

# 2022 Tentative Utility Billing Schedule

The City of Savannah provides this Utility Billing Schedule to give our customers a general timeline of when they can expect a bill to generate and the subsequent due date. The City of Savannah currently issues utility bills on a bi-monthly schedule. **Please note:** *Dates are tentative and the actual billing dates may vary.*

## \*\* SPECIAL NOTICE \*\*

Due to staffing shortages, the City experienced a delay in billing that caused customers in billing cycles (1) through (6) to receive five bills in 2021 instead of six. These customers can expect their bill from the final 2021 service period to be produced by February 2022.

## How to read this schedule:

1. **Cycle** refers to service area (cycle numbers are found at the top of the bill above meter readings).
2. **Bill date** is the date the bill is generated and mailed to the account holder.
3. **Due date** is the date payment is due in our office (20 days after the billing date).

**IMPORTANT:** *Failure to receive a bill does not relieve you of the obligation to pay the bill. Please contact our customer service team if you have questions about the balance or due date of your utility bill.*

CYCLE 1	
BILL DATE*	DUE DATE*
01/7/22	01/27/22
03/2/22	03/22/22
04/25/22	05/15/22
06/23/22	07/13/22
08/15/22	09/2/22
10/3/22	10/23/22
11/29/22	12/19/22

CYCLE 2	
BILL DATE*	DUE DATE*
01/14/22	02/3/22
03/7/22	03/27/22
05/2/22	05/22/22
06/27/22	07/17/22
08/19/22	09/8/22
10/10/22	10/30/22
12/5/22	12/25/22

CYCLE 3	
BILL DATE*	DUE DATE*
01/21/22	02/10/22
03/14/22	04/3/22
05/9/22	05/29/22
07/5/22	07/25/22
08/25/22	09/14/22
10/17/22	11/6/22
12/9/22	12/29/22

CYCLE 4	
BILL DATE*	DUE DATE*
01/26/22	02/15/22
03/21/22	04/10/22
05/16/22	06/5/22
07/11/22	07/31/22
09/1/22	09/21/22
10/24/22	11/13/22
12/15/22	01/4/23

CYCLE 5	
BILL DATE*	DUE DATE*
02/3/22	02/23/22
03/28/22	04/17/22
05/23/22	06/12/22
07/18/22	08/7/22
09/8/22	09/28/22
10/31/22	11/20/22
12/22/22	1/11/23

CYCLE 6	
BILL DATE*	DUE DATE*
02/9/22	03/01/22
04/4/22	04/24/22
05/31/22	06/20/22
07/25/22	08/14/22
09/13/22	10/3/22
11/7/22	11/27/22
12/29/22	01/18/23

CYCLE 7	
BILL DATE*	DUE DATE*
02/15/22	03/7/22
04/11/22	05/1/22
06/6/22	06/26/22
08/1/22	08/21/22
09/19/22	10/9/22
11/14/22	12/4/22

CYCLE 8	
BILL DATE*	DUE DATE*
02/22/22	03/14/22
04/18/22	05/8/22
06/16/22	07/6/22
08/8/22	08/28/22
09/26/22	10/16/22
11/23/22	12/13/22

Contact Customer Service

(912) 651-6460

[www.savannahga.gov/customercontact](http://www.savannahga.gov/customercontact)

## 2022 UTILITY RATES

- All rates based on bi-monthly billing
- Water use is measured in units of 100 cubic feet (HCF)
- Each HCF unit = about 748 gallons of water

### WATER SERVICE READINESS TO SERVE CHARGE

The Readiness to Serve Charge is a base charge all water customers pay to ensure service availability, regardless of the volume of water used. The customer’s water meter size determines the amount of this base charge.

METER CONNECTION SIZE (inches)	INSIDE CITY BASE CHARGE	OUTSIDE CITY BASE CHARGE	HCF UNITS INCLUDED IN BASE CHARGE
5/8"	\$11.06	\$16.59	NONE
1"	\$68.42	\$102.42	42
1 ½"	\$91.30	\$136.66	58
2"	\$119.90	\$179.46	78
3"	\$171.38	\$256.50	114
4"	\$220.00	\$329.26	148
6"	\$322.96	\$483.34	220
8"	\$437.36	\$654.54	300
10"	\$551.76	\$825.74	380

**Please note:** Most residential and low consumption users are on a bi-monthly meter reading and billing cycle. These accounts primarily have meters two inches and under in size. Most of the City’s water system uses meters in this size range.

