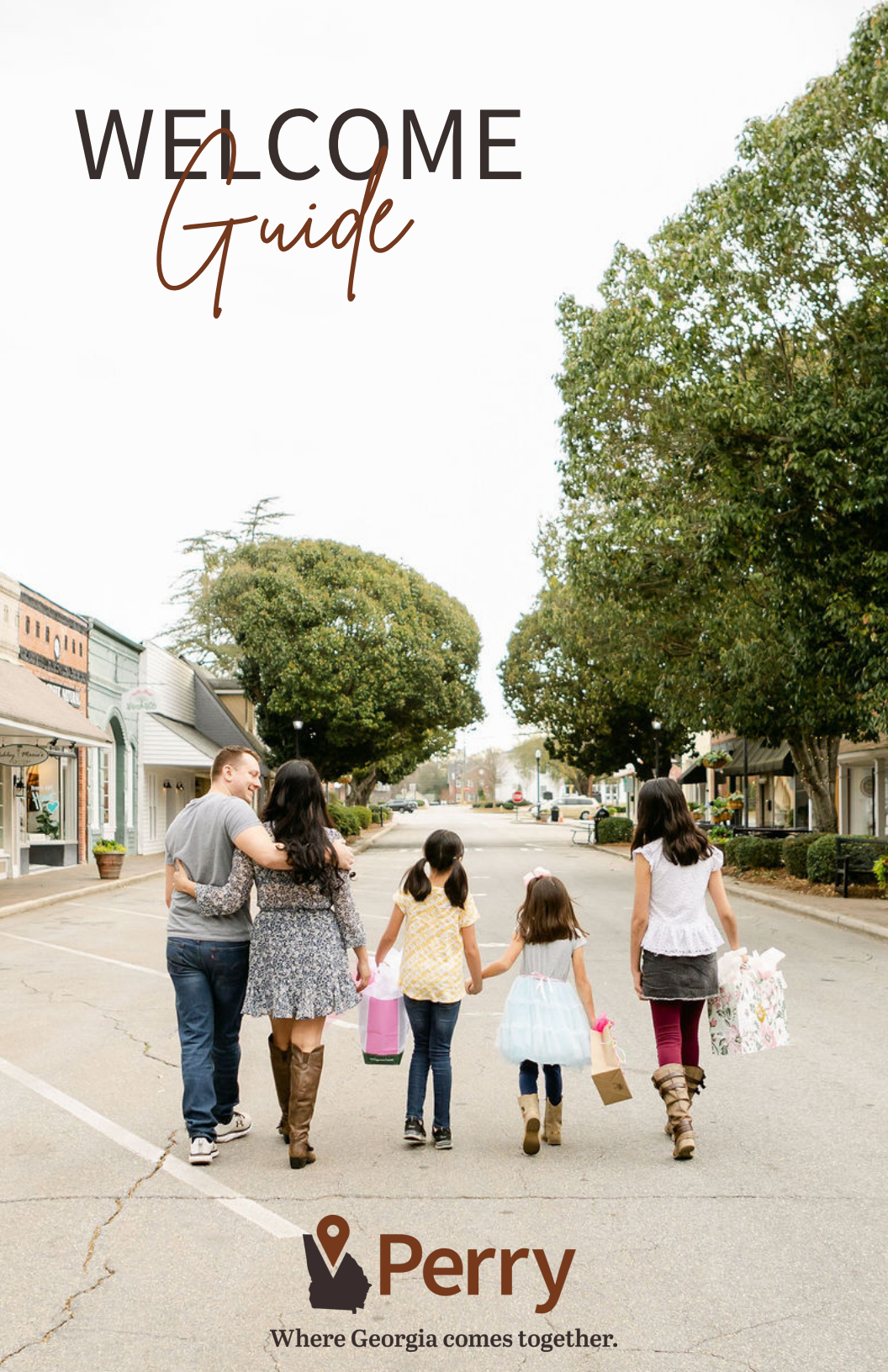


WELCOME *Guide*



Where Georgia comes together.

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This Welcome Guide is provided as a courtesy to our new customers. Information is up to date as of October 2022.

Please contact the appropriate department to verify the information in this guide is the most current.

