

ATTENTION ALL MONTEVALLO WATER WORKS & SEWER BOARD CUSTOMERS

OFFICE HOURS: 8:00 A.M-4:00 P.M, MONDAY-FRIDAY

BILLING, DISCONNECT AND SERVICE INFORMATION

1. All Utility Bills are due upon receipt.
2. Bills are mailed out the end of each month. If you do not receive your bill it is your responsibility to call and get your balance.
 - a. Penalties will be assessed on the 15th of the month at 4:00 p.m. (Current bill 10% plus tax). If the 15th of the month falls on a weekend or holiday then penalties will be assessed on the following full day of business at 4:00 p.m.
3. Service may be disconnected without notice when delinquent.
 - a. To stay off the cut off list payment must be received in the office the day before. If the office is closed there is a drop-box for your convenience. Disconnects start at 7:00 a.m. Cut offs and reconnections will be performed Monday through Friday during regular business hours.
 - b. To have your service restored after being disconnected the bill must be paid in full, (THE WHOLE BILL, including the reconnect fee \$60.00.). If no deposit exists on the account or the deposit is not up to the required deposit dollar amount, the deposit will have to be made or brought up to the current deposit level.
 - c. **CASH, MONEY ORDER, CREDIT/DEBIT CARD OR CASHIER'S CHECK, are the only forms of payment that will be accepted if service is disconnected for non-payment. We DO NOT ACCEPT PAYMENTS OVER THE PHONE.**
 - d. **If for any reason a reconnection occurs after hours, there will an additional \$25.00 call out fee.**
 - e. If you tamper or damage the meter while you are disconnected you will be assessed a minimum of \$1000.00 (Amended 5/13/2020)
 - f. If you have a serious medical condition such as being on Dialysis please provide a medical note from your physician so you can be notified before your service is disconnected.
4. Non-Sufficient Fund Checks
 - a. All Non-Sufficient Fund Checks will be disconnected without notice.
 - b. For NSF Checks you will be assessed a \$40.00 check charge and the \$60.00 reconnect fee. If you notify us ahead of time that a check is being returned then we will notify you at the phone number that you provided. When we receive the check from the bank, then you will only be charged the \$40.00 check charge plus the amount of the check. You must come in the same day that you are notified you in order to avoid being cut off and charged the \$60.00 reconnect fee. **Payment must be in Cash, Credit/Debit Card or Money Order.**
 - c. **(ACH) The automatic bank draft will be presented to your bank once for processing. If your financial institution does not pay the draft because of insufficient funds and returns it to the Board, your account will be charged a return check fee and processed in the same manner as an insufficient funds check. You may be removed from ACH processing. Payment must be in Cash, Credit/Debit Card or Money Order.**
5. To set up service please bring the following items:
 - a. Legal Lease Agreement or Purchase Contract.
 - b. Valid Driver's License or Legal Identification.
 - c. The Person whose name is on the lease or purchase contract is the only person who can set up service.
 - d. If you have had service before with us and have an outstanding balance you will be required to pay it before service can be established.
 - e. To have your service connected or reconnected on the same day you need to be in the office no later than 2:30 p.m.
 - f. Service fees are \$125.00 for Renters and for Owners. (Amended 04/17/2013)

The Montevallo Water Works and Sewer Board do not provide a Bilingual Employee at this time. The Board has the right to change any or all of these rules at anytime.

