



WELCOME!

We are pleased to welcome you to our city and look forward to helping you become acquainted with your new community. I hope that you will find Jefferson a pleasant community and a great place to live.

To help you get acquainted with the area, we have reserved a new Resident Welcome Packet for you and your family. The packet includes several informational items. Moving can be an overwhelming experience, whether it's across town or across the country. We have attached some useful contact information to help you become familiar with your city.

People move to Jefferson for economic opportunity, its small town atmosphere, acceptance of newcomers, and wholesome environment for raising a family. The Jefferson City School System is highly ranked, year after year, in terms of student achievement and SAT scores. There is a broad range of extra-curricular activities and an award winning recreation department for adults and children of all ages.

The City's leadership is working to maintain Jefferson's small town character while strongly encouraging the development of a diverse economy that employs the growing local workforce.

As you settle into this beautiful town, if you have any questions, please do not hesitate to call us at 706-367-5121 or access our web page at www.cityofjeffersonga.com.

Once again, thank you for joining our community.

City Hall
147 Athens Street
Jefferson, GA 30549



(706)367-5121
(706)367-7207
Fax: (706)367-5134
www.cityofjeffersonga.com

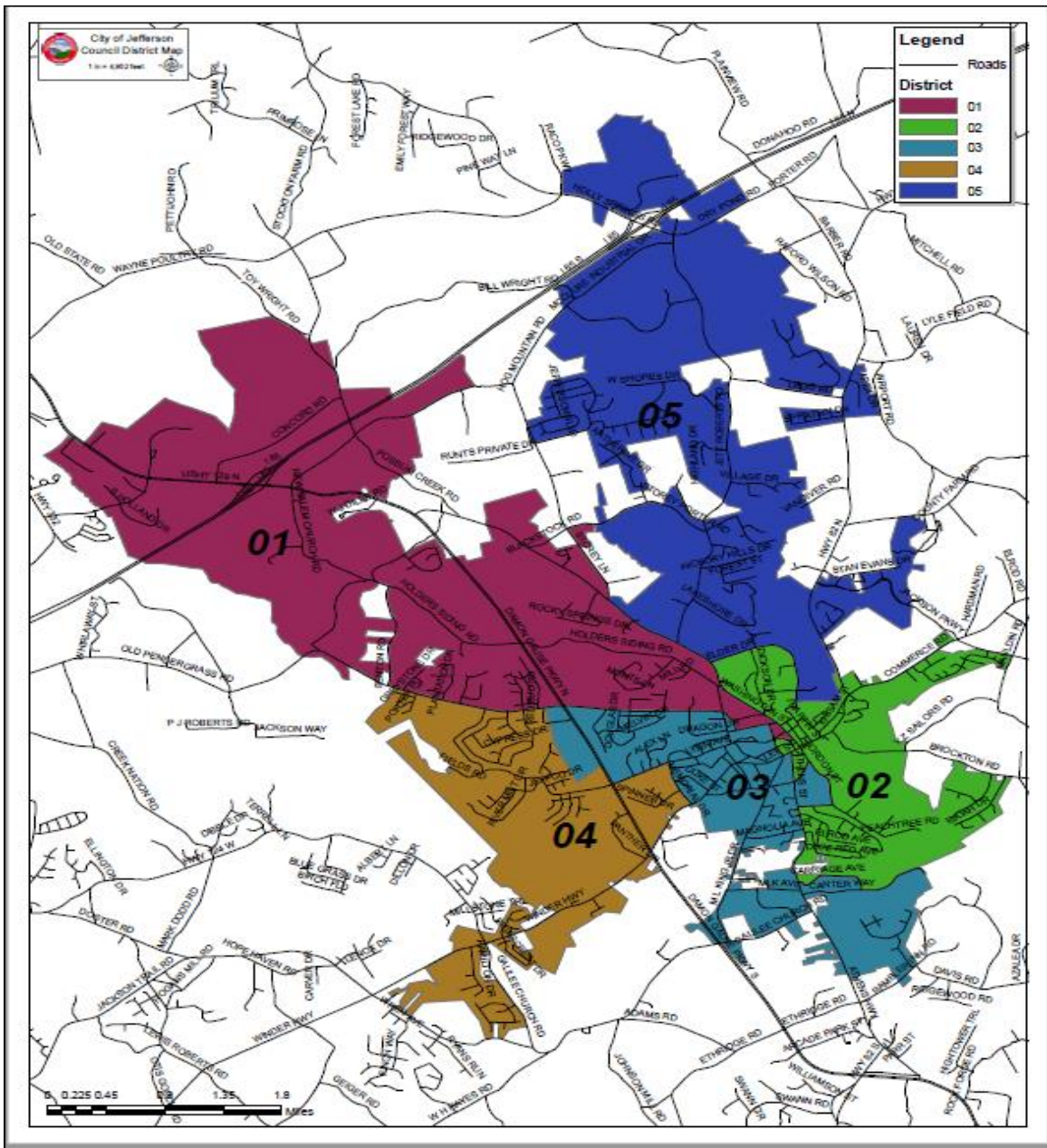
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ABOUT THE CITY OF JEFFERSON/PUBLIC WORKS DEPARTMENT