**Questions? Contact the City of Perry
Communications Office at (478) 988-2760.**



Where *Georgia* Comes Together



 **Randall Walker**
Mayor

An award-winning community...



Perry is, literally and figuratively, "Where Georgia Comes Together."

On behalf of the Perry City Council and myself, I would like to welcome and thank you for choosing Perry as your residence or a place to conduct business.

Our historic community encompasses over twenty-seven square miles along Interstate 75 right in the heart of Georgia. Perry has capitalized on the proximity to Robins Air Force Base, excellent schools, unique downtown, high quality of life, and a growing community.

We are committed to bringing quality growth to our city and value to our citizens. We place a premium on smart growth resulting in quality of life, engagement, and stability. Our strategic plan is city-driven and focused on supporting strategic economic and community development as we provide quality customer service to our citizens.

We look forward to seeing you around in our community
#WhereGeorgiaComesTogether!

MAYOR & COUNCIL



Randall Walker
Mayor



Phyllis Bynum-Grace
District 1 Post 1



Willie King
District 1 Post 2



Robert Jones
District 2 Post 1



Joy Peterson
District 2 Post 2



Darryl Albritton
District 3 Post 1



Riley Hunt
District 3 Post 2

The Perry City Council is the legislative body of the Perry government.

The City Council is responsible for adopting all ordinances and resolutions, approving the annual operating and capital budgets, setting all tax rates, approving the five-year Capital Improvement Program, setting all user fees, making land use and zoning decisions, and establishing long-range plans and policies.

Contact information for Mayor and Councilmembers is on the City's website at perry-ga.gov.

Work Sessions are held on the 1st and 3rd Monday beginning at 5:00 p.m.

Pre-Council Meetings are held on the 1st and 3rd Tuesday at 5:00 p.m.

Council Meetings are held on the 1st and 3rd Tuesday at 6:00 p.m.

Meetings are live-streamed on the City's Facebook page and archived on the City's YouTube channel.

CUSTOMER *Service*

(478) 988-2754 | 1211 Washington Street |
perry-ga.gov/customerservice

Customer Service is committed to providing courteous and efficient service to all utility customers.

The City provides water, gas, sewer, and garbage collection services to its citizens. Only water and gas are provided in unincorporated areas.

NEW CUSTOMER INFORMATION

A non-refundable activation fee is required to set up services. All fees must be paid prior to activation of service. Applications may be completed online or in person at Perry City Hall.

Required Documentation:

- Official picture identification
- Signed lease agreement (if renting)
- Signed closing settlement or warranty deed (if purchasing)

BILLING POLICIES & PAYMENTS

Customer Service Policies as of Aug. 2019

Accounts beginning with:

- 0 - due the 8th of every month
- 1 - due the 2nd of every month
- 3 - due the 15th of every month
- 4 - due the 10th of every month
- 5 - due the 19th of every month
- 7 - due the 5th of every month

To ensure the utmost accuracy in determining your bill, we use Advanced Meter Infrastructure software to determine your bill electronically. Results then go through a series of reviews before being sent to our customers.

PAYMENT METHODS

- Online bill pay
- Bank draft
- Your Perry App | Free on iPhone & Android
- Kiosk | Available 24/7 in City Hall parking lot
- Call Customer Service | (478) 988-2754
- Text to Pay | (866) 230-5760
- Mail | City of Perry Utilities, PO Box 2030, Perry GA 31069

OTHER INFORMATION

Planning to Dig?

Call the Utilities Protection Center before you dig.

1-800-282-7411

Sanitation

Issues with trash collection

Bulk waste and/or yard debris

(478) 988-2732

CUSTOMER *Service*

(478) 988-2754 | 1211 Washington Street |
perry-ga.gov/customerservice

WATER, SEWER, GAS, AND SOLID WASTE FEE SCHEDULE

The current City fee schedule is located on the City's website (perry-ga.gov) under the Customer Service icon.

SANITATION

Residential, Commercial, and Industrial curbside sanitation and recycling services are provided by Waste Management.

The garbage toter shall be placed at the street-side no earlier than 3:00 p.m. on the day before the scheduled collection day. It should be removed from the street-side no later than 8:00 a.m. on the day after collection. All trash should be bagged before placing in the toter.

