

# Answers to frequently asked questions

Fees are subject to change at the discretion of the Water Board.

To establish water service, you will need to fill out a water service application and the sign user agreement. These forms are available in the office. Please bring you picture ID, copy of renter's agreement or deed to the property.

If establishing service for a property that does not have a water meter for your use, you will need to pay for the installation of a meter and pay a customer meter deposit. The charge for a ¾ inch water meter is \$1260.00, and for a one-inch water meter is \$1,560.00. \*\*\* This charge is not refundable.

The customer meter deposit of \$150.00 is to be paid before water service is turned on. This deposit will stay in your account until you have service disconnected and applied to your "final" bill. Any credit will be mailed to you at your forwarding address.

If meter will not pressure up when we cut service on, we will cut meter back off and flag. Make sure all faucets are turned off and manually cut valve on at meter, you may need a screwdriver or pliers to help with turning the valve.

Once service is activated, you will be charged at least a minimum bill whether you use water or not. All water bills are mailed out by the first day of each month and are due by the 20<sup>th</sup>. After the 20<sup>th</sup>, a late fee of 10% is charged. So that we can serve you better, please remember to leave us access to the meter; do not block it in any way.

"PAST DUE "accounts will be cut off unless a payment is IN THE OFFICE BY THE 20<sup>th</sup>. If you do not receive a bill during the first week of the month, please call our office to get your balance.

If your water is cut off because of non-payment, you must pay the entire account balance, a reconnect fee of \$90.00, and update your account deposit if it is not equal to the current deposit amount before we can reconnect your water service.

You may be charged for any damage that may occur to the meter box, to the meter itself, or any other component within.

Other Fees include: \$30.00 returned payment fee; \$100.00 tamper fee; and \$50.00 connection fee.

If a payment for an installation, deposit, or reconnect is returned to us for any reason, your service will be automatically terminated until this matter is cleared up.

If you receive a bill that you believe is too high, please check for leaks first, then call our office at 205-758-0908, Monday through Friday, from 8:00 A.M. to 4:00 P.M.

Our water is measured in “cubit feet”, not in gallons. To find how many gallons you have used, multiply the “usage” on your bill by 7.48.

Payments may be processed the same day. Work orders will be handled in a timely manner.

To report possible water leaks along roadways or if you are suddenly without water call 205-758-0908, after hours please call 205-361-1399.

## Ways to check for leaks

### Check meter:

With all the water faucets off in the house, go to the water meter and look for a black and silver circle in the middle of the meter. Watch to see if it is moving. It may not move at first. You may have to watch it for TEN MINUTES OR MORE. If it moves at all, you have a leak! Watch for wet places on ground from meter to house. Your underground line could be leaking! Keep a check on water at barns and water troughs. One dripping faucet can waste thousands of gallons of water per year.

### Check toilets:

More often than not, a high-water bill is due to a leaking toilet. Add food coloring to the tank. Wait 30 minutes. If dye appears in toilet bowl, your toilet is leaking. Check water level inside the toilet tank, if it is too high, it may be constantly running down the tube inside the tank. A leaking toilet is hard to detect & can waste hundreds of dollars a month!