No personal checks will be accepted.**