

# **Welcome to the City of Perry**



**Where Georgia comes together.**





**Where Georgia comes together.**

Dear Newcomer:

On behalf of the Perry City Council and myself, I would like to welcome you and thank you for choosing Perry as your residence or a place to conduct business. We know that you had many choices, but we truly appreciate the fact you chose Perry.

As you begin to get settled into the community, you may have additional questions or need additional information about our City. Enclosed is our Customer Service Welcome Packet. It is designed to provide you with information about our City and the services that are provided. I hope you find it beneficial and please do not hesitate to contact us if you have additional questions or concerns.

Sincerely,

Randall Walker  
Mayor



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## City Government Officials



**Randall Walker,** Mayor

**Email:** randall.walker@perry-ga.gov  
**Office:** 478-988-2707  
**Cell:** 770-312-0711  
**Fax:** 478-988-2705



**District 1** **Phyllis Bynum-Grace** District 1, Post 1

**Email:** phyllis.bynum-grace@perry-ga.gov  
**Cell:** 478-235-5874



**Willie King** District 1, Post 2

**Email:** willie.king@perry-ga.gov  
**Cell:** 478-396-5403



**District 2** **Robert Jones** District 2, Post 1

**Email:** robert.jones@perry-ga.gov  
**Cell:** 478-213-2460



**Joy Peterson** District 2, Post 2

**Email:** joy.peterson@perry-ga.gov  
**Cell:** 478-390-6768



**District 3** **Darryl Albritton** District 3, Post 1

**Email:** darryl.albritton@perry-ga.gov  
**Cell:** 478-235-7490

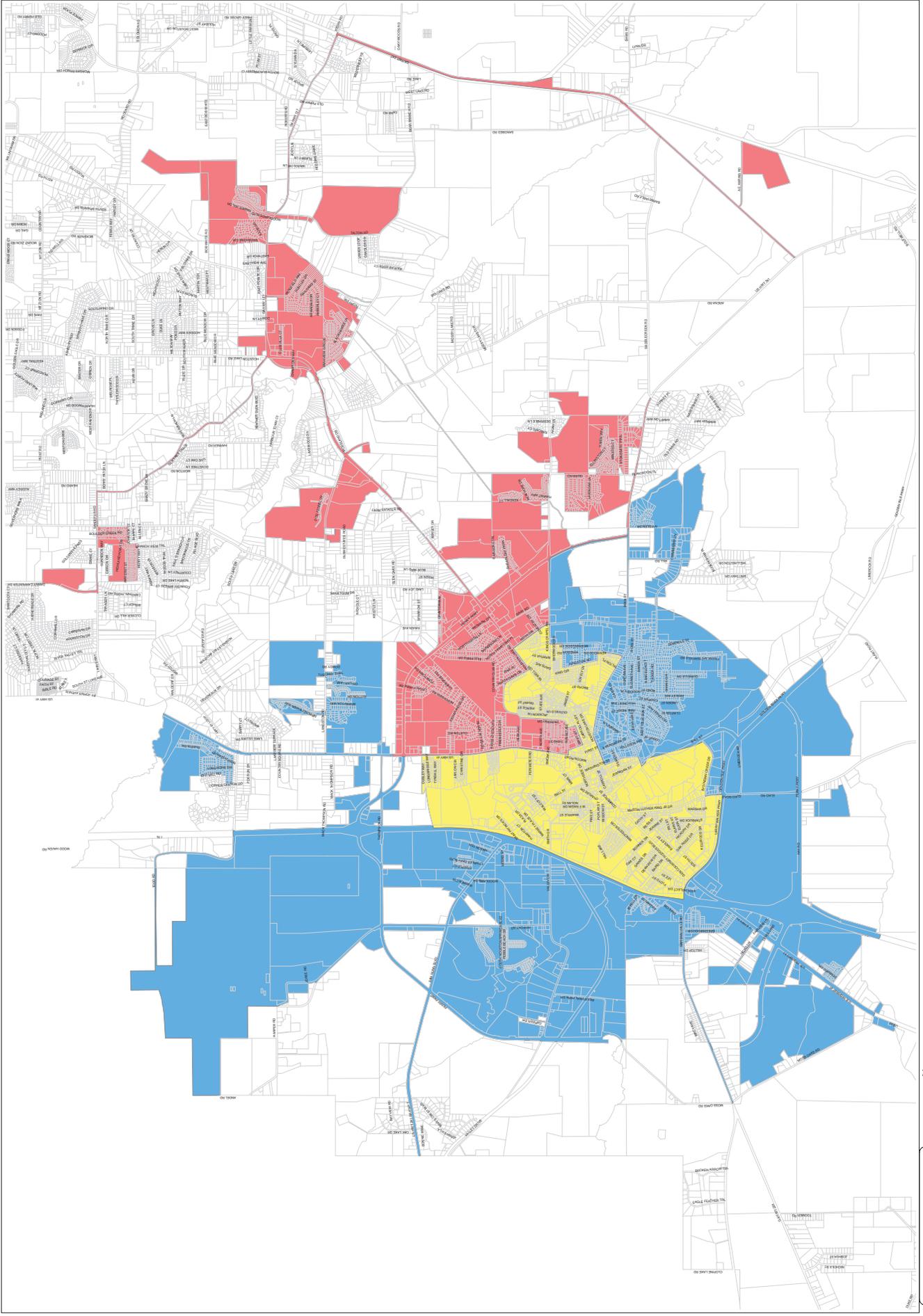


**Riley Hunt** District 3, Post 2

**Email:** riley.hunt@perry-ga.gov  
**Cell:** 478-273-9459

Work Session meetings are held the first and third Monday of every month starting at 5:00 pm. City Council meetings are held the first and third Tuesday of every month starting at 6:00 pm. These meetings are held at the City Hall in the Council Chambers and are open to the public.

# Council Districts



**Legend**

**District, Post One, Post Two**

- District 1, Phyllis Bynum-Grace, Willie King
- District 2, Robert Jones, William Jackson
- District 3, Randall Walker, Riley Hunt
- District 4



## CUSTOMER SERVICE INFORMATION

The City of Perry provides water, gas, sewer and garbage collection services to its citizens and some surrounding areas immediately adjacent to the city limits. Customer Service is committed to providing courteous and efficient service to all utility customers and ensuring that utility billings are rendered correctly and collections made in a timely manner. Our goal is to provide knowledgeable interactions with our customers when it comes to quality and timeliness of our service while treating them in a pleasant and courteous manner.

To ensure the utmost accuracy in determining your bill, we use meter reading software to determine your bill electronically. Results then go through a series of reviews before ever being sent to our customers. We are committed to meeting the evolving needs of our customers through efficient operational management and excellent customer service.

