



New Service
Application Package

Office Hours
Monday - Friday
7:30 am - 4:30 pm

After Hours Emergencies
Call: 334-313-0102

WATER AND SEWER USERS' AGREEMENT
THE WATER WORKS & SEWER BOARD OF THE CITY OF WETUMPKA
PO BOX 69
WETUMPKA, AL 36092
OFFICE: 334-567-8404

EFFECTIVE DATE: _____

USER NAME/BUSINESS NAME: _____
SOCIAL SECURITY # _____ **FEDERAL TAX I.D. #** _____
DOB _____
PHONE # (HOME) _____ **(WORK)** _____ **(CELL)** _____
EMAIL _____

CO-APPLICANT: _____
SOCIAL SECURITY # _____
PHONE # (HOME) _____ **(WORK)** _____ **(CELL)** _____
EMAIL _____

SERVICE ADDRESS: _____

BILLING ADDRESS: _____

EMPLOYER: _____
EMPLOYER PHONE#: _____
EMPLOYER ADDRESS: _____

REFERENCE/EMERGENCY CONTACT
NAME: _____
ADDRESS: _____
PHONE#: _____

NON-REFUNDABLE TURN-ON/ACTIVATION FEE \$125.00

TOTAL AMOUNT DUE \$125.00

USER ACKNOWLEDGES RECEIPT OF A COPY OF THE CURRENT RULES AND REGULATIONS. I WARRANT THE ABOVE INFORMATION FURNISHED FOR THE PURPOSE OF OBTAINING WATER AND/OR SEWER SERVICE IS TRUE AND CORRECT.

I UNDERSTAND I MUST PROVIDE PROOF OF OWNERSHIP OF THE PROPERTY IN ORDER TO OBTAIN WATER AND OR SEWER SERVICES. IF THE ADDRESS NEEDING SERVICES IS LEASED/RENTAL PROPERTY THAT I MUST PROVIDE THE WETUMPKA WATER WORKS AND SEWER BOARD WITH A COPY OF THE RENTAL AGREEMENT. I ALSO UNDERSTAND THAT THE NAME OF PERSON APPLYING FOR SERVICES MUST BE LISTED ON THE ABOVE MENTIONED DOCUMENTS.

ALL APPLICANTS MUST PROVIDE A PHOTO IDENTIFICATION WHEN APPLYING FOR SERVICES.

USER: _____ **WWWSB:** _____
DATE: _____

WETUMPKA WATER WORKS AND SEWER BOARD
P.O. BOX 69
2909 ELMORE ROAD
WETUMPKA, ALABAMA
PHONE # (334) 567-8404
www.wetumpkawater.com

I HAVE READ, UNDERSTAND AND AGREE TO THE TERMS OF THE WETUMPKA WATER WORKS AND SEWER BOARD'S USERS AGREEMENT (COPY ATTACHED), INCLUDING THE FOLLOWING:

- YOU WILL RECEIVE YOUR FIRST BILL AROUND THE FIRST DAY OF THE MONTH FOLLOWING YOUR TURN ON DATE. YOU WILL NEVER BE BILLED LESS THAN A MINIMUM BILL REGARDLESS OF THE NUMBER OF DAYS YOUR SERVICE IS ACTIVE (RATE SHEET ATTACHED).
- BILLS NOT PAID WITHIN 30 DAYS WILL HAVE SERVICES DISCONNECTED AND THE ENTIRE BALANCE PLUS A PENALTY OF \$90.00 MUST BE PAID BEFORE SERVICES WILL BE RESTORED.
- TO DISCONTINUE SERVICE, A CUT-OFF SERVICE REQUEST WITH SIGNATURE AND PHOTO ID COPY IS REQUIRED, EITHER IN PERSON, EMAIL OR BY FAX. ONLY THE PERSON WHO'S NAME THE ACCOUNT IS IN WILL BE ALLOWED TO DISCONNECT SERVICE (FORM ATTACHED).

.....

CUSTOMER'S SIGNATURE

DATE

*** HOLLOWAY CREDIT SOLUTIONS, LLC ***

All delinquent accounts will be sent to Holloway Credit Solutions, LLC.

Please read and sign the following policy:

I understand that if I owe on a delinquent account, it will be turned over to Holloway Credit Solutions, LLC acting as a collections agent for the Wetumpka Water Works and Sewer Board. I further understand and agree in order for my account to be serviced by Holloway that its agents may contact me by telephone, or any telephone number associated with my account. I understand that the calling method may include auto-dialer and prerecorded voicemail which may result in charges to my phone. I understand that you may also contact me by sending a text message or email using any email address that I provide to use.

I/We have read this disclosure and agree that Wetumpka Water Works and Sewer Board's employees and or its agents may contact me /us as described above.

Responsible Party

Date

WETUMPKA WATER WORKS AND SEWER BOARD

WATER & SEWER RATES

Effective November 1, 2025

RESIDENTIAL WATER RATES

0 GALLONS	\$19.81
OVER 0 GALLONS	\$5.46/1,000 GALLONS

RESIDENTIAL SEWER RATES

0 GALLONS	\$20.98
OVER 0 GALLONS	\$6.13/1,000 GALLONS

COMMERCIAL WATER RATES

0 – 10,000 GALLONS	\$116.52
OVER 10,000 GALLONS	\$4.96/1,000 GALLONS

COMMERCIAL SEWER RATES

MINIMUM BILL 0 GALLONS	\$20.98
OVER 0 GALLONS	\$6.13/1,000 GALLONS

FLAT SEWER RATE

(Outside WWWSB Water Service Area)

\$35.00 PER MONTH

MINIMUM BILL – WATER AND SEWER

(4% TAX ON WATER ONLY)

WATER - \$19.81

SEWER - \$20.98

TAX - \$.79

TOTAL \$41.58

Wetumpka Water Works and Sewer Board

Water & Sewer Users Agreement Terms

This agreement between the Wetumpka Water Works and Sewer Board of the City of Wetumpka, a public corporation organized and existing under the laws of the State of Alabama, hereinafter called the "Corporation", and the undersigned water and sewer user, hereafter called the "User".

