



TRASH PICKUP DAY: _____

(Place at the curb the night before)

**CITY OF LOGANVILLE
4303 LAWRENCEVILLE ROAD
LOGANVILLE, GA 30052
770-466-1165**

OFFICE HOURS: MONDAY-FRIDAY 8:00 AM UNTIL 5:00 PM

POLICY & PROCEDURES

The purpose of this notice is to let you know the general operating policies and procedures of the City of Loganville Water Department. This information is subject to change. The Mayor and City Council have approved these policies and will back the employees to the fullest in carrying them out.

- Your BILL is due when rendered. A LATE FEE of 10% will be assessed if payment isn't received by the 10th of the month.
- Your WATER SERVICE can and will be disconnected, without further notice, if not paid IN FULL by the 19th of the month. "Water service disconnects" start at 8:00 AM on the 20th of the month. An administrative fee of \$50.00 will be added to your account. This fee, along with the delinquent bill must be paid before water service is restored.
- WE DO NOT GO BY POST MARK MAIL
- Failure to receive your bill, DOES NOT EXEMPT you from making your payment by the 10th of the month.
- Prior to the DUE DATE of the 10th, all complaints or discrepancies may be presented to the Utility Billing Clerk at City Hall, 770-466-1165.
- A \$30.00 service charge can and will be added to all returned checks. After (3) returned checks, we reserve the right to only accept CASH or MONEY ORDER on your account(s). WE DO NOT ACCEPT STARTER CHECKS.
- All accounts, unless requested to be terminated, will be charged the minimum rates with 0-2000 gallons of usage.

NEW SERVICE GUIDELINES:

To establish an account with the City of Loganville, the following is required:

- Utility Application
- Printed Lease Agreement/Settlement Statement
- Photo ID
- \$175.00 Refundable Deposit upon closure of account (ONLY for renters and businesses)
- \$50.00 Account Setup Fee (all new customers)
- Fees are payable by: CASH, CHECK, MONEY ORDER, CREDIT OR DEBIT CARD w/ a 3% fee when using a card
- All new service requests for SAME DAY service are due no later than 4:00 PM!

****When service is established, the City will not be responsible for property damage due to customers plumbing****

PAYMENT METHODS:

- Online at www.loganville-ga.gov You will need your account number & your last payment amount
- By phone at 888-291-1678.
- Bank Draft. Forms are available at City Hall. Please have a VOIDED check to attach to the form.
- By Mail, to the address on the front of your bill.
- Payment Drop Box
- At the Payment Window inside City Hall

****WE DO NOT OFFER EXTENSIONS****

CITY OF LOGANVILLE PROPERTY:

Meters are property of the City of Loganville. No person, other than an authorized employee of the City shall connect, turn on, turn off, disconnect, cut the lock or remove any utility service. Meter Tampering is against the law and carries a minimum \$500.00 fine. Meter readers will report and note any problem with the meter. If a special meter reading needs to be done, at the request of the customer, a fee of \$25.00 will bill added to your account. Water meters can be tested at the customers request, but if the meter is found to be working properly, a fee of \$50.00 will be added to the account for the "testing fee".

METERS:

Authorized Meter Readers of the City of Loganville shall have access at all hours to the premises of the customer for the purpose of installing or removing City Property, inspecting piping, meter reading, testing meters, or any other purpose in connection with the water and sewer service and its facilities.

BILLING:

- Bills are considered delinquent at the 10th of the month.
- Non payment by the 19th will result in water service being disconnected on the 20th of the month with an ADMIN fee of \$50.00 applied.
- Once your service is disconnected, payment IN FULL must be received by City Hall no later than 5:00 PM.
- If an attempt to restore service was made during business hours, but the meter showed "running water", and after-hours personnel is requested to come back to the service address an additional \$30.00 will be applied to the account.
- If payment is made after 5:00 PM online/by phone, the customer must provide the confirmation number to after-hours personnel before water service is restored. An "after hours" fee of \$125.00 will be applied to your account. This fee CANNOT and WILL NOT be waived.
- Customers must call City Hall to discuss disconnect and cut on procedures.
- If payment hasn't been received on your account 5 business days after disconnects, the account will become INACTIVE and a new account will need to be established by following the "NEW SERVICE" guidelines. The "final bill" from your INACTIVE account will then be added to your "new" account.