Our Customer Service Technicians are available to answer your questions each business day between 8:00 am and 5:00 pm at City Hall.

### Signing Up for Services

- Water Activation
- Gas Activation

\*Activation fees are non-refundable and due prior to activation of service\*

\*Activation fees are subject to change\*

\*Please see our fee schedule at [www.perry-ga.gov](http://www.perry-ga.gov) for the current activation rate\*

### Documentation needed to establish service(s):

- State issued identification (official picture)
- Residential Application (provided at City Hall or can be obtained at [www.perry-ga.gov](http://www.perry-ga.gov) under residents (forms)
- Signed lease agreement, if renting or signed settlement disclosure or warranty deed, if purchasing, may be required

### Billing Information

- The City of Perry has several billing zones. Your payment will be due approximately the same day every month. The due dates are dependent upon the date not being a holiday or weekend. You can determine your billing zone by looking at the first digit of your account number.
- 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 4 your due date = 10th 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.
- 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.

- All bills are due **15 days** from the date of the bill or the following business day if the due date falls on a weekend or holiday. If the payment is not in the Customer Service office by 5:00pm on the date specified due, a 10% penalty will be added to the past due balance.
- Accounts not paid within **7 days** after the due date are subject to disconnection without further notice. The disconnect date is listed on your bill. An additional fee will be added.
- If a customer is disconnected 4 or more times during a 24 month period, a deposit will be required for reinstatement as well as a disconnect fee and past due balance.
- If you feel you have received a bill in error or have another legitimate reason for not paying, you must notify Customer Service prior to disconnection of services.

## Method and Form of Payment

- If mailing in payment: City of Perry- Utilities, PO Box 2030, Perry, GA 31069
- Our kiosk is available 24/7 in the parking lot at City Hall. All payment methods are accepted and posted to your account in real time.
- Bank draft is available through enrollment
- Online bill pay is available through enrollment on our website
- Customer Service in person or via phone

\*Cash, check, credit/debit cards and money orders accepted. Postdated checks not accepted\*

\* A direct debit (bank draft) authorization form is located at the end of this booklet for your convenience\*

## Service Charges

- A service charge shall be assessed for disconnection due to non-payment on an account.
- A service charge shall be assessed for reconnection of service if done outside business hours.
- A service charge shall be assessed for a returned check.

\*Please see our fee schedule at [www.perry-ga.gov](http://www.perry-ga.gov) for the current service charge rate\*

## Service Programs

### Budget Billing Program

- The program is available only to residential accounts
- The account/customer must have at least one year of history on the system
- The customer's account history must show **no** return checks or cut-offs for non-payment for the previous twelve (12) months
- The account balance must be zero to enter the program
- The program averages the current actual bill with the past eleven months bills to determine the current amount payable

- Payment is due by the due date printed on the bill. The account will automatically change to a regular residential account if there is any balance owed on the account when the next bill is printed and must remain off the program for 12 months.

\* A full budget billing program agreement is located at the end of this booklet for your convenience\*

### Senior Exemption Program

#### **Eligibility**

- Customers sixty-five (65) years of age at the time of application or have been determined totally disabled according to a current ruling of any agency of the State or the Federal Government
- The total gross annual income from **all** sources does not exceed \$26,800
- The account is a residential service meter

#### **Application Process**

- Account holder must apply in person to the Customer Service office at Perry City Hall (1211 Washington Street)
- Provide effective year documents confirming age and total household income

\*A full senior exemption memorandum is located at the end of this booklet for your convenience\*

### **Water Rate Schedule**

- Base Meter -
- Consumption - per unit

\*Note: 1 unit= 100 gallons\*

\*Please see our fee schedule at [www.perry-ga.gov](http://www.perry-ga.gov) for the current water rates\*

### **Sewer Rate Schedule**

- Residential-      0-80 units  
                                 80+ units
- Commercial      0-180 units  
                                 180+ units

\*Note: 1 unit= 100 gallons

\*Please see our fee schedule at [www.perry-ga.gov](http://www.perry-ga.gov) for the current sewer rates\*

### **Gas Rate Schedule**

- Base Meter
- Consumption – per unit

\*Please see our fee schedule at [www.perry-ga.gov](http://www.perry-ga.gov) for the current gas rate\*

## Sanitation

Residential curb-side sanitation and recycle services are provided by Advanced Disposal. Commercial and Industrial sanitation is also provided by Advanced Disposal.

A 35-gallon wheeled recycling carts are available to citizens who are interested in increasing their recycling output upon request.

\* A list of recycling items is located at end of this booklet for your convenience\*

The garbage mobile-toter shall be placed at street-side no earlier than 3:00pm on the day before the scheduled collection day and be removed from the street-side no later than 8:00am on the day after collection. \* **All trash should be bagged before placing in toter.**\*

### Garbage (Solid Waste) Rates

- Residential
- Commercial
- Additional totter

\*Please see our fee schedule at [www.perry-ga.gov](http://www.perry-ga.gov) for the current garbage (solid waste) rates\*

## Bagging

The City of Perry offers its residential customers the opportunity to participate in its leaves, grass clipping, pine straw, pine cones, small twigs, sticks and shrubbery clippings bagging collection program. As an incentive to encourage residents to participate in the program, the City of Perry will provide a **\$3.15** weekly credit for residents who bag their yard waste per the program guidelines.

\*The program guidelines are located at the end of this booklet for your convenience\*

## Important Phone Numbers

Customer Service ..... 478-988-2754

- Billing inquiries
- Water/sewer service
- Gas service

After Hours Emergency..... 911

Sanitation ..... 478-988-2732

- Issues with trash collection
- Bulk waste and/or yard debris

## Frequently Asked Questions

### What is an emergency?

- Water leak
- Sewer backup
- Natural Gas smell

The City of Perry is available 24 hours a day to respond to utility-service emergencies. How to contact us?

For emergency services during business hours, phone us at 478-988-2754. After regular business hours, you can call 911 and our emergency service personnel will respond quickly.

For general inquiries you can reach Customer Service at 478-988-2754. Our Customer Service Department is open from 8:00am to 5:00pm, Monday- Friday.

### Are you planning to dig?

Call Utilities Protection Center at 1-800-282-7411(811) before you dig.

### Solid Waste Complaints/Pick-up Issues

Call Sanitation/Public Works at 478-988-2732

### Billing concerns

Call Customer Service at 478-988-2754

### Additional Fees

It is the policy of the Perry City Council that the cost of services provided by the City should be correctly determined and paid by the persons benefiting. This assures an equal spreading of the costs and does not require property tax support. Some of the services billed on the City's utility services monthly bill are:

#### Fire Protection Fee

The City was obligated to upgrade its fire protection services. This included doubling the size of the staff, a new fire station and new equipment. A fire fee was considered the fairest since it ranked all heated/air-conditioned structures benefiting from fire protection by square footage and risk exposure. All single family detached homes pay the same fee. The fee level is based on fire history.

#### Stormwater Utility District

Stormwater runoff is generated from rain and snowmelt events that flow over land or impervious surfaces, such as paved streets, parking lots and building rooftops, and does not soak into the ground. Urban stormwater continues to be a significant source of water pollution and public health concern. As communities continue to grow and develop their local economies, they look for sustainable and effective approaches to reduce these existing and emerging sources of pollution.

Stormwater runoff is collected in roadside drainage ditches, street curb and gutters, retention ponds, property ditches, etc. The stormwater contains motor oil, gas, grass clippings, plant debris, yard chemicals, etc. that can result in polluting a community's creeks, streams, rivers, ponds and lakes.

The federal government and the State of Georgia require local governments that reach a certain population/density to develop and manage a stormwater collection/treatment systems to reduce or negate the harmful effects of urban pollutants. Realizing this impending mandate, the Perry City Council began planning for its stormwater management system in 2010. After assessing various funding options, the Council selected a fee system that most fairly assesses those properties impacting stormwater controls.

The fee is based on impervious surfaces, has a cap and bills all single family detached houses at the same rate. Other developed properties are charged based on the number of Equivalent Residential Units (one single family detached house). The fee was implemented in mid-2013 and has increased as needed to pay for direct costs.

Council is committed not to increase property taxes to pay for the State imposed MS4 permit requirements (stormwater management).

### **Water versus Sewer Fees**

The cost of providing water and treating wastewater is comprised of treatment costs, purchase of supplies, line maintenance, capital improvements, debt service and depreciation. The costs to treat wastewater is approximately twice as much as providing drinking water. The City charges are based on service cost so the sewer rate is higher than the water rate.

### **I cannot pay my bill; do you offer extensions or arrangements?**

The City of Perry offers an extension to avoid disconnection of service up to seven (7 days) from the cut-off date, provided the account is eligible for an arrangement.

\*A full copy of the City's extension policy is at the end of this booklet for your convenience\*

**I have or will be moving and need to disconnect my service, what should I do?** Disconnection of service is **never** completed by a phone call due to signature requirement. Disconnection of service can be requested by email to [customer.service@per ry-ga.gov](mailto:customer.service@per ry-ga.gov). You may fax your request to 478-988-2748 or sign a service order in person with Customer Service at City Hall (1211 Washington St, Perry GA).

\*A discontinue of service form is located at the end of this booklet for your convenience \* I

### **have enrolled in the budget billing program but I wish to no longer participate, what can I do?**

You can complete a termination of budget billing form and submit by fax, email, mail or in person to Customer Service.

\* A termination of budget billing form is located at the end of this booklet for your convenience

**I no longer wish to enroll in bank draft/automatic debt, what can I do?** Contact Customer Service as soon as possible to be removed from the bank draft process by completed the termination form. Once you are removed from bank draft, your account will become subject to late fee penalties if the account is not paid by the due date.

\*A termination of bank draft form is located at the end of this book for your convenience\*

## Department of Leisure Services



### Destination Parks

#### Frank Rozar (1060 Keith Drive)

- 18 hole Frisbee disc golf course
- Soccer fields
- Outdoor basketball courts
- Horseshoe facility
- Playground
- Picnic areas
- Pavilion rental available
- Walking trail
- Fishing

#### Barbara Calhoun Park (2 Tucker Road)

- Tennis Courts
- Playground

#### Creekwood Park (110 Lasseter Circle)

- Football fields
- Softball fields
- Picnic area
- Pavilion rental available
- Splash Pad

#### Heritage Park (2021 Sam Nunn Blvd)

- Amphitheater

### Community Centers

#### James E. Worrall Community Center (1060 Keith Drive)

- Gym
- Senior programs
- Various activities
- Community Room-rental available

#### Perry Arts Center (1121 Macon Road)

- Rental available
- Open high bay area
- Food prep area

### Individual Uses Parks

- Legacy Park (Corner of Carroll St and Main St)
- Rotary Centennial Park (650 Gen. Courtney Hodges Blvd.)
- White Tail Trail- walking paved trail
- Weleetka Trail -walking paved trail