The Public Works Department is a part of the City of Jefferson city government system. The government is headed by an elected mayor and five elected city council members. The Council members represent five geographical districts. The day to day operations are run by the City Manager.

The Mayor and Council meet the second and fourth Monday, both at 6:00 pm at the City of Jefferson Community Center located in the Jefferson Station Complex. You can access the monthly agenda packet on the city website at www.cityofjeffersonga.com, under the City Hall Tab.



TO BEGIN YOUR WATER, SEWER AND GARBAGE SERVICES

If you are a new resident in the City of Jefferson, you may email or personally bring the Service Agreement Application included in this packet, a copy of your closing documents or lease agreement and a picture ID to the Public Works Department located at 1048 Washington Street . You may also download the form at www.cityofjeffersonga.com. You will need to go to Public Works, then Applications for services. Our email address is customerservice@cityofjeffersonga.com. You must pay a \$160.00 deposit and a \$40.00 Establishment Fee. Homeowners are eligible to receive their \$160.00 deposit back after one year as long as the account is in good standing and has not incurred any late fees, returned checks, or has not been disconnected due to non-payment during the first year. Renters are only eligible to receive their deposit upon closing the account and applied to your final bill. The deposit will be applied to any outstanding balances for homeowners and renters, then the balance of the deposit will be refunded.

If you wish to mail or email the information to the office, please include a contact number where you can be reached. Once the application has been received you may then make a payment over the phone with a debit or credit card. If you come into the office, we accept cash, checks, credit, and debit cards. Once we receive your deposit, we can provide you with water service the next business day.

You must make sure that all inside and outside water faucets or connections to appliances are turned off before service is started. YOU ARE RESPONSIBLE FOR THE WATER LINE EXTENDING FROM THE METER TO YOUR HOME OR BUSINESS.

Garbage service is offered to all city residents. See page 7 for information on garbage and recycling services.

TO STOP OR CANCEL SERVICE

Call the Water and Sewer Department office at 706-367-5121 Ext: 3 then Ext: 2 between 8:00 am and 4:30 pm Monday through Friday. We require a 24-hour notice to stop service. After an account is closed, a final bill will be mailed at the end of the month.



PAYING YOUR BILL

You will receive your first water and/or sewer bill about one month after we receive your application. We offer the following payment options:

- **BY CHECK OR MONEY ORDER MADE OUT TO CITY OF JEFFERSON.**

Mail to: City of Jefferson
1048 Washington Street
Jefferson, GA 30549

- **ONLINE AT www.cityofjeffersonga.com**

You will need to create a profile or make a quick payment through our online payment portal, once this is done, you may pay each month. Making payments online is actually safer and more dependable than paying by mail. The City of Jefferson uses a state-of-the-art secure network for processing payments. **THIS OPTION IS FREE!**

- **BANK DRAFT**

Provide the City of Jefferson with a completed bank draft request form and a voided check. Your bill will be automatically deducted from your checking account each month by the due date stated on the bill. **THIS OPTION IS FREE**

- **PHONE**

You can make your payment with a Debit or Credit card by calling 678-865-4129. You will need your account number. **This is a TOLL FREE number and THIS OPTION IS FREE!**

- **HAND DELIVER**

You may bring your payment to the Water and Sewer Department office at 1048 Washington Street, Jefferson GA. between 8:00 am and 4:30 pm Monday through Friday. We also have a drive through window and an after-hours drop box located on the sidewalk for your convenience.



