
FOR INFORMATION ONLY

Rates subject to change

Call 706-865-2017

for further information

Online payment now available!

www.cityofclevelandga.org



Utility charges adopted April 13, 2020 and are effective January 15, 2023.

WATER TAP FEES*

Tap Size	Inside	Outside
¾" tap & meter	\$1235	\$1528
1" tap & meter	\$1740	\$2158
1 ½" tap & meter	\$3182	\$3962
2" tap & meter	\$5268	\$6552
3" tap & meter	\$11047	\$13777
4" tap & meter	\$19120	\$23868
6" tap & meter	\$42398	\$52933
8" tap & meter	\$74734	\$93321

*Any tap that requires to bore under the road – additional labor and equipment charges will be applied.

SEWER TAP FEES*

Tap Size	Inside	Outside
¾" tap & meter	\$1287	\$1502
1" tap & meter	\$1730	\$2057
1 ½" tap & meter	\$3000	\$3644
2" tap & meter	\$4779	\$5866
3" tap & meter	\$9877	\$12224
4" tap & meter	\$16976	\$21104
6" tap & meter	\$37339	\$46566
8" tap & meter	\$65680	\$81992

*Based On water meter size. If not applicable (i.e. water source is a well), based on sewer line size.

*Any tap that requires to bore under the road – additional labor and equipment charges will be applied.

*Sewer tap fees include standard materials for 4" and 6" connections.

SANITATION RATES

It is mandatory that all city residents have city sanitation service. Commercial sanitation services may be discontinued and will not be reinstated with the city for one year after service is discontinued. City sanitation services are not available for residents or businesses outside the city limits.

Residential rates

1 person	\$8.75 per month
2 people	\$13.90 per month
3 or more	\$20.75 per month

Please contact City Hall for information of commercial sanitation services.

Charges will apply for additional garbage pickup and for additional cans.

Missing or damaged cans will result in a forfeit of the deposit and/or a fee of \$191.50.

CITY OF CLEVELAND

85 South Main St.
Cleveland, GA 30528
706-865-2017

UTILITY RATES AND POLICIES

**UTILITY EMERGENCIES
ONLY**
Nights, Weekends, & Holidays
Call
Cleveland Police Department
706-865-2111

POLICIES

Payments are due upon receipt of bill, but no later than the 15th to avoid penalties. Payments may be made at the following location: Cleveland City Hall * 85 South Main St. * Cleveland * GA * 30528 * 706-865-2017.

Payments may be made at this location Monday thru Friday from 8:00 a.m. to 5:00 p.m.

BILLING

The billing cycle is from the 15th through the 15th of the month. The utility bill is based on usage of the previous month. For example if you have received your bill and it is due October 15, the billing cycle is from August 15 through September 15.

If you are at your billing location for ten or more days, before or after the 15th, you will receive a utility bill.

A penalty of 10% will be added each month to any bill that has not been paid by the 15th of each month. If the 15th falls on a day that City Hall will not be opened for business, the penalty deadline will be extended to noon the next working day.

If the utility bill has not been paid by the end of the month, your service may be disconnected. To regain service you must first pay past due and current charges plus a \$50 disconnect/reconnect fee.

NEW SERVICE

Application for new service must be made in person at City Hall. You must have the 911 address available and the lease must be presented with the landlord's information (if renting). Photo ID is required for new service. Information obtained in the application and the Photo ID may be used for account verification and may be used if there is a need to forward account information to a collection service.

To have service connected the same day, you must make your application and pay the deposit before 2:00 p.m. Utility service will be connected the next business day for applications made after 2:00 p.m.

If you are not present at the time the water service is connected and the meter is running the City will turn the meter off. The City is not responsible for faucets left on in the building. There will be an additional \$25 charge for the City to return to turn the meter on.

UTILITY SERVICE CHANGE

Requests for changes in your utility service (such as garbage pick-up) must be made in writing. You may request a utility change, in person at City Hall, or have a change of utility service mailed, emailed, or faxed. Signatures must match to service application. A photo ID may be required for account verification.

Only the holder of the account may make changes to the utility account.

UTILITY DEPOSITS

Payment must be made in advance and is required for all premises. Deposit refunds will be mailed after the final bill is completely processed (typically the end of each month). Deposits are required for water and/or sewer accounts.

- Owners (homeowner) **\$75 deposit**
- Tenants (rentals, apts., etc.) **\$150 deposit**
- Commercial **\$200 deposit**
- Restaurants (water and/or sewer) **\$500 deposit**
- Hotels, convention centers, water parks, industrial and manufacturing **\$1000 deposit**

PAYMENT OPTIONS

The City of Cleveland accepts cash, check, money order, MasterCard, Visa, and debit card. You may also arrange to have your account paid through bank draft. We have added the option to pay online at www.cityofclevelandga.org

DISCONTINUE SERVICE

A disconnect form must be filled out to discontinue utility services. This form may be obtained at City Hall or can be mailed, faxed or emailed. A forwarding address is required. Signatures must match to service application. A photo ID may be required for account verification. Only the holder of the account may make changes to the utility account.

INSPECTION/CLEAN-UP CHARGE

There will be a \$25 charge for inspection and/or clean up for each unit where service has been discontinued. Water service will be available for three days. There will be an additional charge for water use over 8000 gallons. Payment must be made in advance.

WATER / SEWER RATES

All customers will be required to pay a minimum whether or not the meter is active.

Inside Residential – (Water/sewer billed per user/unit; per meter size)

Meter	2000 gallons or less	
¾"	\$15.04	\$2.62 2001-4000 gals
1"	\$17.99	\$2.68 4001-6000 gals
1.5"	\$39.24	\$2.75 6000 gals –up
2"	\$71.92	Tiered rates are per
3"	\$124.17	1000 gallons
4"	\$228.77	
6"	\$490.35	
8"	\$915.29	

Sewer rate 1.63 x total water bill

Inside Commercial – (Water/sewer billed per meter size)

Meter	2000 gallons or less
¾"	\$23.54
1"	\$32.77
1.5"	\$54.03
2"	\$86.80
3"	\$139.01
4"	\$243.41
6"	\$505.13
8"	\$927.59

\$2.62 2001-4000 gals
\$2.68 4001-6000 gals
\$2.75 6000 gals –up
Tiered rates are per 1000 gallons

Sewer rate 1.63 x total water bill

Outside Residential – (Water/sewer billed per user/unit; per meter size)

Meter	2000 gallons or less
¾"	\$23.54
1"	\$51.15
1.5"	\$76.66
2"	\$127.67
3"	\$185.11
4"	\$344.54
6"	\$663.45
8"	\$1109.96

\$3.58 2001-4000 gals
\$3.66 4001-6000 gals
\$3.75 6000 gals –up
Tiered rates are per 1000 gallons

Sewer rate 1.88 x total water bill

Outside Commercial – (Water/sewer billed per meter size)

Meter	2000 gallons or less
¾"	\$35.78
1"	\$51.15
1.5"	\$76.66
2"	\$127.67
3"	\$185.11
4"	\$344.54
6"	\$663.45
8"	\$1109.96

\$3.58 2001-4000 gals
\$3.66 4001-6000 gals
\$3.75 6000 gals –up
Tiered rates are per 1000 gallons

Sewer rate 1.89 x total water bill

Outside Commercial – (Sewer only- billed per meter size)

Meter	2000 gallons or less
¾"	\$63.68
1"	\$68.30
1.5"	\$112.14
2"	\$199.80
3"	\$298.45
4"	\$571.73
6"	\$1120.38
8"	\$1887.51

Over 2000 gallons \$6.99 per 1000 gals