

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
 - a. All Non-Sufficient Fund Checks will be disconnected without notice.
 - b. For all Insufficient Funds (NSF) payments, including ACH (Bank drafts) and online (Nexbillpay) payments, you will be assessed a \$40.00 return check fee, and a \$60.00 reconnect fee. If the payment is made online (Nexbillpay) and returned, you will pay an additional \$2.00 to \$2.95 fee along with the \$40.00 return check fee and \$60.00 reconnect fee.
 - c. If you notify our office by phone that your payment will be returned before the bank notifies us, you will not be charged the \$60.00 reconnect fee and your water will not be disconnected. If we notify you of NSF, with the phone number we have on file, you must come in the same day that you are notified in order to avoid being cut off. (Please keep your telephone number updated). All payments for NSF's must be paid in cash, credit/debit card, money orders or online. If you intend to pay online, you must call the office before doing so for current Total Due.
 - d. (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)

Customer responsibility for water is from the backside of the meter to the residence.

Customer responsibility for sewer is from the residence, lateral and tie-in to the main.

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

NEED TO KNOW INFORMATION:

Garbage, Recycling and Leaf and Limb Services City of Montevallo/ Republic Services



- **Garbage:**

- If you place your cart on a street other than that of your physical address. Please see that street for service day information.
- **Republic Employees are not responsible for any trash outside the can.**
- **All garbage must be placed in garbage bags inside a roll out cart provided by Republic and the roll out carts must be brought to the curb, end of driveway, or on the grass near the road but away from mailbox, utility pole, automobile, (anything that would block the truck from servicing) for pick up the night before.** Garbage will not be picked up if water-logged or scattered. We ask that residents keep cans behind or to the side of the house for a neater appearance when not put out for collection.
- Do not place hot ash or ash of any kind in your trash can.
- Any bulky trash items (mattresses, old boxes TVs, water heaters, etc.) is the resident's responsibility. **There is no bulk trash pickup.**
- If you have a missed pick up, please inform the City (Lisa Shapiro - lshapiro@cityofmontevallo.com or 205-665-2555 ext. 109) so we can get you on the next available scheduled pick up.
- If you have a missing, torn, or broken can, please inform the City (lshapiro@cityofmontevallo.com or 205-665-2555 ext. 109) immediately so we can order a replacement and the broken can be scheduled for pick up.
- Visit the City of Montevallo website (www.cityofmontevallo.com) for [Garbage Services](#).

- **Recycling:**

- Montevallo does not offer curbside recycling. The Montevallo Recycling Center serves residents by providing them a place to recycle their household materials at no cost. All residents are welcome to use the recycling center on the corner of Spring Creek and Overland Rd (1120 Overland). The center accepts your household recycling (plastic, paper, cardboard, and cans) we also have E-Recycling (electronic recycling) and an America Thrift Store Donation Bin. Visit the Facebook page for [Sustainable Montevallo \(www.facebook.com/sustainablemontevallo\)](https://www.facebook.com/sustainablemontevallo) for acceptable items.

- **Leaf and Limb:**

- Public Works Department operates a leaf and limb pickup route.
- Simply leave yard clippings at the edge of your yard closest to the road and it will be picked up:
 - Leaf piles
 - Limbs
 - Grass cuttings
 - Any natural material found in your yard.
- We do not pick-up contract work.
- Be sure there is nothing that would block or hinder the removal of leaf and limb items such as: mailbox, parked car, cable box, telephone pole, etc.

GARBAGE PICK-UP DAY:
