

Southwest Alabama Water Authority

Please Read

APPLICATION FOR WATER SERVICE

All information contained on the application for water service will be verified. Anyone providing fraudulent information will be subject to criminal prosecution. At no time shall a water employee take a water payment in the field all services shall be made to the office.

1. All payments for water disconnected for non-payment or bad check will be handled only during normal business hours. Monday through Friday, 8:00 a.m. to 4:30 p.m. No after-hours reconnects.
2. Reconnects will be handled between the hours of 8:00 and 4:00.
3. There is a \$30.00 service charge on all returned checks.
4. No checks will be accepted on an account that has been disconnected for non-payment.

RECONNECT FEE

There will be a \$50.00 reconnect fee for all accounts disconnected for non-payment. If the customer's bill is paid after 4:30 pm the 15th or the next working day and before the meter is locked off, penalty of \$10.00 plus bill is charged. Penalty must be paid that day to avoid lock-off.

CONNECTION FEE ON OLD ACCOUNTS-EFFECTED APRIL 1, 2017

WE DO NOT TRANSFER FEES. You have to pay connection fee for each account you have on file.

Fee for Owner \$400.00

Fee for Tenant \$550.00

Fee for Business \$550.00

Service Availability Fees are **NON-REFUNDABLE**. All Fees shall be paid before any new service is connected.

Tampering with Locking Device or Destroy Meter.....Re-Connect Fee of \$400.00 plus all past due bills through such meter. Effective 8/22/2016.

All new customers and accounts must contact the Office to establish account. All Bills are due upon receipt! No Partial Payments Accepted. **Bills are delinquent after the 15th.**

PAYMENT OPTIONS

Visit our website at www.swasw.com or call 1-855-423-9337 to pay your bill!!

There is a Customer Fee added to the amount of your bill when you use a VISA, MASTERCARD, DISCOVER or E-check credit /debit card these services are provided by Nexbill Pay. Check, Cash, Credit/Debit Card, Bank Draft or Money orders are methods of payment.