

## ***ACH Guidelines for Albany, Gas & Light Commission (0000014736)***

### **Background and Scope:**

The State of Georgia is reducing CHK payments where possible, and Albany, Gas & Light Commission (0000014736) is one of the Vendors the state regularly pays. Albany, Gas & Light Commission (0000014736) is able to take ACH payments, but they have guidelines, so the payments are correctly applied.

### **Guidelines:**

#### **Account number & payment amount**

- Put your Account number in the “Payment Message Field” in PeopleSoft
  - Example: 81168-63629 (Remember to put the dash)
- Put your account number and date in the “invoice id” field
  - Example: 81168-63629 1/29/12

\*\*\* See below for sample bill

See Contact Information below:

# WATER, GAS & LIGHT COMMISSION

207 Pine Ave. P.O. Box 1788  
Albany, Georgia 31702-1788  
229-883-8330

*Example:*

*Invoice ID field: 81168-63629\**  
*Payment msg field: 81168-63629*

Service Address: 2062 NEWTON RD  
Account Number: 81168-63629  
Total Amount Due: 946.38  
Due Date: 19-FEB-2012

Additional information on back

**PAYMENT MUST BE RECEIVED BY 5:00 PM ON DUE DATE TO AVOID LATE FEE**

| Service Rate/Description   | Current Reading           | Prior Reading       | Usage    | Days of Service | Multi-plier | Current Charges | Usage History  |
|--|---------------------------|---------------------|----------|-----------------|-------------|-----------------|--|
| Commercial Water   | From 12/22/11 To 01/24/12 |                     |          |                 |             |                 | <p style="text-align: center;">J F M A M J J A S O N D J</p> |
|  | 1954                      | 1951                | 3 33     | 1               | 9.67        |                 |  |
| <p><i>*if needed, Departments can use this field to enter information specific to their entity, i.e. MAR 12, 01/24/12, 12/22/11-01/24/12, 02-19-12, etc to further ID an invoice</i></p> |                           |                     |          |                 |             |                 |  |
| Commercial Electric  | From 12/22/11 To 01/24/12 |                     |          |                 |             |                 | <p style="text-align: center;">J F M A M J J A S O N D J</p> |
|  | 15515                     | 3792                | 11723 33 | 1               | 936.71      |                 |  |
|  | Actual Demand 31.28       | Billed Demand 30.42 |          |                 |             |                 |  |
|  |                           |                     |          |                 |             |                 | DUPLICATE BILL   |

**NO SECOND NOTICE WILL BE SENT**

PLEASE RETURN THIS PORTION WITH PAYMENT

PLEASE ENTER ACCOUNT NUMBER ON CHECK

**ACCOUNT NUMBER: 81168-63629**

| Previous Balance | Payment Received | Current Charges | Due Date of Current Charges | Total Amount Due |
|------------------|------------------|-----------------|-----------------------------|------------------|
| \$ 881.29        | \$ 881.29        | \$ 946.38       | 19-FEB-2012                 | \$ 946.38        |

**UNPAID SERVICES CUT-OFF AND PENALTY APPLIED TO ACCOUNT AFTER 5:00 PM ON**

29-FEB-2012



DEPT OF MOTOR VEHICLE SAFETY - CSC 40  
PO BOX 80447  
CONYERS GA 30013-8047

Amount Enclosed \$

## Water, Gas & Light Commission

207 Pine Ave. P.O. Box 1788

Albany, Georgia 31702-1788

229-883-8330

www.albanyutil.org

### Contact Albany Water, Gas & Light Commission

229-883-8330 8:00 am to 5:00 pm

Monday through Friday excluding holidays

**Customer Service:** ext 501

**Teller Department:** ext 500

**Special Services Department:** ext 502

**Sewer or Garbage:** Albany Public Works 229-883-6950

### Emergencies

WG&L maintains a 24-hour, 7 days a week Energy Control Center

If you have a power outage, smell gas, water leak, or streetlight outage

Call 229-883-8330 ext 506

### Payment Options

**By Mail:** Mail Payment and bottom portion of bill in the envelope provided. When using an envelope other than the return envelope provided, please remit payments to the address above. Please include your account number on your check, money order or other correspondence. Payments received by mail are considered on time when received in the office on or before the due date printed on the bill.

**In Person:** Bills may be paid at the Main Office located at 207 Pine Ave between the hours of 8:00 am and 5:00 pm Monday through Friday except holidays. Drop boxes are located on the west and southwest side of the main building. Payments in the drop boxes will not be posted until the next business day. For your convenience, we have a drive-thru window located behind the WG&L building on 218 N Washington. Bills may also be paid at many local banks prior to the due date.

**Online:** All online payments - credit card, debit card or electronic check - are handled through Western Union Speedpay. Make an online payment now.

### Payment Policies

When bills are not paid on or before the due date, the bill shall be considered delinquent and the late charge will apply. If the account remains unpaid at 5:00 pm on cut off date shown on bill, the service is considered disconnected and the penalty charge applies.

Accounts will be charged a fee for returned checks and a notice will be sent by mail with a due date to pick up the check at the Teller Department at the Main Office. To avoid service interruption, payment by cash or money order for the returned check and fee must be received by the due date or the services will be disconnected and a penalty fee will be applied.

## **FAILURE TO RECEIVE BILL DOES NOT EXEMPT PENALTIES**

### Conservation Information Notes

The graphs on your bill have been provided for conservation information. This is a monthly record of water, gas or electricity used at the service address. By using this information and realizing that energy usage is dependent on seasons and weather you may be able to identify areas where you may wish to conserve. WG&L offers free energy audits, please call 883-8330 ext 502 for an appointment.

### Explanation of Terminology

kWh: one kilowatt-hour is the amount of energy needed to light a 100-watt light bulb for 10 hours.

kW: The maximum rate of energy consumption recorded during any 30-minute interval within the monthly billing period.

PPA: Purchased Power Adjustment applies to electricity purchased.

CCF: Unit of measure for gas. (100 cubic feet, the equivalent of approximately 100,000 BTU's).

BTU: British Thermal Unit

PGA: Purchased gas adjustment applies to gas purchased.