COMPLAINTS/ADJUSTMENTS:

If the customer believes their bill is incorrect, the customer must contact the Utility Billing Clerk at City Hall prior to the due date of the 10th. If a "leak repair" has been completed, you may present documentation to the Utility Billing Clerk along with a copy of your bill and a signed Leak Adjustment Form.

****THESE DOCUMENTS DO NOT GURANTEE AN ADJUSTMENT CREDIT ON YOUR BILL****

**CITY OF LOGANVILLE
EFFECTIVE JANUARY 1, 2020**

Water Rates		
Teir Structure	Residential	Rate
Minimum	1st 2000 gals.	\$ 23.04
1st Teir	up to 8000 gals. Additional	\$ 6.66
2nd Teir	up to 14,000 gals. Additional	\$ 8.30
3rd Teir	up to 14,001 gals. Additional	\$ 13.27
Senior Citizen		
Minimum	1st 2000 gals.	\$ 17.79
1st Teir	up to 8000 gals. Additional	\$ 6.32
2nd Teir	up to 14,000 gals. Additional	\$ 7.89
3rd Teir	up to 14,001 gals. Additional	\$ 12.61
Commerical		
Minimum	1st 2000 gals.	\$ 24.49
1st Teir	up to 8000 gals. Additional	\$ 7.98
2nd Teir	up to 14,000 gals. Additional	\$ 9.54
3rd Teir	up to 14,001 gals. Additional	\$ 14.60

Sewer Rates		
Teir Structure	Residential	Rate
Minimum	1st 2000 gals.	\$ 21.76
1st Teir	up to 8000 gals. Additional	\$ 5.47
2nd Teir	up to 14,000 gals. Additional	\$ 6.59
3rd Teir	up to 14,001 gals. Additional	\$ 8.57
4th Teir	up to 20,000 gals. Additional	\$ 9.75
Senior Citizen		
Minimum	1st 2000 gals.	\$ 21.76
1st Teir	up to 8000 gals. Additional	\$ 5.47
2nd Teir	up to 14,000 gals. Additional	\$ 6.27
3rd Teir	up to 14,001 gals. Additional	\$ 8.15
4th Teir	up to 20,000 gals. Additional	\$ 9.27
Commerical		
Minimum	1st 2000 gals.	\$ 29.63
1st Teir	up to 8000 gals. Additional	\$ 7.61
2nd Teir	up to 14,000 gals. Additional	\$ 9.22
3rd Teir	up to 14,001 gals. Additional	\$ 12.01
4th Teir	up to 20,000 gals. Additional	\$ 13.66

*****SEWER USAGE BASED ON WATER USAGE*****

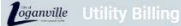
*****MINIMUM AMOUNT BILLED WILL BE THE AMOUNT LISTED FOR THE 1ST 2000 GALLONS*****

*****THERE WILL BE A \$5.00 FEE EACH MONTH FOR RESIDENTIAL STORM WATER**

QUESTIONS OR FOR COMMERCIAL STORM WATER PLEASE CALL WATER QUALITY CONTROL

770-466-1306***

Pay online @ www.loganville-ga.gov



Online Payments for Loganville Georgia

Utility Billing



Quick pay

Just need to pay your bill? Click quick pay below. You'll need your account number. No login necessary.

[Quick pay](#)



Sign in or sign up

Create an account to view details, manage single & multi-accounts, multi-bill pay, and e-Billing.

[Sign in or sign up](#)

Announcement

To Make a Payment You'll Need:
Account Number
Amount of Last Payment
Both are available on your last bill

City Hall Office Hours:
Monday - Friday from 8am to 5pm.