PAYMENT POLICIES/DISCONNECT DUE TO NON PAYMENT

Bills are sent out once a month in conjunction with meter readings. The bills are mailed so that the customer will receive them on the 1st of every month. Failure to receive a bill **does not** relieve the customer of the obligation to pay. Your bill is due on the 15th of every month. If payment is made after the 15th, then a 10% late fee will be charged.

If your account is 30 days or more past due, you are subject to disconnect without notice. This will be clearly stated on your bill. If your services are disconnected, a \$50.00 re-connect fee will be charged and your entire balance and the re-connect will have to be paid before services are restored. Services will not be restored until the next business day.

Customers will be charged a \$35.00 fee for returned checks and checks will not be automatically redeposited. The customer is given five business days to avoid disconnection of service. If the check is returned with an "account closed" notice, the service will be disconnected immediately.

PHONE NUMBERS AND UTILITES INFORMATION

POWER

Georgia Power 706-357-6519
Jackson EMC 706-367-5281

GAS

Scana Energy 877-467-2262
Vigas Energy 770-867-6015
Atmos Energy 888-824-3424
Georgia Natural 866-298-1516

COMMUNICATIONS

Windstream 706-335-0333
Comcast 866-886-6838
AT&T 888-757-6500

HOSPITALS/CLINICS

Northridge Medical Center 706-335-1000
Piedmont Regional First Care 706-387-5555

Jackson County Keep JC Beautiful 706-706-7198
Jackson County Senior Center 706-367-5101
Jackson County Sheriff's Department 706-367-8718
Jackson County Landfill 706-367-5253
GA Forestry Commission 1-877-OK2-BURN

ADJUSTMENTS TO YOUR BILL DUE TO LEAKS

In order to promote good water stewardship by its customers, adjustments for water leaks shall only be granted for documented water service leaks that occur between the water meter and the customer's structure. Leak adjustments will not be granted for leaks associated with internal plumbing and plumbing fixtures, i.e. toilets, washing machines, dish washers, refrigerators, water heaters, etc. Any leak adjustment shall not exceed \$75.00 per calendar year. Irrigation system leaks do not qualify for leak adjustments. (City of Jefferson Code of Ordinances- Sec. 54-63, Adopted by Council December 18, 2017. Effective March 1, 2018)

All leak repairs must be documented with repair bill and photographs.

A leak adjustment will only be given for one billing cycle. The cost for any water leak lasting greater than one billing cycle shall be the responsibility of the customer.

The City of Jefferson Water department may authorize the need to adjust a customer's utility bill when there has been a proven qualifying leak.

The City of Jefferson shall not be required to make adjustments to any bill not disputed within thirty (30) days from the billing date. An adjustment will only be made for one billing cycle. In the event a leak extends into a second billing cycle, the higher of the two bills will be adjusted.

The City of Jefferson is under no obligation to extend the disconnect or due date for bills when a customer disputes the charges.

All requests for billing adjustments must be received in writing at the City of Jefferson Water Department during regular business hours. The completed Adjustment Request Form (provided by the city) is necessary for all adjustments. All leak repairs must be documented with repair bill, parts receipts, and photographs.

If you would like to request a leak adjustment, please go to www.cityofjeffersonga.com. Go to Public Works then Forms and Permits.