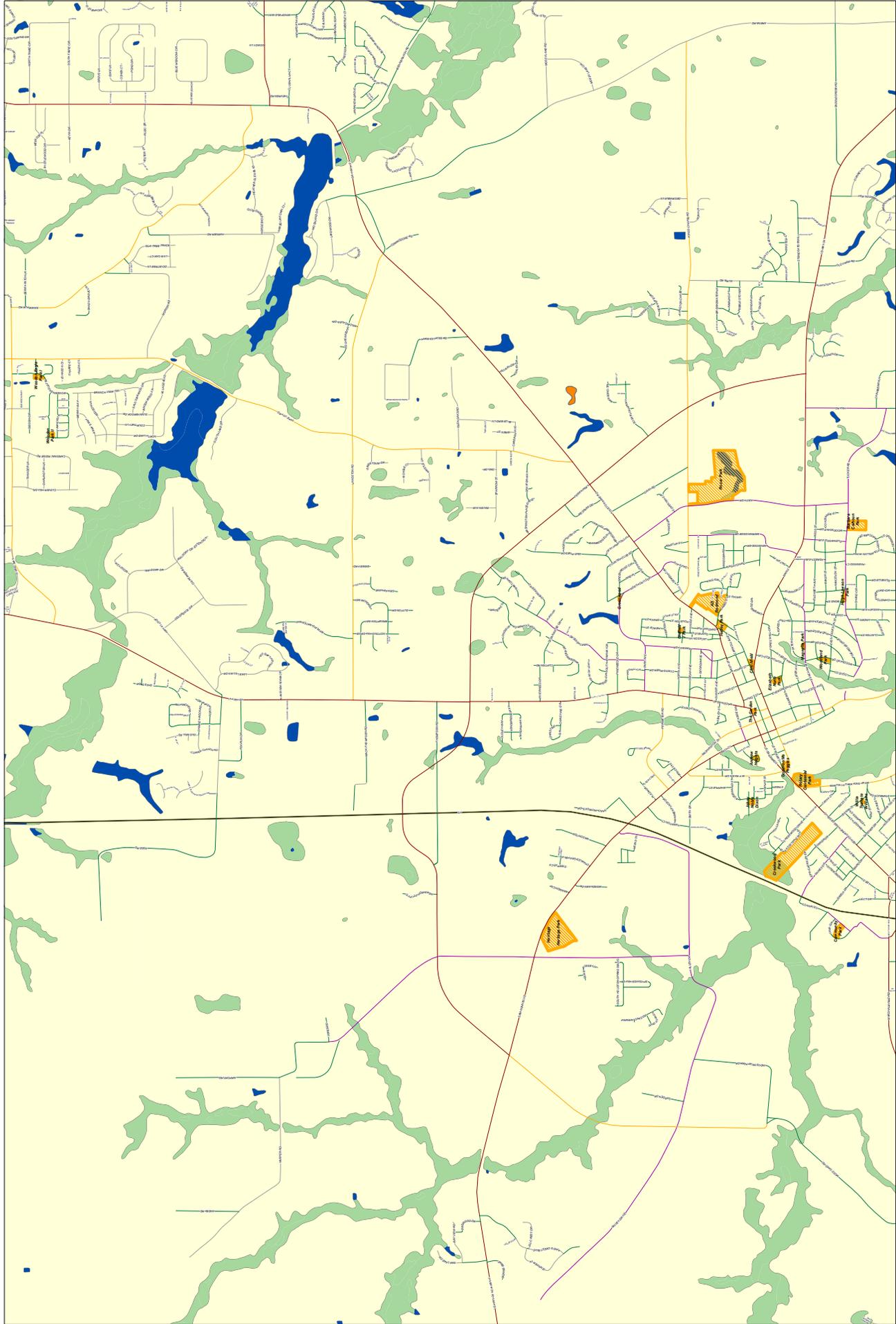
### Pocket Parks

(playground equipment picnic tables)

- A.D. Redmond Park (1034 James Street)
- Johnny Noble Dixon Park (2 Plum Street)
- Oldfield Park (1300 State Street)
- Willie Teontae Williams Park (909 Jeanne Street)
- Woodland Park (618 Woodland Drive)
- Wooden Eagle Park 1 (204 Wooden Eagle Trail)
- Wooden Eagle Park 2 (301 Amherst Street)

The City sponsors various youth athletic programs adult athletic programs summer camps and instruction classes. Facilities are available to rent. Call 478-988-2860 or visit the website at [www.perry-ga.gov](http://www.perry-ga.gov).





1 inch = 1,000 feet



### Perry Parks



## Department of Economic Development

*We want YOUR business in Perry!*

The City of Perry is pro-business and committed to economic development. We offer a wide-range of assistance and incentives to businesses looking to grow or locate in the City.

