



Pooler-to-Pooler Service Transfer Request

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Updated JUNE 2023

NOTICE TO APPLICANTS

This form is intended for service transfers within the City of Pooler only and cannot be used for transfers from other municipalities. Forms may be submitted by mail, email, or in person at City Hall. **DISCONNECTION:** The account will generate one final bill after the disconnect date. This final bill, as well as any other balances will be transferred to the new account. If applicant was leasing at the previous account and the new account requires a deposit, this balance will transfer over. If the new account does not require a deposit, the applicant may request a refund via check to be mailed to the new address or a credit application to the new account. **ACTIVATION: The account will have a one-time, non-refundable fee of \$75 for the maintenance of trash receptacles.** This fee will be charged on the first bill. If this is a water-only account, this charge will not be applied.

OFFICE USE ONLY

Disconnect Account: _____ Processed by: _____ Date Processed: _____

New Account: _____ Processed by: _____ Date Processed: _____

Applicant Information

Today's Date

Account Holder Name

Mailing Address (if different from new service address)

Disconnection Request

Previous Pooler Service Address

Termination Date

I wish for the deposit to be: ☐ Refunded

☐ Credited to the new account

Activation Request

Pooler Service Address

Start Date

☐ Rent (requires copy of lease and \$150

☐ Own (closing documentation required)

deposit)

Email

Phone

☐ eBill

☐ Printed copy

☐ Both



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Affidavit

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

All information is correct to the best of the applicant's knowledge.

Applicant agrees 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 SW Hwy 80, Pooler, GA 31322.

The City of Pooler does not require the applicant to be present when service is established. It is the applicant's responsibility to ensure that all water faucets are turned off and there are no leaks during the activation procedure. If there is any water running at the time of activation, water service will be turned off at the meter and a notice will be left on the door instructing the applicant to call the Utility Billing Department to schedule connection.

A \$75.00 non-refundable sanitation maintenance fee may be reflected on your first utility bill.

A 10% late penalty will be applied to the account if the balance is not paid by the due date.

If service is suspended for nonpayment, the applicant will be required to pay account balance in full, plus a \$50.00 penalty fee to have service restored.

Payments made after 5:00 p.m. are posted the following business day. Any penalty or suspension of service due to payments received after 5:00 p.m. are the sole responsibility of the applicant.

Failure to receive a bill does not exempt the applicant from paying said bill.

eBill service is a convenience offered to utility customers. Applicants are solely responsible for updating eBill information; e-Bills not received are the sole responsibility of the applicant.

Applicant Name

Applicant Signature

Date