

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 is from the backside of the meter to the residence.

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.