



General Information

3111 Cummings Street, Pelham, Alabama 35124
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- ACTIVE ACCOUNTS ARE BILLED MONTHLY FOR ALL APPLICABLE SERVICES AVAILABLE.
- MINIMUM CHARGES APPLY EVEN IF SERVICES ARE NOT USED.
- BILLS ARE SENT BY REGULAR MAIL UNLESS AN E-BILL IS REQUESTED.
- PAYMENT METHODS: MAIL, BANK DRAFT, IN OFFICE, AFTER-HOURS DEPOSITORY, BY AUTOMATED PHONE, OR ONLINE. ONLINE PAYMENT MAY TAKE UP TO 48 HOURS TO POST. PAYMENTS MADE ONLINE OR BY PHONE WILL BE SUBJECT TO A 3.25% CONVENIENCE FEE.
- FAILURE TO RECEIVE A BILL DOES NOT EXCUSE THE CUSTOMER FROM THE RESPONSIBILITY TO PAY BILL ON OR BEFORE THE DUE DATE.
- A 10% PENALTY WILL BE ASSESSED IF NOT PAID BY THE DATE SPECIFIED.
- ANY AMOUNT PAST DUE SHALL BE SUBJECT TO DISCONNECTION AT ANY TIME.
- IF DISCONNECTION OCCURS, THE ACCOUNT BALANCE MUST BE PAID IN FULL, INCLUDING THE \$50 DISCONNECT FEE. CASH OR APPLICABLE CREDIT CARD PAYMENT MUST BE RECEIVED IN THE OFFICE BEFORE 3:00 PM FOR SERVICE TO BE RESTORED THE SAME DAY. CUSTOMERS MUST NOTIFY THE OFFICE THAT PAYMENT HAS BEEN MADE. FAILURE TO NOTIFY MAY RESULT IN SERVICES NOT BEING RESTORED THE SAME DAY.
- PAYMENT OF ANY TENDER WHICH IS RETURNED UNPAID WILL RESULT IN SERVICE INTERRUPTION WITHOUT FURTHER NOTICE AND A DISCONNECT FEE WILL APPLY AS WELL AS A RETURN ITEM FEE.
- THE CITY OF PELHAM IS ONLY RESPONSIBLE FOR SERVICES PROVIDED UP TO THE METER AND NOT BEYOND THE METER.
- TAMPERING WITH METERS IS A VIOLATION AND IS SUBJECT TO IMMEDIATE DISCONNECTION, PROSECUTION, AND REIMBURSEMENT TO PELHAM WATER WORKS FOR ALL EXPENSES INCURRED.
- CUSTOMERS ARE RESPONSIBLE FOR KEEPING THE UTILITY EASEMENT CLEAR AND UNOBSTRUCTED FOR THE PURPOSE OF MAINTENANCE, OPERATION, AND METER READING AT ALL TIMES.
- CUSTOMERS ARE RESPONSIBLE FOR PAYMENT OF SERVICES USED AT THIS LOCATION (AND ANY OTHER LOCATION THAT YOU TRANSFER SERVICE TO/FROM) UNTIL YOU NOTIFY PELHAM WATER WORKS BY WRITTEN NOTICE ON THE REQUEST TO DISCONTINUE SERVICE FORM.
- ANY UNPAID BALANCE AFTER THE ACCOUNT IS CLOSED FOR 30 DAYS MAY BE REPORTED TO A COLLECTION AGENCY. THE COST ASSOCIATED WITH COLLECTION WILL BE ASSESSED UPON THE CUSTOMER/LOCATION.
- CUSTOMERS ARE SUBJECT TO ALL RULES, POLICIES, ORDINANCES, AND RATES THAT ARE PRESENTLY IN PLACE OR WHICH MAY BE ADOPTED IN THE FUTURE.
- THE CITY OF PELHAM DOES NOT PROVIDE OR RESTORE WATER SERVICE TO AN EXISTING PROPERTY WITH AN UNPAID BALANCE.