OTHER THINGS YOU SHOULD KNOW

YOUR PROPERTY'S WATER SHUT OFF VALVE

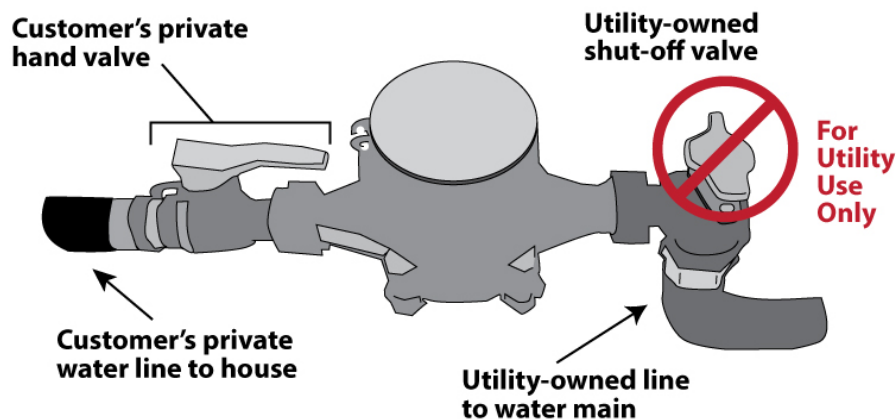
There may be occasions when you need to turn off your water supply – a plumbing emergency, need for repairs, or replacing a water heater. For this reason, all homes should have an emergency water shut-off valve. Knowing where your shut-off valve is before you have an emergency can save you time and money.

Many homes have interior and exterior shut-off valves. Interior shut-off valves are easy to locate and allow you to shut-off water to a specific area of the house. Interior shut-off valves are located inside bathroom and kitchen cabinets, under the sink, behind toilets, and above water heaters.

Exterior shut-off valves are used to shut water off for the entire house or an irrigation system. They are generally found in one of two locations. The most common place is outside the home where the underground water line connects into the home – usually under the water spigot closest to the water meter. It may be buried, so you may have to dig down several feet to find it. You must call 811 before you dig to ensure that you do not dig into any buried lines. The second location is in front of the meter box and is usually easy to spot. Once you locate the valve, test it to be sure it is easy to access and easy to operate.

Having a water shutoff valve can help minimize water damage to your property should there be a plumbing emergency. It can also give you the freedom and convenience of controlling your water supply without having to schedule a Public Works service call.

If you cannot locate the water shut-off valve, you should have one installed as soon as possible. Call a plumber if you are unable to make the installation yourself. If you need your water turned off so that you can install a shutoff valve, please call the Public Works business office at 706-367-5121 Ext: 3 then Ext: 2 to have that scheduled.



READING YOUR METER

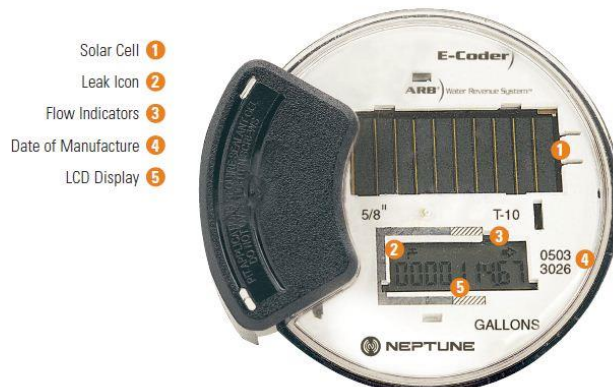
Analog Meters - The large sweep hand on the dial measures water use in gallons. One gallon of water passes through the water meter as the sweep hand moves from one number to the next (e.g., 0 to 1). A complete rotation equals 10 gallons depending on the unit measured. Most analog dials have a low-flow indicator or “leak detector” that turns as water moves through the water meter. This typically looks like a small red triangle.

Digital Display Meters - The digital meter needs light for activation so you may need to shine a flashlight on it. The display alternates between the meter read and the flow rate. The meter read equals the gallons used while the flow rate equals the number of gallons per minute flowing through the water meter. The flow rate is also a “leak detector”. Some digital meters allow review of historical water use. This feature helps track water use trends such as when leaks have occurred. You may call our office (706) 367-5121 Ext: 3 then Ext: 2 to request history of your water usage by daily usage or hourly usage.

Analog Meter



Digital Display Meter



DETECTING LEAKS

Sometimes we have random water leaks that pop up in our house near the faucets, sinks, showers, etc. It can be tricky in finding exactly where these leaks come from since there are a lot of pipes and places water flows through. Sometimes we find out we have a leak when we get a water bill and it's higher than usual. Either way, here are some tips to finding out if you have a water leak and where it might be coming from.