Contact us

 770-466-1165

[Contact us](#)

Sign up for CODE RED @ www.loganville-ga.gov

Severe Weather and other Emergency Notifications



This site is optimized for current and supported common browsers (i.e. IE, Chrome, Firefox). For the best user experience, please ensure your browser is up-to-date.

COMMUNITY NOTIFICATION ENROLLMENT

City of Loganville, GA

Please take a moment to fill in the appropriate information below to be notified by your local emergency response team in the event of emergency situations or critical community alerts. Examples include: evacuation notices, bio-terrorism alerts, boil water notices, and missing child reports.

Would you like to create a managed account?

Creating a managed account will allow you access to modify your existing notification settings and contact information. You may also add an additional address.

☒ **YES, I would like to create a managed account**

[G+ Login with Google](#) [f Login with Facebook](#) [t Login with Twitter](#)

Or Create An Account

Username

Password

Confirm password

☐ **No, continue to enroll as a guest**

[Continue](#)



SANITATION COLLECTION RATES

- ◆ **Residential: \$19.50**
- ◆ **Senior Residential: \$16.35**
- ◆ **Residential Recycling: \$6.00(Bin) or \$12.00(Cart)**
- ◆ **2nd Trash Cart: \$11.00**

-Waste Management **Residential** curbside **Garbage** and **Recycling** pick-up is once per week on the same day.

-Place all bagged garbage inside the gray 95 gallon cart and set curbside by 7:00am (or the night before) on your scheduled collection day.

-Please contact City of Loganville Public Works for tree limbs/yard debris at 770-466-0902.

◆ **Commercial Trash Rates:**

2 Yard x1	\$55.73
2 Yard x2	\$110.88
2 Yard x3	\$165.91
2 Yard x4	\$221.05
4 Yard x1	\$110.88
4 Yard x2	\$221.17
4 Yard x3	\$331.33
4 Yard x4	\$441.50
6 Yard x1	\$165.91
6 Yard x2	\$331.33
6 Yard x3	\$496.52
6 Yard x4	\$661.84
8 Yard x1	\$221.05
8 Yard x2	\$441.50
8 Yard x3	\$661.84
8 Yard x4	\$882.29
8 Yard x5	\$1102.74

8 Yard Recycling x1	\$70.19
8 Yard Recycling x2	\$127.64
8 Yard Recycling x3	\$191.24

Roll Off and Compactor

Sizes Available: – 20 yard – 30 yard
Per Haul: \$190.14 Per Ton: \$68.67 Per Day: \$2.56

Rates Effective January 1, 2024



CITY OF LOGANVILLE INFORMATION

City Hall Phone: 770-466-1165 **Fax:** 770-466-9128

****City Manager: Danny Roberts****

Fire Department Phone: 770-554-9693 **(NON EMERGENCY)**

****Fire Chief: Tim Johnson****

Planning & Development Phone: 770-466-2633

****Director: Robbie Schwartz****

Public Works: 770-466-0902

****Director: Jeremy Armistead****

Police Department: 770-466-8087 **(NON EMERGENCY)**

****Police Chief: Dick Lowry****

Water Quality Control: 770-466-1306

****Director: Brandon Phillips****

Water Department: 770-466-0911

Code Enforcement Officer: 770-466-2633 ext. 3 ****Brandon Coile****

LOCAL UTILITY NUMBERS

City of Lawrenceville (Natural Gas): 770-96-2414

Georgia Power: 1-888-660-5890

Walton EMC: 770-972-2917- Snellville 770-267-2505- Monroe

Walton County Water Authority: 770-466-4887

Gwinnett County Utilities: 678-376-6800

OTHER USEFULL NUMBERS

Loganville Senior Citizens: 770-339-3200

Walton County Animal Control: 770-267-1322

Walton County Tag Office: 770-267-1335

Walton County Election & Registration: 770-267-1337

Gwinnett County Animal Control: 770-339-3200

Gwinnett County Tag Office: 770-822-8818

Gwinnett County Election & Registration: 678-226-7210

ACCEPTABLE ITEMS FOR RECYCLING



ALUMINUM CANS



STEEL CANS



FLATTENED
CARDBOARD



PLASTIC BOTTLES
NUMBERED 1 AND 2



NEWSPAPERS &
MAGAZINES



ALL PAPER

IF YOUR ITEM IS NOT ON THE ABOVE LIST,
DO NOT PUT IT IN YOUR RECYCLING BIN.