A 35-gallon wheeled recycling cart is available to citizens by request.

BAGGING

The City encourages residential customers to bag leaves, grass clippings, pine straw, pine cones, small twigs, sticks, and shrubbery clippings. As an incentive, weekly credit is given to residents who bag their yard waste within the program guidelines.

SENIOR EXEMPTION PROGRAM

Customers 65 years of age at the time of application or are determined to be totally disabled to a current ruling of any state or federal government agency are eligible for this program. Contact Customer Service for program details.

The account holder must apply in person at Customer Service located at Perry City Hall (1121 Washington Street) and provide effective year documents confirming the age and total household income.

IMPORTANT PHONE NUMBERS

Customer Service | (478) 988-2754

- Billing Inquiries
- Water/Sewer Service
- Gas Service

After Hours Emergency | 911

Sanitation | (478) 988-2732

- Issues with trash collection
- Bulk waste and/or yard debris

FORMS

Forms may be completed online at perry-ga.gov or by visiting Customer Service inside Perry City Hall located at 1211 Washington Street in Perry.



Where Georgia comes together.

1211 Washington St.
PO Box 2030
Perry, GA 31069
(478) 988-2754

For questions regarding your bill:
Mon - Fri 8 AM - 5 PM
Sat 9 AM - 5 PM
To pay by phone call (669) 230-5760
Email: customer.service@perry.ga.gov
www.perry.ga.gov

VALERIE N SANDERS
810 WASHINGTON ST
PERRY GA 31069

Prior Reading: 4889

Service Location: 810 WASHINGTON ST

Current Reading Date: 08/08/2020

Current Usage: 28

Current Charges: \$107.71

Current Reading: 4811

Description: WATER CONSUMPTION

Usage: 28

Reading: 4890

Charge: \$107.71

Water Usage: \$3.00

Sewer Usage: \$3.00

Gas Consumption: \$30.00

Sales Tax on Gas: \$2.20

Solid Waste Charge: \$24.00

Fire Protection Fee: \$22.00

Other: \$0.00

Fire Protection Fee: \$22.00

Other: \$0.00

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Other: \$0.00

CITY SERVICES BILL

Explained



Water Consumption

Pays for water treatment, transmission lines, and water facilities debt service based on consumption.



Sales Tax on Gas

The State of Georgia requires sales tax be paid on natural gas. Consumption based on customer usage costs.



Water Base

Pays for water department's operations and billings. Based on number of water meters, operations, and billings.



Solid Waste Charge

Pays for solid waste collections, disposal, recycling materials collection and processing, bulk items pick up, yard debris collection, and disposal and operational debt service.



Sewer Usage

Pays for wastewater treatment, lift stations, line maintenance, and wastewater debt service. Based on water consumption.



Stormwater Utility Fee

Pays for state-mandated inspection, maintenance, and repair costs on the City's stormwater systems. Requirements are stated on the permit.



Gas Consumption

Pays for natural gas purchases, transmissions, gas system debt services, operations, and billings. Based on consumption.



Fire Protection Fee

Pays for doubling the City's fire staff at the Washington Street headquarters and the Davis Fire Station on Commodore Drive.



Gas Base

Pays for natural gas shares, for meter reading, operations, and billings. Based on the number of meters.

Increase required to reduce property insurance rates in the city.



Where Georgia comes together.

ACCOUNT NUMBER	110-4800-01
BILLING DATE	08/11/2020
PREVIOUS BALANCE	\$64.44
LAST PAYMENT ON 08/02/2020	\$56.44
ADJUSTMENTS	\$0.00
CREDIT BALANCE	\$2.00
CURRENT CHARGES	\$92.40
TOTAL AMOUNT DUE	\$36.40
DATE DUE	09/02/2020
AMOUNT DUE IF PAID AFTER 5:00 PM ON 08/02/2020 (includes 1% penalty)	\$39.44
DISCONNECT DATE	09/09/2020
THANK YOU FOR YOUR TIMELY PAYMENT ON YOUR LAST MONTHLY STATEMENT.	
IMPORTANT NOTICE	
The dates above are for current charges only. Any payments received after this date are considered late. A bill is not valid until it is received. Failure to receive your bill does not relieve your obligation to pay.	