First, to determine if you have a water leak at all, you will need to make sure no water is being used inside your home. Go to your water meter which is somewhere in your front yard. Make sure that no one is using the water in the house as you start this process. Remove the cover of the meter. Check to see what type of meter you have.

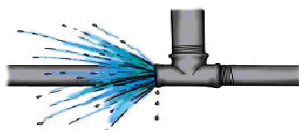
Analog - If the red triangle is spinning then water is flowing through the meter. The faster it's moving, the more water that's being used. If the meter dials are moving and no water is being used in the house, this is when we need to determine the location of the water leak. (see section on Reading your meter to view the Analog meter)

Digital Read Meters - If the flow rate is registering anything other than 0.00 (see diagram of Digital Display Meter), then you may have a leak. The numbers indicate how much water is flowing through the meter per minute. (see section on Reading your meter to view the Digital Read Meter)

Locate your main shutoff. This could either be in your basement, in the house itself, or in your crawlspace. Turn this off and then check the dials again to see if they're moving. If the red triangle doesn't stop or the flow rate is anything other than 0.00, then unfortunately, the leak is most likely underground and will have to be dug up and repaired by a professional. If the dial does stop, then the leak will either be under the house or inside the house. This will begin a process of elimination.

First, check all the piping under the house to see if there is any visible leaks. Then, check any faucets in the house or outside of the house for visible leaks. Check all toilets to make sure the fill valve isn't continuously running after the tank has finished filling. These are all the places where leaks would be occurring. If you are unable to locate your leak, seek professional help.

Please note – The City of Jefferson is not responsible for the lines that run from your meter box to the home. If you are a renter, contact your landlord immediately so that the leak can be repaired as quickly as possible. If you are a home owner, contact a plumber. The leak must be repaired by a licensed plumber in order to receive a leak adjustment from the city. Remember, every minute that a leak is occurring, it is costing you money.



KEEP DRAINS FAT-FREE (FOG)

FOG specifically refers to fats, oils and grease entering the sewer system when poured down sinks, drains in homes, apartments, restaurants, industry and public facilities.

As a byproduct of cooking, FOG is usually found in:

- Baking goods - Butter, lard, shortening, cooking oil
- Fats and oil from cooked meats
- Food scraps
- Gravy
- Mayonnaise
- Salad Dressings
- Sauces
- Sour cream

Why is FOG a problem? Blockage can lead to sewer overflows on your property. All too often, fats, oils and grease are disposed of improperly during food preparation and kitchen clean-up. When poured down the drain (sink or floor), FOG can build up, blocking sanitary sewer lines. This accumulation not only reduces the capacity of the wastewater collection system, but it also alters its effectiveness.

Home garbage disposals DO NOT keep grease out of the plumbing system. Products, such as detergents that claim to dissolve grease, may pass the grease down the pipeline and cause problems elsewhere.

NEVER PUT GREASE DOWN THE DRAIN!

- Scrape grease and food scraps into a can or the trash for disposal.
- If you have a greasy pan to wash, wipe it out after use (while it's still warm, not hot) with newspaper or papertowel.
- Put baskets/strainers in sink drains to catch food scraps and other solids, and then empty them in the trash.
- Encourage your friends and neighbors to keep grease out of the drain.

How can you help?

In the kitchen, fats, oils and grease (FOG) comes mostly from pre-rinsing dishes or washing pots and pans. When cooking FOG is allowed to go down the drain, it cools in the wastewater system and sticks to pipes, creating FOG buildup. The buildup causes clogs and backups in homes and businesses, wastewater overflows and spills onto private property, streets, and local surface waters. FOG buildup also increases the cost of maintaining a wastewater treatment system, hence effecting rates and can also create public health issues.



WATER CONSERVATION – USE YOUR WATER WISELY

Wise water use is not only for times of drought or water shortage. By using less water, we are protecting our natural resources, reducing the wear and tear on treatment facilities and pipelines, and allowing for more flexibility during times of peak water use. Using water wisely also saves you money – the less you use, the lower your water bill.