Holiday Pickup Schedule

The only times your garbage pickup day is affected by holidays are:

- **The Week of Thanksgiving:** If your pickup is M-W, it will be picked up as usual. If your normal pickup day is Thursday, it will be retrieved on Friday. If your normal pickup day is Friday, it will be retrieved on Saturday.
- **The Week Of Christmas:** If Christmas falls on a week day, it will push your pickup day back one day. If it is on a weekend, it will not be affected.

For all other weeks that include a holiday, please place your trashcan and/or recycling out on its regularly scheduled pickup day.

Questions?

Issues with Pick up?

If you have any questions or issues, please call City Hall Customer Service at 770-466-1165.

- Place trash cans at the curb the evening before your collection day.

All cans should be accessible for the automated system and cans should be within 5 feet of the curb, not obstructed by a parked car, mailbox, fence, shrub/tree, or any other structure.

If your pick up was skipped, call Customer Service to report the oversite. You have a 24 hour window following your pickup day to report a skip.

City of Loganville Sanitation Services

Let's Talk Trash!

Let's also discuss bulk waste, recycling, and holiday schedules. To learn more about what is and is not accepted for bulk waste pick up; proper disposal of household garbage; items that are accepted for recycling; and holidays that will affect waste and recycling pickup services, please check out this flyer.

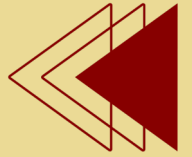


Residents can dispose of **TWO BULK ITEMS EACH WEEK** in addition to their regular can pick up.

Bulk items are defined as furniture, ranges, washers, sofas, car seats, play equipment, chairs, tables, and other large items which cannot reasonably be placed in a 95-gallon rollout cart.

If an item can practically fit inside your receptacle, you must place it in there for pickup.

Bulk Waste Pickup



NOT INCLUDED IN BULK

- Tires
- Batteries
- Yard debris
- Construction materials
- Propane tanks
- Window &
- Any items too heavy or awkward that they cannot be safely lifted.
- Refrigerants should be removed from appliances and tagged for verification
- Pool tables
- safes
- Trampolines
- Mirrors and panes of glass
- Swing sets

Household Garbage

Please bag all trash. It must be placed in trash receptacle for pickup.

Bagged trash doesn't count as a bulk item &

If it is left outside of the receptacle, it will not be picked up.



LOGANVILLE GARBAGE COLLECTION SERVICE GUIDELINES

YES!

At the curb by 7 a.m.
Lid opening facing street
No other trash on top of or around can
3' empty space all around can
All trash must be bagged



NO!

No glass or styrofoam in recycle
No loose trash
No extra bags



The sanitation Dept. will not pick up any additional trash outside of city issued containers. Trash is NOT collected Thanksgiving Day & Christmas Day. Trash is collected all other holidays. Only 2 household bulk items per week. Sanitation Department # 770-466-1165



UTILITY ACCOUNT POLICY & PROCEDURES

Name on Account: _____

New Service Address: _____

Email: _____

Phone: _____

Please note that it is NOT the intent of the City of Loganville to inconvenience our customers in any way. As with all utility services, unavoidable instances may cause service to be temporarily interrupted, such as water main breaks. City employees work in every way to get service restored as soon as possible.

*****I have received a copy of the City of Loganville Utility Services Policy & Procedures*****

Signature: _____ Date: _____

******FOR OFFICE USE ONLY******

RCVD BY: _____ DATE: _____

ACCOUNT #: _____