IMPORTANT INFORMATION

Please make sure you have your current phone number on file.

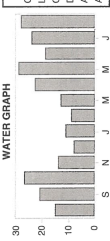
The City of Perry will be closed on September 7th in honor of Labor Day. The City will be closed on September 8th in honor of the Georgia State Fair. The KIOSK for utility payments. Try our new text to pay and safety alert credit card information. If you use text to pay, make sure you have your credit card information. If you use text to pay, make sure you have your credit card information. If you use text to pay, make sure you have your credit card information.

If you have not filed out your 2020 Census forms, please do before the date set out.

Be Nasty if you're. Never dump anything into storm drains or in streams. It's not just a bad idea, it's a crime. If you're a business, you're responsible for your employees' bad habits. We encourage you to use the KIOSK for utility payments. Try our new text to pay and safety alert credit card information. If you use text to pay, make sure you have your credit card information. If you use text to pay, make sure you have your credit card information.

The Annual Consumer Confidence Report for your drinking water can be found posted at City Hall and on our website at www.perry.ga.gov.

WATER USAGE HISTORY	
Current Month	28
Last Month	24
Current Month - Last Year	15
Days in Period	29
Average Daily Usage	0.966
Average Daily Cost	3.186



ACCOUNT ID	BILL DATE	DATE DUE	TOTAL DUE
110-4800-01	08/11/2020	09/02/2020	\$36.40
PREVIOUS DATE	CURRENT READ DATE	DISCONNECT DATE	AMOUNT DUE IF PAID AFTER 5:00 PM ON 08/02/2020 (includes 1% penalty)
07/06/2020	08/08/2020	09/09/2020	\$99.44
AMOUNT ENCLOSED			

Please remit and make checks in US funds payable to:
CITY OF PERRY
PERRY BOX 2030
PERRY GEORGIA 31069-6030

Perry
Where Georgia comes together.
PO BOX 2030
Perry Georgia 31069

ADDRESS SERVICE REQUESTED
959 1 AV 0 189
Valerie N Sanders
810 Washin
Perry GA 31

QUESTIONS? Visit perry.ga.gov or call (478) 988-2754.

CITY FACILITY

Locations

CITY HALL

1211 Washington Street | (478) 988-2700

Customer Service, Mayor's Office, City Manager, City Attorney, Finance, Administration, Communications, Downtown/Mainstreet, Economic Development, City Clerk, Personnel, Taxes/Licenses

PUBLIC SAFETY BUILDING

1207 Washington Street | Police (478) 988-2800 | Fire (478) 988-2850

Police Department Operations, Administration, Patrol, Criminal Investigations, Property/Evidence, Records/Reports, Support Services, Fire & Emergency Services, Fire Operations, Municipal Court Operations

PERRY EVENTS CENTER

1121 Macon Road | Reservations (478) 988-2870

City Council Work Sessions, Pre-Council, and Council Meetings, Events Manager, Reserved Events, Municipal Court Proceedings

PLANNING, ENGINEERING, AND BUILDING SERVICES

741 Main Street | (478) 988-2720

Community Development Operations, Community Planning, Building Permits, Code Compliance, Planning and Zoning, Stormwater Management, Fire Marshal, Engineering, Housing, Infrastructure

LEISURE SERVICES

1060 Keith Drive | (478) 988-2860

Leisure Services Operations, Athletics, Summer Camps, Parks, Instructional Classes, James E. Worrall Community Center

PUBLIC WORKS

500 Ball Street | (478) 988-2732

Public Works Operations, Solid Waste, Animal Control, Streets, Landscape Management, Vehicle Maintenance, Maintenance, Perry Events Center Reservations, Bulk/Yard Waste

City Hall

1211 Washington St.

NEED TO CONTACT A SPECIFIC CITY EMPLOYEE?

Visit perry-ga.gov/directory for individual City employee information. You can search by last name, first name, and category.



Where Georgia comes together.