IT'S THE LAW.....OUTDOOR WATERING RESTRICTIONS -Outdoor watering, especially during our hot Georgia summers, can be the largest use of water by a household. The City of Jefferson follows outdoor watering regulations required by the State of Georgia Environmental Protection Division. For current outdoor watering restrictions, visit www.cityofjeffersonga.com.



WATER
CONSERVATION
Kitchens and Laundry

With water conservation efforts under way in parts of Oklahoma, here are a few water conservation tips from the Department of Environmental Quality.

Water is a valuable, fundamental resource that should not be wasted. Eventually it will recycle itself, but the clean water used in homes has limitations. If each person uses only what is needed, the natural water supply will always be adequate.

KITCHEN AND LAUNDRY TIPS

- Use your automatic dishwasher and automatic washing machine only for full loads, never for just a few items.
- If you wash dishes by hand, don't leave the water running continuously for rinsing. Fill one side of the sink with clean water for rinsing, or put the washed dishes in a rack and rinse them all at once with a spray attachment or a pan of hot water.
- Don't let the faucet run while you clean vegetables. Fill the sink or a pan with clean water to rinse. Keep a bottle of drinking water in the refrigerator. Running the tap to cool the water for drinking is wasteful and the refrigerator water will be colder and more refreshing. Check faucets and pipes for leaks. Even a small leak can waste thousands of gallons of water each year.
- Re-use the water that vegetables are washed in for watering house plants or for cleaning.

- Reduce the use of the garbage disposal, which requires a great deal of water for operation. Dispose of food scraps and peelings in the trash container or use food waste in a garden compost pile.
- Install flow restrictors in faucets.
- Keep faucet washers in good shape or use washerless faucets.



WATER
CONSERVATION
For the Bathroom

With water conservation efforts under way in parts of Oklahoma, here are a few water conservation tips from the Department of Environmental Quality.

The most substantial reduction in personal water use can be made in the bathroom. Two-thirds of the water used in the average home is used in the bathroom, because many people take long showers or flush the toilet unnecessarily.

Water conservation not only saves water, it saves energy used to heat the water.

- Check the toilet for leaks. Put a few drops of food coloring in your toilet tank. If, without flushing, the color begins to appear in the bowl, you know you have a leak that needs to be repaired.
- Don't use the toilet for disposing of cigarette butts or other trash. Use the garbage can. Every flush uses five to seven gallons of water.

- To cut down on water used with each flush, put plastic bottles filled with sand in your toilet tank. Place them safely away from the operating mechanism. (Do not use bricks, which disintegrate after a while and damage the mechanism.)
- When replacing fixtures, install water conserving models. The price is about the same.
- Install water-saving shower heads or flow restrictors. Your local hardware or plumbing supply stores stock inexpensive water-saving shower heads or restrictors that are easy to install.
- Limit the length of showers to two or three minutes. Consider turning the shower off while you soap up and turn it on again only to rinse.
- Rinse your razor in a few inches of water in the sink, rather than under running water.
- Turn off the tap while brushing your teeth. Use only enough water to wet the brush and rinse your mouth.
- Teach children to turn faucets off tightly after use.
- Check faucets and pipes for leaks. Even a small leak can waste thousands of gallons per month. Keep faucet washers in good shape or use washerless faucets.

This publication is issued by the Oklahoma Department of Environmental Quality as authorized by Steven A. Thorpe, Executive Director. 100 copies have been produced at a cost of \$60.28 each. Copies have been deposited with the Publications Clearinghouse of the Oklahoma Department of Libraries. Printed on recycled content paper (M:\CSD\Denise\Graphic\awater\inf\water\inf.pmd) 1/2/2004.

CUSTOMER RESPONSIBILITIES

As a City of Jefferson Public Works Department customer, you are responsible for notifying the Water and Sewer business office of phone number and mailing address changes. You may call 706-367-5121 Ext: 3, then Ext: 2 or email changes to www.customerservice@cityofjeffersonga.com.

Customers are responsible for requesting disconnection of service. We require a 24-hour notice to disconnect, the customer will be responsible for continued charges, even if there is no water use on the account.