Witnesseth: That, whereas, the User desires to purchase water for domestic, commercial, agricultural, industrial or other uses and as available, to obtain sanitary sewer service, from the Corporation and to enter into a Users Agreement as required by the By-laws of the Corporation.

Now, therefore, in consideration of the mutual covenants, promises and agreements herein contained. It is hereby understood and agreed.

1. The Corporation shall furnish, subject to the limitations as provided for in the Corporation's By-laws and Service Rules and Regulations, such quantity of water as the User may desire in connection with User's occupancy of property located within the service area of the Corporation, and as available, sanitary sewer service to said property.
2. The User's service lines shall connect with the water and/or sanitary sewer systems of the Corporation at the place designated by the Corporation, provided the Corporation has determined in advance that the Corporation's water and/or sanitary sewer systems are of sufficient capacity to service the User's property.
3. The User shall install and maintain, at User's own expense, service lines which shall begin at the point designated by the Corporation (usually at the water meter) located at the property / ROW line and extending to the dwelling or building and other portions of User's premises.
4. The User shall pay for such service at such rates, times and place as shall be determined by the Corporation. The Corporation reserves the right to report all unpaid charges and fees to any credit report agency or collections bureau. The User accepts the fee charged as a lawful debt and promises to pay said fee including the cost of collection, attorney fees, and court costs if such be necessary, waiving now and forever the right to claim exemption under the constitution and laws of the State of Alabama, or any other state.
5. The Corporation shall make the final determination if any questions of location of any service line connection to its water or sanitary sewer system and shall determine the allocation of water to Users in the event of a water shortage.
6. The Corporation may shut off the water and/or sewer service of a User who allows a connection or extension to be made to his service for purpose of supplying water or sanitary sewer service to another User.
7. The User shall make the water meter accessible and unobstructed at all times to the Corporation and the User shall install a cut-off valve and pressure regulator on the User's side of the meter. The Corporation shall install a lockable cutoff valve on the supply side for the sole use of the Corporation.

(Revision 9.16.2024)

Wetumpka Water Works and Sewer Board

**P.O. Box 69
2909 Elmore Road
Wetumpka, Alabama 36092
Phone (334) 567-8404
www.wetumpkawater.com**

TAMPERING FEES

At its regularly scheduled Board Meeting on October 27th, 2016, the Board approved the following Tampering fees:

First Offense:	\$150.00
Second Offense:	\$300.00
Third Offense:	\$500.00

This includes cut locks, unauthorized connections and alterations, damages to meter or box and bypassing the meter.



(Effective November 1, 2024)

Irrigation / Swimming Pool Meters

The Wetumpka Water Works and Sewer Board will set an additional water meter, to be used strictly for watering lawns, landscape or maintaining swimming pools, for a fee of \$600.00 for a $\frac{3}{4}$ inch meter or \$750.00 for a 1-inch meter. The fee must be paid before the meter is installed. The irrigation meter will not be tapped onto our main. It will connect to the service line before the existing household meter. You may not have the same pressure that you currently have when using your irrigation, i.e. garden hoses etc.

Should the customer desire a totally separate connection for irrigation and /or swimming pool, a separate tap on the main will be \$1,500.00 for a $\frac{3}{4}$ inch meter/service. There will be a \$125.00 non-refundable account initiation fee, as required for all other meters, but you will not be charged a monthly minimum bill on this non-household meter. The customer will be billed for the actual water usage on this meter. The water rate will be the same as the current residential rate.

No sewer fees will be associated with the irrigation meter. The meter is strictly prohibited for any other purpose and cannot be connected to any dwelling for household use. Any violation will result in penalty fee of not less than \$500.00 for the first offense, and a second offense will result in the removal of the meter and additional fines.

UTILITIES

Meridian Waste Alabama LLC**(866) 440-3983**

300 Noble Hill Rd
Attalla, AL 35954

CustomerCareAL@MeridianWaste.com

Spire**(800) 292-4008**

235 Lee Street
PO Box 1351
Montgomery, AL 36102

(334) 206-2502**Fax: (334) 206-2594**

www.spireenergy.com

Alabama Power**(800) 245-2244 Residential**

200 Dexter Ave.
Montgomery, AL 36104

(888) 430-5787 Business

www.alabamapower.com

AT&T of Alabama**(334) 272-3115**

7024 Eastchase Pkwy
Montgomery, AL 36117

Fax: (334) 272-3831

www.att.com

Spectrum**(888) 406-7063**

1494 Cotton Exchange
Prattville, AL 36066

www.spectrum.com

Central Alabama Electric Cooperative**(800) 545-5735**

637 Coosa River Pkwy
Wetumpka, AL 36092

(334) 567-8855

www.caec.com

Wetumpka Water Works**(334) 567-8404**

2909 Elmore Rd. (Delivery only)
PO Box 69 (U S Mail)
Wetumpka, AL 36092

www.wetumpkawater.com