



# City Of McDonough Service Disconnection Form

**Account holders's picture ID must be submitted with this form**

Account Number: \_\_\_\_\_

Today's Date: \_\_\_\_\_

Name on Account: \_\_\_\_\_  
First \_\_\_\_\_ Initial \_\_\_\_\_ Last \_\_\_\_\_

Service Location Address: \_\_\_\_\_  
Street \_\_\_\_\_

Telephone Number: \_\_\_\_\_  
Home/Mobile \_\_\_\_\_ Work \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

## Final Billing Information

Disconnect Date: \_\_\_\_\_

Forwarding Address: \_\_\_\_\_  
Street \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Submit completed form to: Customer Service Department, 136 Keys Ferry Street, McDonough, GA 30253  
or Fax to (770)957-7231 or emailed to [customerservice@mcdonoughga.org](mailto:customerservice@mcdonoughga.org)

## Office Use Only

Work Order Processed: # \_\_\_\_\_ No: \_\_\_\_\_ Date: \_\_\_\_\_ Employee: \_\_\_\_\_

Sanitation Work Order Processed: Yes: \_\_\_\_\_ No: \_\_\_\_\_ Date: \_\_\_\_\_ Employee: \_\_\_\_\_

**Please initial the following statements indicating you have read and agree with each.**

**Billing**

\_\_\_\_\_ Ref **(13.04.250)** Bills are mailed by the fifteenth of each month. Failure to receive a bill does not relieve your obligation to pay. Customer Service Department must be contacted if you do not receive a bill.

**Disconnection for Non-payment**

\_\_\_\_\_ Ref **(13.04.270)** Service to any property may be disconnected at any time in which payment is past due.

\_\_\_\_\_ Ref **(13.04.250)** If water service is suspended for non-payment, returned check or other violations, a fifty dollar (\$50.00) Administrative Fee and the outstanding balance must be paid to restore service.

**Tampering with City property**

\_\_\_\_\_ Ref **(13.04.310)** Tampering with city property is PROHIBITED and punishable by law.

\_\_\_\_\_ Ref **(13.04.250)** Once water service has been disconnected for ANY reason, service can only be restored by a City of McDonough Water Department employee. Customers and/or Landlords do not have the authorization to restore service. A one-hundred dollar (\$100.00) Locked Meter fee will be accessed for tampering with City of McDonough property. The tampering fee and the outstanding account balance must be paid before service will resume.

**Discontinuing Service**

\_\_\_\_\_ The account holder must submit a Disconnection of Service form when service is no longer needed. A picture ID **MUST** accompany the stop service request. Billing for water service will continue **UNTIL** the written request is received by the City of McDonough Customer Service Department.

**Telephone Consumer Protection Act**

\_\_\_\_\_ I the account holder consent to receiving emails, texts (SMS), auto-dialed and or artificial or pre-recorded message to my cellular phone or to any telephone number or email provided by me to The City of McDonough or its affiliates and their agents including, without limitation, any account management companies and independent contractors including debt collectors. I understand that consenting to the above is not required before I receive service from The City of McDonough.