Customers are responsible for notifying the Water and Sewer business office of an underground leak or an unusually high bill.

The water line from the meter to the house or business is the owner's or renter's responsibility. The Public Works Department is not responsible for any repairs beyond the water meter.



LEAF AND LIMB PICK UP (Year Round)

In accordance with the City's published Solid Waste Ordinance, Chapter 42, Section 24, Leaf and Limb Service. The following provides more detailed information to that given in the ordinance:

1. Yard waste is picked up weekly on a ward by ward basis.
 - **Monday – District 2**
 - **Tuesday – District 5**
 - **Wednesday – District 1**
 - **Thursday – District 4**
 - **Friday – District 3**

Please refer to the map below to determine the District you are in.

Also, please be aware that, following a storm, there may be delays in picking up your yard waste. We will get to your house as time and schedule permits.

To make your leaf, limb and garden waste collection more efficient the Roads and Grounds Department has adopted the following collection requirements:

- Please leave your yard and garden waste in one pile. DO NOT create several small piles.
- Please place grass clippings in BIODEGRADABLE PAPER bags at the roadside.
- Please DO NOT place grass clippings, leaves or brush in the roadside gutters. Doing so may allow the waste to be washed into the storm drain and cause potential flooding problems.
- Please cut any tree limbs to no longer than 10-feet to 12-feet in length and no larger than 24-inches to 30-inches in diameter.
- Please remove any dirt from your yard waste before placing it for collection.

We **DO NOT** do the following:

- We DO NOT pick up any form of household item. This MUST be taken to the Jackson County Transfer Station on County Farm Road.
- We DO NOT collect any yard waste created by tree cutting and lot clearing contractors.
- We DO NOT pick up dirt. If you have stumps to be collected the dirt MUST be removed before placing them for collection.

This policy has been adopted to reduce the number of stops the Leaf and Limb collection trucks need to make. This saves time and therefore saves your tax money.

NOT FOLLOWING THESE GUIDELINES MAY RESULT IN YOUR YARD WASTE NOT BEING COLLECTED ON TIME, OR NOT AT ALL.

