

Southwest Alabama Water Authority
Authorization of Rules

Penalty \$10.00

The customer's bill must be paid by 4:30 pm on the 15th of each month no matter when it falls, a penalty of \$10.00 plus the bill is charged. Penalty must be paid that day to avoid lock-off!

Reconnection Due to Non-Payment

Nonpayment within fifteen days from that date due will result in the water being shut off from the Water User's property. After the meter is locked,

Lock Off

If a customer gets locked off and brings a money order receipt dated by the 10th of that month, the customer only pays the bill and there is no charge on reconnection and mileage.

- a. If a customer gets locked off and later the office receives payment with the postmark by the 10th of that month, this account gets credit on the reconnection and mileage charge.

Rules On the Two-Year Water Agreement

The Water User will pay at least a minimum bill for a period of **twenty-four (24) months** from the date water is available even though he may not avail himself of the service. After the (2) two-year water agreement has ended, and it is the customer's desire to keep the water service available, the minimum fee must be paid every month to have the water service. If the customer discontinues this water service, the System will lock off or remove the meter and no minimum will be charged for the months not in use.

- a. If a tenant buys a meter service, the landowner must sign the water and tenant agreement.
- b. Every account must have a water agreement and tenant agreement signed by the landowner.

Ending Two Year Water Agreement

If a customer is paying on his two-year water agreement and the house burns or the customer moves, the two-year agreement ends.

Rules

Security Deposit- No Longer have Security Deposits

Service Availability Fees Homeowners \$100.00 Tenants \$150.00 This fee is non-refundable.

Returned Check

Effective January 26, 2006, Return Fee \$30.00
Nexbillpay Return Fee \$32.50

Charges To Reconnect

- a. Customer request to disconnect: The meter will be Stationary locked.
- b. Customer is locked off due to non-payment and does not clear the account: The meter will be locked after the second month.
- c. Customer request to reconnect: Charges are \$400 reconnection, plus service availability fee, two parts, if needed, recover any bad debit and sign an updated water agreement.

Destroyed Meter

When a meter is destroyed, the bill will be average for that month. A \$400.00 penalty is charged on the destroyed meter. Also, if the destruction continues to take place an additional \$50.00 will be added to the original charge of \$400.00.

Tampered Lock on Meter

A lock that has been tampered with on a meter a \$400.00 penalty plus any damage on anything else, plus mileage round trip is charged.

Contractor's Paying for New Services

A contractor that pays for a new service will pay a deposit until the bill is cleared with him. Also, the customer must sign a water agreement and pay a deposit.

- a. Connection to old service, contractor pays \$400.00 plus minimum bill.

Bill in a Deceased Name

When an account in a deceased's name is locked and payment is made to clear the account, do not leave the account and deposit in the deceased's name. If there is no response, send a letter about pulling the meter within 10 days. After the meter is pulled, apply the deposit to the account, remainder as uncollectable account. When the customer reconnects, treat as a new customer. **See Red Flag Rules**

Rules

Meter Services

Bore Service- (If) payments are made monthly by the customer, \$450.00 down be sure to take security deposit from first payment. Payment of \$50.00 plus the water bill must be paid monthly. An agreement must be typed on payment of the bore plus a water agreement signed.

- a. State Bore \$1075.00 parts, labor and bore **plus service availability fee.**
- b. County Bore \$850.00 parts. labor and bore **plus service availability fee.**
- c. ¾" residential service \$650.00 parts and labor **plus service availability fee**
- d. 1" Commercial meter; \$1250.00; \$1100.00 parts and labor; \$150.00 **service availability fee**

Fire Hydrant

Fire hydrant installed will cost \$4,000.00 if on a six (6") line or larger. This price includes parts and labor. Fire hydrant can only be installed on six (6") or larger line. Fire hydrant cannot be installed during any construction. After installation hydrants are deeded back to SWAWA for all maintenance.

Flush Valves

Flush valves will not be installed at private residents for self-use. Only for flushing purposes.