

Service Transfer Request

City of Pooler
 100 SW HWY 80
 Pooler, GA 31322
 Ph 912-748-4800
 Utilitybilling@pooler-ga.gov



Applications are accepted by mail, email, or in person at City Hall.

Today's Date: _____ Account Holder's name: _____

Mailing Address (if different from new service address): _____

Apartment/Suite

City

State

Zip Code

Disconnection Request

Previous Service Address: _____

Termination Date: _____

***The account will generate one final bill after the disconnect date.** This final bill, as well as any other balances will be transferred to your new account. If you were leasing at your previous account and your new account requires a deposit, this balance will also transfer over. If the new account does not require a deposit, you may request a refund check to be mailed to your new address, or a credit application to your new account.

I want the deposit to be:

Refunded:

Credit to new Account

Activation Request

Service Address _____

Start Date: _____

Rent (Lease Required and \$150 deposit)

Own (Closing Disclosure required)

Phone Number: _____

Email Address: _____

E-bill:

Printed Copy:

Both:

***The account will have a one-time, non-refundable fee of \$75 for the maintenance of your trash bins. This fee will be charged on your first bill. If this is a water-only account, this charge will not be applied.**

Your signature below indicates that you, the applicant, have read and understand the following statements:

- All information is correct to the best of your (the applicants) knowledge.
- You agree to receive utility service(s) from the City of Pooler in accordance with current and future ordinances, regulations, and rates.
- Deposits shall not be returned until service is disconnected and the account balance has been paid in full.
- All account changes must be submitted in writing to the City of Pooler's Utility Billing Department at 100 US HWY 80 SW, Pooler, GA 31322.
- A \$75.00 non-refundable sanitation maintenance fee may be reflected on your first utility bill.**
- The City of Pooler does not require you to be home when service is established. It is your responsibility to ensure that all water faucets are off and there are no leaks during the cut on procedure. If there is any water running at the time of cut on, the water service will be turned off at the meter and a notice will be left on the door instructing you to call the Utility Billing Office to schedule connection.
- A 10% late penalty will be applied to your account if the balance is not paid by the due date.
- If service is suspended for nonpayment, you will be required to pay account balance in full plus a \$50.00 penalty fee to have service restored.
- Payments made after 5pm are posted the following business day. Any penalty or suspension of service due to payments received after 5pm are the sole responsibility of applicant
- Payments made after 5pm are posted the following business day. Any penalty or suspension of service due to payments received after 5pm are the sole responsibility of applicant
- Failure to receive a bill does not exempt you from paying said bill.
- eBill is a convenience for utility customers. Applicants are solely responsible for updating eBill information; e-Bills not received are the sole responsibility of the resident.

Customer Signature: _____

For Office Use Only

Disconnect Account No. _____ Processed by: _____ Date: _____

New Account No. _____ Processed by: _____ Date: _____