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June 23, 2020

Dear Hinesville Water Customer,

During the early stages of the COVID-19 crisis, the City of Hinesville opted to refrain from assessing late fees and turning off water services for our customers. This courtesy was granted to lessen the financial stresses of the situation created by layoffs, loss of hours and/or pay and other circumstances stemming from the unknowns presented by the COVID-19 virus.

Now that officials and business owners have a better idea of how the virus spreads, we have seen the incremental reopening of Georgia over the last several weeks. The City of Hinesville is undergoing that shift as well. As such, this letter is to inform you of our plans for utility payments, late fees and cutoff procedures for our water customers.

Beginning in August 2020, late fees will be calculated for water customer accounts. Late fees will be assessed on unpaid balances on August 16, 2020. We will reinstate normal cutoff procedures for our water customers.

It is important to note that, as announced in March, the suspension of adding late fees to accounts and performing water cutoffs did **not** mean that customers could simply not pay their bills.

If you are unable to pay for any arrearages at one time, please contact the Water Department to set up a payment plan **BEFORE** August 1, 2020. To set up a plan, please call 912.876.3564 and ask for a Water Department representative to set up a payment plan. If you have questions about your payment plan, you can call 912.876.3564 and ask for the Water Department Supervisor, Machele Mavromat.

Late fees will not be charged if unpaid balances for March – July are paid on time and according to your payment plan.

Please contact us if you have any questions or concerns about your billing situation.

Stay safe,

Kenneth Howard
Hinesville City Manager

"Home for a Day or a Lifetime"

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