*What can the city do for you?*

- 📍 Site location and relocation assistance
- 📍 Customized market analyses, market information, demographic reports, etc.
- 📍 Marketing assistance
- 📍 Development incentives:
  - Partial or complete waiver of building permit fees
  - Partial or complete waiver of utility connection fees
  - Assistance with real estate identification and acquisition
  - Partial or complete assistance in the construction of project site infrastructure improvements
  - Variances of certain zoning, land use and/ or development regulations
  - Assistance in navigating all local, state, and federal government regulatory requirements
  - Façade improvement for qualifying organizations
  - Identification and application for possible grand and loan funds
  - Identification and application for possible stat and federal level tax incentives
- 📍 Operating incentives
  - Opportunity Zone (OZ) job tax credits
  - Possible utility service negotiated rates
  - Possible property tax abatement incentives
  - State and local sales tax reduction for qualifying organizations

All economic development projects and pertinent incentives are considered on a case-by case basis with Mayor and City Council having the ultimate decision-making authority. The City of Perry works closely with economic development partners such as the Houston County Development Authority, Central Georgia Technical College, Georgia Department of Economic Development and the area Chamber of Commerce ensuring all possible resources are identified and brought to bear. We want to work with your business in making the most favorable possible transition from conception to operation.

You will find that Perry is a fantastic community in which to live and conduct business. For further assistance and information, please do not hesitate to contact the Economic Development Director, at (478) 508-1571. You may also visit our website at <http://www.perry-ga.gov/economic-development/>.

STAY CONNECTED WITH US!



<https://www.facebook.com/cityofperryga/>



<https://www.instagram.com/cityofperryga/>



<https://www.linkedin.com/company/city-of-perry-ga>



F Y I-newsletter <http://bit.ly/2m8akcL>



City of Perry GA



[www.perry-ga.gov](http://www.perry-ga.gov)

# APPENDICES

**CITY OF PERRY  
DIRECT DEBIT AUTHORIZATION FORM**

City of Perry Account Number \_\_\_\_\_

Name \_\_\_\_\_

Physical Address \_\_\_\_\_  
\_\_\_\_\_

Mailing Address \_\_\_\_\_  
\_\_\_\_\_

Contact Number

Cell (     ) \_\_\_\_\_  
Home (     ) \_\_\_\_\_  
Work (     ) \_\_\_\_\_

Financial Institution \_\_\_\_\_

Routing Number \_\_\_\_\_

Account Number \_\_\_\_\_

\_\_\_\_\_ Checking     \_\_\_\_\_ Savings

**NOTE: A VOID check must be included with authorization.**

I hereby authorize the City of Perry to automatically debit my bank account or the payment of my monthly utility bill/GEFA loan. This authorization will remain in effect until I notify the City in writing that I wish to terminate this direct debit.

I understand the City of Perry will continue to send me a monthly utility bill before my bank account is charged and that I will have the right to stop the direct debit by notifying the City of Perry at any time up to three banking days before the scheduled date of the debit. I further understand that the City of Perry may impose a processing fee in the event that a debit is not paid by my financial institution. For example, the City of Perry may charge a fee if any account contains insufficient funds to cover a prearranged debit. Furthermore, I understand that a late fee will be added to my account if not paid by the due date.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## City of Perry

### Budget Billing Agreement

Customer Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Service Location: \_\_\_\_\_

The City of Perry offers a budget-billing program to customers who qualify, as outlined below:

- The program is only available to residential accounts.
- The account/customer must have at least one year of history on the system.
- The customer's account history must show no return checks or cut-offs for non-payment for the previous twelve (12) months.
- The account balance must be zero to enter the program.
- The program averages the current actual bill with the past eleven months bills to determine the current amount payable.
- Payment is due by the due date printed on the bill. The account will automatically change to a regular residential account if there is any balance owed on the account when the next bill is printed and must remain off the program for 12 months.
- The budget billing period is August - July. All accounts will be reviewed in July and **all amounts owed must be settled with the July billing**. All credits will be reviewed and applied toward the August billing. Unless otherwise stated, the budget billing will continue automatically with updated budget amounts calculated on the September billing.
- The program will apply to all utility services provided by the City of Perry.
- The program will automatically adjust for any rate changes approved by Council.
- The customer may at any time pay off the total amount due without penalty. When doing so, the account will convert to a regular residential account.

