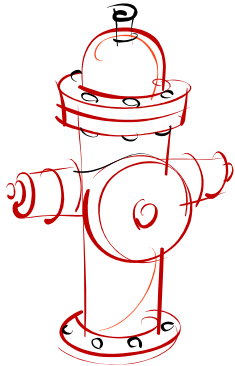


Things To Remember



The city flushes fire hydrants the first Wednesday of every other month. During this time, you may experience dark water.

Automatic drafts for your bill are available; please contact City Hall if interested.

If your water bill seems high, snoop!! Commodes, faucets, spigots and any wet area may be the cause. Bring us a receipt from a parts store or a plumber and we will adjust your bill after verification that a repair has been made. Our goal is for your bill to be manageable; help us help you.

Mayor

Mike Young

Council Members

James McLaughlin

David Neal

Curtis L Smith Jr.

Joe Thomas

Janeen Tokar

Eva Washington

City of McRae-Helena

25 South First Avenue
P.O. Box 55157
McRae, GA 31055
Phone: 229-868-6051
Fax: 229-868-2747
www.mcrae-helena.org



City of McRae-Helena

Utilities Account Information



For your convenience we have created this informative brochure covering the basics of the services the City provides. We hope that this answers any questions you may have, however, should you have more, please contact us.

Contact us

Phone: 229-868-6051
229-868-6141
Emergency After Hours: 911

Account Information

Water and Sewer Accounts

These accounts are billed according to your water usage.

Garbage Collection

Your garbage collection day falls on: M W

To ensure pick-up, please put your can by the road the night before.

The monthly charge for 1 residential garbage can is \$13.00.

Garbage collection is only available to residents within the city limits.

If you do not have a can or if your can is damaged, please inform City Hall. We will have one delivered to you within a week.



Trash Pick-up

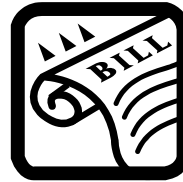
The city provides 2 trash services to residents within the city limits.

Limb Truck: Picks up limbs, leaves, pinecones, yard trimmings, etc.

Landfill Truck: Picks up items that will not fit in your garbage can

such as; boxes, household appliances, mattresses, furniture, etc.

For both of these trash services, there are certain items the City is unable to remove for you. Items in excess will be an additional charge. If you have a question about an item or items, please give us a call.



Billing Cycle

All utility bills are mailed out the last working day of each month and are due on the 10th of each month. All payments must be received in our office by 4:30pm on the due date.

The City is not responsible for the delivery of your water bill by the US Postal System. Failure to receive a bill does not relieve payment. You must have a P.O. Box or a mail receptacle in order to receive your mail.

Payments

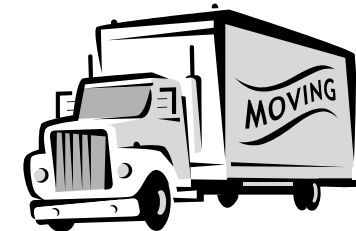
Payments can be made in City Hall during office hours, in the drop box located on the side of City Hall 24 hours a day, on-line at www.mcrae-helena.org, by mail at P.O. Box 55157, McRae Helena, GA 31055, or by automatic draft.

Our office hours are: 8:00 a.m. - 4:30 p.m. Monday – Friday, excluding holidays.

Penalties and Fees

On the 11th of each month, a 5% penalty is added on to an account that has not been paid.

Any account not paid by the 15th of the month will be added to a disconnect list. At this time, any account appearing on the disconnect list must pay their bill in full. Any account remaining on the disconnect list by the 20th of the month will have their services disconnected. Services disconnected for non-payment will have a \$50.00 reconnect fee added to the total balance. In order for services to be restored the reconnect fee and account balance must be paid in full.



Transfer Accounts

Utility services can be transferred from one address to another as long as both locations are serviced by the City. Before services can be transferred your account must be paid in full.