HOME OWNER *Maintenance*

TIPS FOR MAINTAINING YOUR HOME

INTERIOR



1 **Inspect and change HVAC filters (if necessary)**

If the filter is dirty, change it out. If not, inspect it again next month. For smaller families, without pets or allergies, filters can last 2-3 months.

↩ Monthly

2 **Test smoke & carbon monoxide detectors.**

Detectors should have a "test" button. If so, press and listen for an alarm. If you don't hear a sound, replace the batteries and test again. Test monthly and replace batteries once or twice a year.

↩ Monthly

3 **Run water and flush toilets in unused spaces**

Places you don't use on a regular basis such as guest bathrooms, or other sinks/water sources should be flushed or momentarily run the water at least twice a year. This will clear grime or other types of buildup.

↩ Every 6 months



4 **Test water heater's pressure relief valve.**

This will prevent mineral and corrosion buildup, which safeguards against leaks, and allow your heater to run efficiently.

↩ Every 6 months



5 **Deep clean your home.** → Every 6 months

Take one Saturday every six months and properly deep clean your home. Appliance, windows, dusting, etc. is a great place to start.

6 **Vacuum refrigerator coils.** → Every 6 months

Over time, refrigerator coils become dirty and require more energy. Some homeowners can save up to \$100 a year by cleaning the coils.



HOME OWNER *Maintenance*

TIPS FOR MAINTAINING YOUR HOME

EXTERIOR ← *Once a year*

- 1 Clean out gutters.**
Clean any accumulated leaves, grime, sediment, etc. so water can flow through the gutters efficiently.
- 2 Inspect the exterior of your home.**
Paint chipping? Siding damage or discoloration? Holes in any bricks? Take a close look around your home and make any needed repairs.
- 3 Is your air conditioner ready for the summer?**
Consider getting your air conditioner serviced by a professional to save money and headaches when you need it the most.
- 4 Inspect plumbing for leaks, clean aerators on faucets.**
Checks every faucet and toilet for small leaks. Do your faucets have poor water pressure? The aerator likely needs to be cleaned out.
- 5 Get rid of insects!**
Ants, spiders, moths, flies, and mosquitos are common. Keep cobwebs clear, ant poison handy, and make sure any standing water is discarded.

OTHER TIPS

Mow your yard at least every two weeks.
Trim sidewalks/driveways once a month.

- ✓ Collect leaves, sticks, and branches on regular basis and place curbside for pick-up. Bagging yard debris gets a credit on your city services bill.
- ✓ Keep front and side yards neat and clean. No toys, storage units, vehicles, etc. in public view.



Place solid waste totter/ recyclables to the curbside the night before pick-up.

Return totters out of public view after pick-up.

Solid Waste



Frequently Asked Questions

Am I charged extra for the curbside collection services?

Weekly curbside collection of resident yard debris and bulk items is included in the solid waste fees of your utility bill. Please visit our website for restrictions and limitations.

What day of the week is trash picked up?

Typically, your yard debris and bulk items are picked up the same day as your household trash. Call Public Works to confirm your date at 478-988-2732.

What types of stuff can I put out?

Solid Waste crews collect up to 5 cubic yards of limbs, leaves, and vegetative debris that does not exceed 5 feet wide by 5 feet tall. Qualified bulk items include microwaves, mattresses, couches, and other household items and do not exceed a pile of 6 cubic yards per residence.

Can my contractor put debris out?

The City does NOT accept debris as a result of contracted work. Service of debris piles as a result of contracted work are subject to fees as outlined in the City's Fee Schedule.

How do I get the bagging incentive credit on my utility bill?

Bagging leaves and grass clippings qualify for a credit to your utility bill. A minimum of 5 bags is required for the credit and each residence is eligible weekly. The credit amount is listed on the City's Fee Schedule.

Is there ever an opportunity to dispose of tires?

Tires are ONLY accepted during the City's Spring Clean Up event, held annually. During the week of Spring Clean Up, residents can place additional items curbside for collection to include solidified paint and an unrestricted volume of debris.

How do I dispose of a refrigerator or washing machine?

White goods are collected curbside on a weekly basis as well. Place these items within 5 feet of the curb and apart from other debris for collection.

What items are not accepted?