NOTE: The ACH Bank Draft Plan is a convenient companion to Budget Billing. No more checks to write, no postage required no trips to the office. Your bank account will be drafted on the last possible day before late charges would be added. You will continue to receive a copy of the bill marked "BANK DRAFT" for your records.

#### **Agreement:**

The above has been explained and discussed with me. I agree that if I have a debit balance when the next bill is printed, I will be placed back on the regular residential billing **without notification**, and the entire balance will become due. I further agree that if the City of Perry or myself terminate my service, the entire balance becomes due.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date



## Where Georgia comes together

Customer Service

### MEMORANDUM

TO: Perry Residents

REFERENCE: Senior Citizen Exemption

Mayor and City Council have approved the provision of financial assistance for City residents who meet certain guidelines. The program is outlined below.

#### City Financial Assistance Program

1. Covered fees

This program applies to the City's solid waste fee, gas and water base fees, stormwater fee and fire protection fee.

2. Eligibility

If the City utility account is in your name and all of the following apply:

- a. You are sixty-five (65) years of age at the time of application or have been determined totally disabled according to a current ruling of any agency of this state or the Federal government.
- b. The total gross annual income from all sources does not exceed \$26,800.
- c. The account is a residential service meter.

3. Application process

- a. Utility account holder must apply in person to the Customer Service office at Perry City Hall (1211 Washington Street).
- b. Provide effective year documents confirming age and total household income.

4. Time frame

If the utility account holder qualifies, the program is good for the current calendar year (Jan-Dec). Interested persons need to apply each year.

5. Restrictions

- a. The program is subject to availability of non-tax funds.
- b. Should it be determined the applicant provided false information, service will be canceled until the entire program's costs for that account are paid.
- c. Program is non-transferable
- d. City has sole authority to determine eligibility.

Should you have any questions, please contact Customer Service at 478-988-2745.

# Curbside Recycle Service



Recycle bin contents are collected on the same day as solid waste, but by different vehicles. This service is free to our customers. Advanced disposal sorts and separates the items, so if it can be recycled can just be placed in the bin!

## Items that can be recycled:

- *Newspapers and inserts*
- *Cardboard boxes*
- *Pizza boxes*
- *Craft paper*
- *Paper towel cores*
- *Toilet tissue cores*
- *Tissue boxes*
- *Computer paper*
- *Office paper*
- *File folders*
- *Calendars*
- *School papers*
- *Envelopes*
- *Paperboard*
- *Shopping catalogs*
- *Paper grocery bags*
- *Soda and beer cartons*
- *Telephone books*
- *Paper lunch bags*
- *Paper shopping bags*
- *Discarded mail*
- *Carbonless paper forms*
- *Magazines*
- *Aluminum beverage containers*
- *Steel food cans*
- *Tin food cans*
- *Glass bottles and jars clear*
- *Glass bottles and jars green*
- *Glass bottles and jars brown*
- *Plastic bottles #1 (water/soda)*
- *Plastic bottles #2 natural (milk jugs)*
- *Plastic bottles #2 pigmented (laundry)*
- *Plastic bottles #3 - #7 (mustard)*
- *Shoe boxes*
- *Greeting cards*

35 gallon wheeled totter or smaller bin are available



Used cooking oil is also recycled at Public Works as part of our fueling program.  
Call 478-988-2882 for drop off information

# DON'T TRASH GRASS!



GrassCycling

Cut it. Leave it. Watch it thrive.

## Grass Clipping Facts

75

Grass clippings  
account for 75  
percent of all yard  
waste.

25

Up to 25 percent  
of your lawn's total  
fertilizer needs are  
supplied by clippings  
left on the lawn.

85

Clippings contain  
80 to 85 percent  
water and  
decompose quickly.

# CITY OF PERRY

## YARD DEBRIS BAGGING INCENTIVE PROGRAM

Beginning on **March 21, 2016**, the City of Perry will offer its residential customers the opportunity to participate in its leaves, grass clippings, pine straw, pine cones, small twigs, sticks and shrubbery clippings bagging collection program. As an incentive to encourage residents to participate in the program, the City of Perry will provide a **\$3.00** weekly credit for residents who bag their yard waste per the program guidelines.

### Program Guidelines:

- Bags are to be placed curbside by 6 A.M. on the day of collection and should not be placed in the street, gutter, ditches or any drainage way.
- The resident must have a minimum of five (5) bags and all leaves, grass clippings, pine straw, pine cones, small twigs, sticks and shrubbery clippings placed at the curb for collection must be bagged and the bags should weigh no more than **50** lbs each. The residents may use regular plastic trash or lawn bags. The City will not collect any bags that contain household waste, rocks, animal waste, dirt, sod or other restricted bulky waste. If a bag contains any unacceptable materials, crews will leave them for the resident to remove.
- Loose branches and limbs (trimmed by the resident) will be picked up.