### WATER SERVICE CONSUMPTION CHARGES

Consumption charges are based on the volume of water used by an account during a billing period.

Account Location	0-15 Units	15 Units and up
Inside City	\$1.25/unit	\$1.43 per unit
Outside City	\$1.87/unit	\$2.14 per unit

### SEWER SERVICE BASE AND CONSUMPTION CHARGES

Sewer charges include a base charge for service availability and a usage charge that is calculated based on the water usage measured by an account’s meter during a billing period.

#### **Sewer Rates – Inside City Accounts**

USER CATEGORY	BASE (Availability) CHARGE	0-15 UNITS OF WATER USED	OVER 15 UNITS OF WATER USED
A. Residential (with sewer cap)	\$8.80	\$4.08	\$4.46
B. Small industrial users	\$8.80	\$4.20	\$4.61
C. Large industrial users	\$8.80	\$4.20	\$4.61
E. Non-residential (no sewer cap)	\$8.80	\$4.08	\$4.46
F. Irrigation System (with sewer cap)	\$8.80	\$4.08	\$4.46

### Sewer Rates – Outside City Accounts

USER CATEGORY	BASE CHARGE	0-15 UNITS WATER USED	OVER 15 UNITS WATER USED
A. Residential (*sewer cap)	\$13.20	\$6.12	\$6.69
B. Small industrial users	\$13.20	\$6.30	\$6.91
C. Large industrial users	\$13.20	\$6.30	\$6.91
D. Municipal and County Governments with sewage collection	\$13.20	\$4.59	\$4.59
E. Non-residential (no sewer cap)	\$13.20	\$6.12	\$6.69
F. Irrigation System (with sewer cap)	\$13.20	\$6.12	\$6.69

**NOTICE:** Isle of Hope, Chatham County Industrial Park, Runaway Point, Thunderbolt and Pooler fall under “D” rates. Effective April 1, 2022, the class D rate will be changed to \$4.59 per 100 CCF (which is equivalent to \$6.13 per 1000 gallons) with a base charge of \$8.80.

**\*SEWER CAP:** Sewer charges for residential customers will be limited to the base charge plus consumption charge for up to 50 units (HCF) of water used through any meter, regardless of purpose of use.

### MISCELLANEOUS CHARGES

Late Penalty	\$5.00 or 10% (Whichever is greater)
Administrative Processing Fee	\$50.00
Locking Meter	\$60.00
Broken Padlock	\$25.00
Broken curb-cock lock	\$25.00
Broken curb-cock	\$60.00
Plugging meter	\$75.00
Removal of meter	\$100.00
Removal of straight line	\$125.00
Use of water prior to meter installation	\$125.00
Removal of unauthorized relocated meter	\$150.00
Cutting off water at main	\$300.00
Use of fire hydrant meter without authorization	\$1000.00

### RESIDENTIAL SANITATION FEES

Customers inside city limits pay this fee for the City’s solid waste collection, disposal, and recycling services.

**Bi-monthly: \$73.20**

**Monthly: \$36.60**

### MORE INFORMATION

**All Utility Bills are issued by and paid to the:**

CITY OF SAVANNAH REVENUE DEPARTMENT – UTILITY SERVICES DIVISION

**Customer Service Offices:** 305 Fahm Street, Savannah, GA 31401 (Inside the Coastal Georgia Center)

**Mail Payments:** City of Savannah Utility Services, P.O. Box 1968, Savannah, GA 31402

#### Customer Service Phone Numbers

Water & Sewer Billing	(912) 651-6460	Hours: 8:15 a.m. to 5 p.m. Monday - Friday
Water Emergency/After Hours	(912) 651-6565	Hours: After normal business hours
Sanitation	(912) 651-6582	