- C&D (Construction and Demolition) material: shingles, bricks, concrete, dirt, automotive parts
- batteries, oil, gasoline, any type of fuel tanks, medical supplies
- debris from vacant lots or vacated/evicted premises
- debris from contracted work or anyone other than the resident

What do I do with cardboard that doesn't fit in my recycling container?

Break down the boxes and place them for collection as bulk pickup.

I just saw the truck go by my house and they didn't get my bulk items. Whom do I need to call?

Yard debris is collected in the mornings and bulk debris is collected in the afternoons. All items must be placed curbside before 6:30 A.M. to be collected on the service date.



NATURAL GAS

Natural gas, America's most popular home heating fuel, is increasingly popular because it is efficient, clean, reliable, and cost-effective.

The City of Perry provides natural gas to over 3,150 customers through a network of underground distribution lines. The service lines end at each customer's meter where gas is delivered.

Safety is a Priority.

Natural gas is a colorless, odorless gas. If not used correctly, it can be deadly. Keep the following tips in mind...



Call Before You Dig

Call 811 at least 48 hours before you dig.

Failure to do this is a known cause of pipeline accidents.



Funny Smell?

Rotten Egg Smell
Bubbling water
Hissing/blowing sound
Dead/discolored vegetation
Dirt/dust blowing from the ground



Possible Leak?

Leave the area immediately.

Call (478)297-0305 or 911

NEVER turn switches on/off, open or close garage doors, use a flashlight or phone.



F.O.G.

FATS, OILS, & GREASE

F.O.G. tends to find their way into our sewer system all too often.

A sewer blockage will usually result in a sewer spill and costly sewer repairs.

Sewage in a storm drain is similar to dumping raw sewage directly into a river, lake, or stream.



Health Hazards

Raw sewage spills can cause fish kills, public illnesses, and long-term environmental health problems.

Sewage and food particle build-up in your sewer can attract insects and other vermin.

Breaking the Bank

A single sewer service repair can cost over \$800 in labor hours, materials, and operating cost.

Costly repairs to the City's sewer collection system drive up sewer taxes for every customer.

Proper Disposal

- ✓ Use dry wipes or paper towels to soak up grease and oils from dishes prior to washing.
- ✓ Garbage disposals are NOT proper devices for disposing of grease or food wastes.
- ✓ Save your empty cooking oil containers to store old cooking oil/fats from meat.

This can be prevented.



THE

NASTY

CODE COMPLIANCE

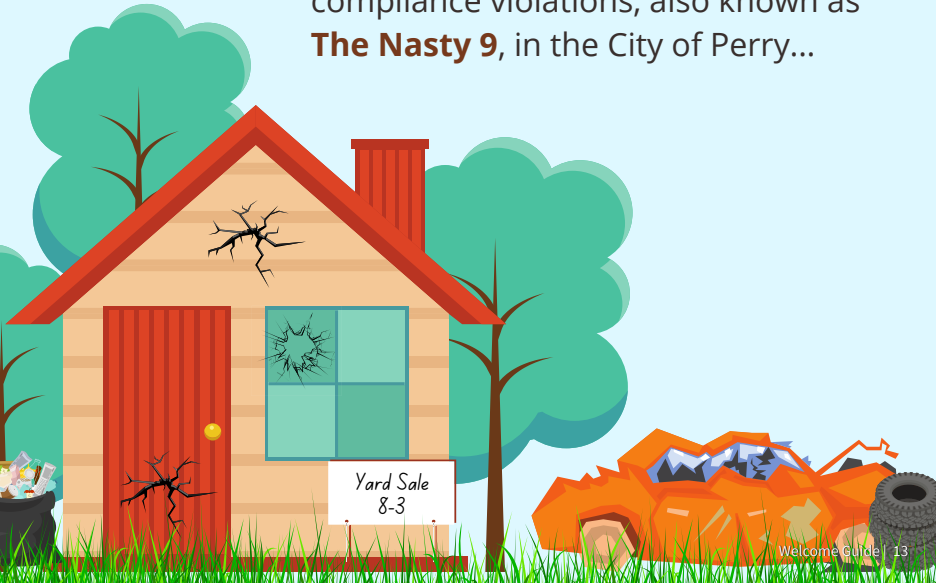


Where Georgia comes together.