**Note:** All yard debris generated by anyone other than the resident must be removed as part of their service. This material may be taken to the Houston County Landfill located at 2080 Hwy 247 South Kathleen, GA 31047.

The success of the City's bagging initiative depends on the cooperation of our residents. Without your contributions, the City would not be able to provide an efficient and cost effective yard waste collection program. This is an opportunity for us all to keep Perry clean, safe and beautiful.

### Alternatives to Bagged Leaf Collection

- ! Use the cheap, easy and environmentally friendly method of dealing with fallen leaves - weekly mulch mowing. Mown leaves will seemingly disappear as they filter into the grass. This easy process eliminates many hours of raking, bagging and hauling leaves to the curb.
- ! Construct a compost bin on your property and use those composted leaves in your garden or flower bed next year adding organic matter and reducing the need for fertilizer applications.

**If you have any questions, please call ( 478) 988-2739**

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## City of Perry Utility Bill Payment Extension Request Policy

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### Extension Policy

The City in its sole discretion may permit a customer to execute an Extension Agreement of the due date when extenuating circumstances exist which prevents the payment of utility charges by the due date. If a customer is unable to pay an outstanding amount on a utility bill and is in danger of the service being disconnected, the customer may request an extension of up to seven (7) days from the cut-off date to pay the account provided an Extension Agreement is completed and signed. The Extension Agreement shall include the complete amount past due including past due balances from previous accounts if no prior arrangements have been made. To apply for an extension, the account holder (customer) must come to the Customer Service Office, in person, no later than two (2) business days **PRIOR** to the date the service is to be disconnected for a delinquent payment and sign an Extension Agreement. Due to the privacy act, **ONLY** the person whose name is currently on the account will be able to discuss issues regarding the account or sign extension requests for the account.

Extension Agreements will not be accepted via the telephone, e-mail, fax, etc. and are available to customers only twice every twelve (12) months for a maximum of two (2) times in a twelve-month period and may not be consecutive.

### An extension is not available for customers:

- Who have had two (2) extensions during the current twelve (12) months at any address;
- Who accounts have not been established for at least twelve (12) months;
- Who have never made a payment on the account;
- Who failed to keep a prior extension agreement at any address;
- If the property is listed for a tax sale;
- If the property owner/landlord has requested that no extensions are allowed on the account.

Failure to comply with the terms of any Extension Agreement will result in disconnection of service without further notice and the customer will not be eligible for any additional extensions for twelve (12) months following a broken Extension Agreement. Once service has been disconnected, an Extension Agreement will not be authorized.



**Where Georgia comes together.**

**CITY OF PERRY**

**DISCONTINUE UTILITY SERVICE**

DATE: \_ \_ \_ \_ \_

ACCOUNT#: \_ \_ \_ \_ \_

NAME OR BUSINESS:

BUSINESS: \_ \_ \_ \_ \_

LAST: \_ \_ \_ \_ \_ FIRST: \_ \_ \_ \_ \_

SERVICE ADDRESS:

\_\_\_\_\_

CHECK ONE:

MOVING AND CLOSING ACCOUNT

TRANSFER

DATE REQUESTING SERVICE OFF: \_\_\_\_\_

FORWARDING ADDRESS

STREET: \_ \_ \_ \_ \_

CITY: \_ \_ \_ \_ \_ STATE: \_\_\_\_\_ ZIP: \_ \_ \_

PHONE: \_ \_ \_ \_ \_

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

**City of Perry**

**Termination of Budget Billing**

Customer Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Service Location: \_\_\_\_\_

I hereby request the City of Perry to remove the above account from the Budget Billing Program.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

City of Perry  
P.O. BOX 2030  
PERRY, GA 31069

**TERMINATION OF BANK DRAFT**

**CUSTOMER NAME:** \_\_\_\_\_

**ACCOUNT NUMBER:** \_\_\_\_\_

**I HEREBY REQUEST THE CITY OF PERRY TO REMOVE THE ABOVE ACCOUNT(S) FROM DIRECT DEBIT.**

**CUSTOMER 'S SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**CITY EMPLOYEE'S SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**VERIFIED BY:** \_\_\_\_\_

**DATE:** \_\_\_\_\_