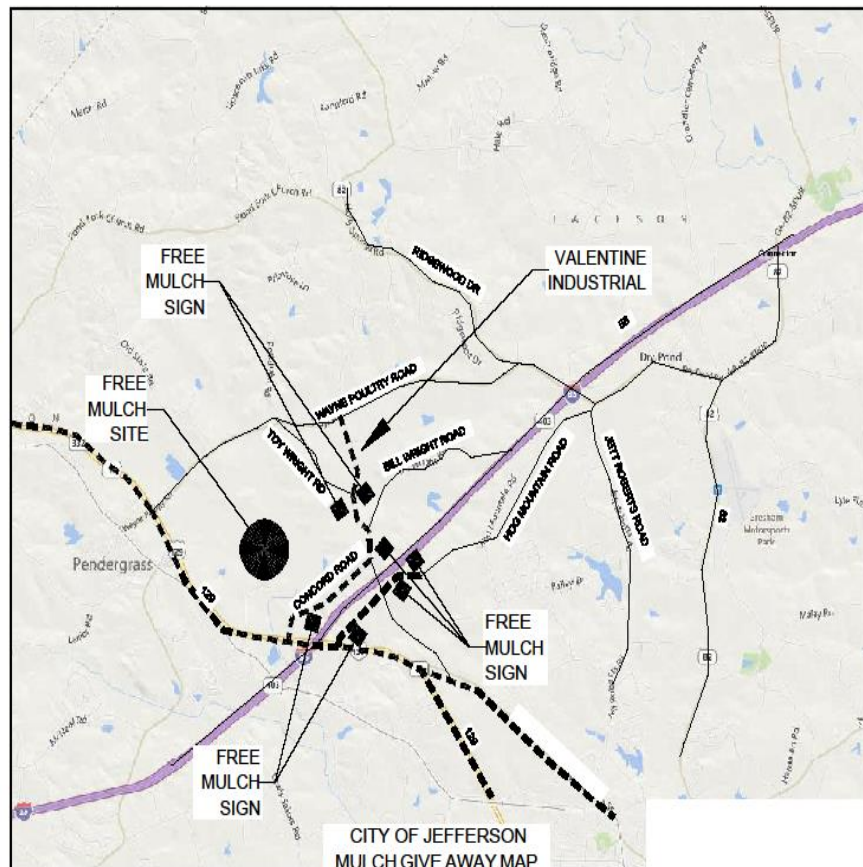
FREE MULCH

When: **EVERY SATURDAY EXCEPT JANUARY, FEBRUARY AND HOLIDAYS.**
From 8:00 AM to 12:00 PM, noon, weather permitting. WHILE SUPPLIES LAST

Where: The City's brush field on Toy Wright Road, Jefferson, off Valentine Industrial Parkway. Look for the direction signs.

What: This mulch is created from the limb and garden waste collected by city crews.
The mulch is "single run" material and has not been cleaned or sterilized. It may contain seeds, etc.

Warning: City staff will load the mulch on to the resident's vehicle at the resident's risk. The City will not be responsible for any damage that may occur to the vehicle.



HOUSEHOLD GARBAGE PICKUP AND REYCLING

The City of Jefferson contracts to provide weekly household garbage and recycling pickup. The garbage pickup fee is included on your monthly water bill. Recycling is free for all customers. This will be discussed when you sign up for all services that your location provides. All residents that live inside the city limits are eligible for Garbage and Recycling pickup.

- ALL GARBAGE PICKUP IS CURBSIDE
- ALL GARBAGE **MUST** BE BAGGED
- DO NOT PUT ASHES, PAINT, PAINT THINNER OR ANY OTHER BUILDING MATERIALS IN OR ON THE CAN
- SHARING SERVICES **IS PROHIBITED**
- ALL CANS MUST BE PLACED NO MORE THAN (2) FEET FROM THE ROADSIDE THE NIGHT PRIOR TO YOUR SERVICE DAY
- IF YOUR GARBAGE IS **NOT** CURBSIDE BY 6:00 AM AND NOT PICKED UP ON YOUR PICKUP DAY, IT WILL NOT BE PICKED UP UNTIL NEXT WEEK.
- IF YOUR GARBAGE IS CURBSIDE BY 6:00 AM AND NOT PICKED UP ON YOUR PICKUP DAY, **YOU MUST CALL THE OFFICE AT 706 367-5121 Ext: 3 then Ext: 2 WITHIN 24 HOURS** TO RESCHEDULE THE SERVICE FOR THAT WEEK; IF A CALL IS NOT RECEIVED WITHIN THAT TIME FRAME, WE CAN NOT RESCHEDULE COLLECTION NOR WILL WE ISSUE CREDITS. GARBAGE WILL BE PICKED UP THE FOLLOWING WEEK
- PLEASE DIRECT ALL BILLING AND SERVICE ISSUES TO THE PUBLIC WORKS DEPARTMENT AT THE 706-367-5121 Ext: 3 then Ext: 2.









RECYCLING

Please make sure your recycling containers are placed beside your trash container.












RECYCLE RIGHT

It is important to put materials in your cart or bin that actually belong there. Know before you throw! The National Waste & Recycling Association, working with Keep America Beautiful, the U.S. Environmental Protection Agency, and the Solid Waste Association of North America, have come up with a list of acceptable recycling items so people will know what can be accepted at any recycling facility.

 Cardboard	 Food Cans	 Plastic Bottles & Caps (#1-#7)	 Newspaper/Mail	 Plastic Jugs/Jars	 Beverage Cans
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RECYCLE WRONG

These items are commonly mistaken items that often show up in recycling carts, but they **cannot be recycled at your curb.**

 Milk & Juice Cartons	 Styrofoam/Paper Cups	 Hypodermic Needles	 Take-Out or Donut Containers	 Automotive Parts or Scrap Metal	
 Diapers	 Aerosol Cans	 Shredded Paper	 NO Household Glass	 Plastic Grocery Bags	 Paint, Pesticides, Automotive Fluids, Diesel Fuel, Gasoline, Kerosene and Car Batteries