In 2020, City of Perry Code Compliance identified nearly **1,000 violations** within City limits. Violations can lead to fines, property liens, court appearances, and possible condemnation of the dwelling.

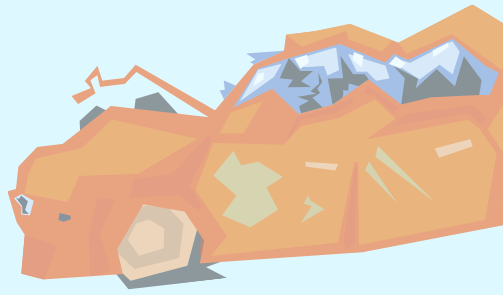
Violations can negatively impact the safety and home values of neighborhoods.

Here are the nine most common code compliance violations, also known as **The Nasty 9**, in the City of Perry...



1 Derelict Vehicles

A vehicle that does not have valid insurance, tag, and/or inoperable on a public roadway.



2 Overgrown Grass

It is unlawful for residential or commercial properties to become overgrown with weeds and grasses. Grass may only be a maximum of 8" in height.

3 Loose Garbage

All residential and commercial rubbish/garbage must be stored in a proper receptacle provided by the City of Perry.

4 Construction Clutter

All construction sites must be maintained in a clean, safe manner and discarded materials stored in a proper receptacle.

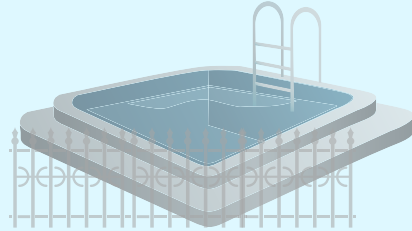
5 Old Tires

Scrap tires must be stored inside an approved storage container.



6 Signs

Stick in the ground signs are not allowed. Do not affix signs or other paper to utility poles, waste receptacle, bench, or other structure except as authorized or required by law.



7 Mosquito Breeders

All outside containers must be kept free of water or otherwise treated to prevent mosquito breeding.

8 Pool Barriers

All pools must have an adequate barrier around them.



9 Blight

Blighted properties are a nuisance and property owners must maintain their properties as stated in the International Code Council regulations and City ordinances.

Residents are encouraged to examine their own properties for any possible issues with **The Nasty 9**.

Code Compliance Complaint? Email codecomplaints@perry-ga.gov or call (478) 988-2704.





AMENITIES



Where Georgia comes together.

Leisure Services

Quality of Life

If you're looking for adventure, the beauty of nature, or a place to cool off... **Perry** has it all.

PARKS

If you're looking for adventure or a place to enjoy nature...Perry has the perfect park for you.

Explore Perry's parks at perry-ga.gov/park.

ATHLETICS

The City offers a variety of athletics throughout the year to include football, cheerleading, baseball, t-ball, basketball, and more.

Learn more at perry-ga.gov/athletics.

SENIORS

The Senior Center is located at the James E. Worrall Center (1060 Keith Drive).

Senior are welcome to use the gym and game room 8:00 a.m. - 12 p.m. daily.



Where *Georgia* Comes Together



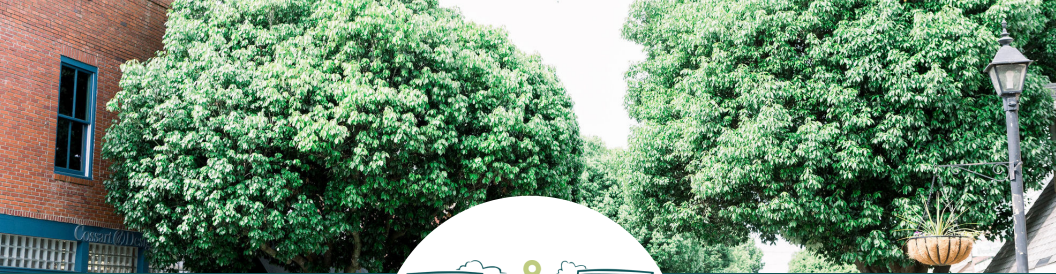
THE CITY OF PERRY IS A *special* PLACE

The City of Perry is proud to host a number of unique and free community events. From festivals hosted in the heart of Historic Downtown Perry to concerts and outdoor cinema at one of our pristine parks, our special events provide memorable experiences for everyone to enjoy!



perry-ga.gov/specialevents | 478-988-2758

@cityofperryga | anya.turpin@perry-ga.gov



PERRY-GA.GOV/MAINSTREET

Welcome to Historic Downtown Perry!

Our thriving downtown is the perfect spot to relax, shop, and dine. Featuring several eating establishments and over two dozen retail stores - Historic Downtown Perry has everything you're looking for.

SHOP (AND EAT) TIL YOU DROP!

Handmade soaps, quality craft beer, and the perfect gift for that someone special can all be found downtown!

Plan your visit by browsing business profiles on our website at perry-ga.gov/mainstreet.

SERVICES

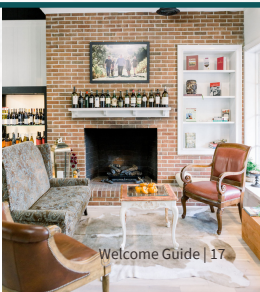
Historic Downtown Perry also offers a variety of speciality services including health and beauty, finance, insurance, and attorney services.

RESTAURANT DISTRICT

A customer may take an alcoholic beverage in a plastic cup on public spaces within the district, including sidewalks, rights of way, buildings, and public parks between 11:00 a.m. and midnight daily.

EVENTS

We have fun in Historic Downtown Perry! There's always something happening between Food Truck Fridays and the City's annual Buzzard Drop! Check out the events calendar on the Main Street website!



Get *Involved*



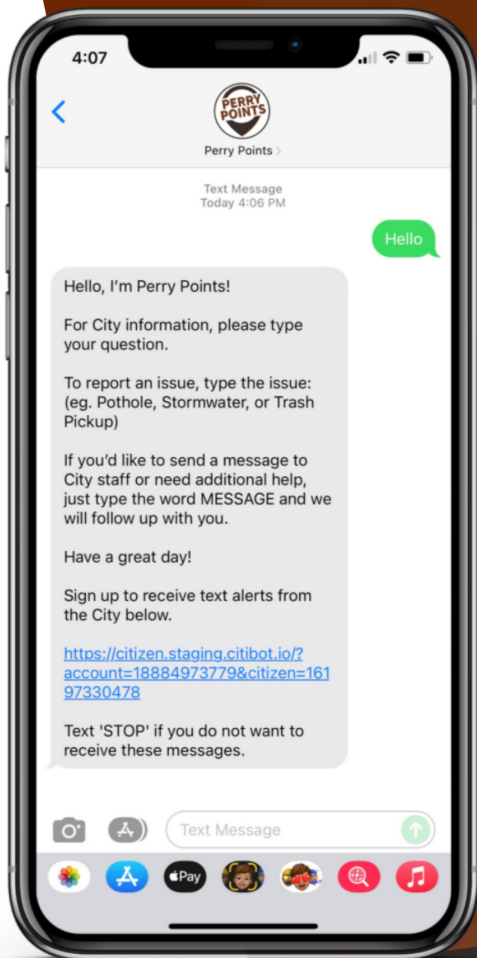
The City of Perry encourages all residents to take an active part in their government! There are numerous opportunities to make an impact on your community. Visit perry-ga.gov/SOI for details.

OPPORTUNITIES

- ✓ Downtown Development Authority
- ✓ Main Street Advisory Board
- ✓ Main Street Promotions Committee
- ✓ Planning Commission
- ✓ Coach and Instructor Volunteers

HOW DO I GET INVOLVED?

- ✓ Complete online application at perry-ga.gov/SOI.
- ✓ Contact City Clerk at (478) 988-2736 for a paper application.



Have a question?

We're only a text away...

Text "Hello"
to
(888) 49-PERRY



Perry

Pointing you in the right direction to:

- Find City information
- Report issues
- Sign up for text alerts
- Message staff



Inside Perry

The Perry, GA Podcast.



perry-ga.gov/InsidePerry



Scan to listen!

CONNECT *With Us!*

Perry-Ga.gov 



 Nextdoor

