City of Moundville
Water And Sewer Department

APPLICATION FOR NEW WATER/SEWER/GARBAGE ACCOUNT

Please complete all information below, then print and sign the document. You may Fax,drop off or mail application with payment to Moundville City Hall (address listed below).

Customer Name (as it will be shown on account): _____

Customer Social Security #: _____

Opt. into eBill Circle: YES or NO **Email Address:** _____

Service Address: _____

Mailing Address (for billing purposes): _____

_____

***PLEASE NOTE**: This form must be fully completed before services will be turned on.*

Contact Phone Number: _____

Requested Start Date: _____

*****REQUIRED DOCUMENTATION TO INCLUDE WITH THE APPLICATION***:

1. Copy of the Customer's valid driver's license or valid Picture ID. Please be sure photo and text are legible.
2. Copy of the Customer's lease or home ownership papers showing name, address and the date of occupancy at the Service Address.

Payment: Check#_____Cash_____

PLEASE READ AND ACCEPT BY SIGNING BELOW: I hereby accept full responsibility for this account. I have read the policy and fully accept the terms of policy. I am aware that I am fully responsible for any amounts due effective on this date and until such time as I close the account. I understand that upon request for water services I will be responsible for a $50 connection fee and deposit of $300.

Name (please print): _____

Signature: _____

Date: _____

BELOW FOR OFFICE USE ONLY:

Name (please print): _____

Account #: _____

The City of Moundville is an equal employment and non-employment opportunity employer.

410 Market Street Moundville, AL 35474
P.O Box 98 Moundville, AL 35474
Phone: (205)371-2641 Fax: (205)371-9160

ORDINANCE#2025-30
CITY OF MOUNDVILLE
WATER DEPARTMENT
410 Market Street
P.O. Box 98
Moundville, AL 35474
Office: (205) 371-2641 Fax: (205) 371-9160
Office Hours: Monday – Friday
7:30 A.M. – 4: 00 P.M. (Excluding Holidays)

https://www.moundvillealabama.com/

WAYS TO PAY YOUR WATER BILL

MAIL:

Mail payments including your payment stub to:
CITY OF MOUNDVILLE
P.O. BOX 98
MOUNDVILLE, ALABAMA 35474

IN PERSON:

Our office is located at 410 Market St. in the Moundville City Hall. We are open from Monday – Friday, 7:30 am – 4:00 pm.

DROP BOX:

We have a drop box located next to the entrance of City Hall. Payments can be placed in the drop box, please be sure to include your payment stub to ensure proper posting. We asked that you refrain from dropping cash.

BANK DRAFT:

Contact your bank about setting your water bill for automated bank draft.

ONLINE/VIA TELEPHONE:

You may pay your account online at moundvillealabama.com or via phone at 888-719-9536 with a Visa, Mastercard, or Discover card. You will need your account number located on your billing stub. On this website you can now sign up for autopay, your bill will be taken out of your bank account on the 13th of each month.

There is a processing fee of $2.95 or 3%, whichever is greater

PLEASE BE ADVISED IF YOUR PAYMENT IS NOT IN OUR OFFICE BY 4:00 PM ON THE 15TH, A LATE FEE WILL APPLY.

FAILURE TO RECEIVE A BILL DOES NOT EXEMPT PENALITIES OR SERVICE DISCONNECTION. WE ARE NOT RESPONSIBLE FOR LATE REMITTANCE MADE THROUGH THE MAIL SERVICE.

⇨ **WARNING: IF YOU PAY YOUR BILL THROUGH THE WEBSITE DOXO, PLEASE BE AWARE THAT THE CITY OF MOUNDVILLE IS NOT AFFIALATED WITH THIS WEBSITE & CANNOT GUARANTEE THAT YOUR PAYMENT WILL BE PROCESSED IN A TIMELY MANNER** ⇦

CITY OF MOUNDVILLE TELEPHONE DIRECTORY

Fire, Police, or Medical Emergencies Only	911
After hours, weekends, or holidays for Water, Sewer & Street Emergencies Only	205-371-2641
Police Department	205-371-2218 or 205-371-2219
Building Inspector	205-872-7423
Licensing Department	205-371-2641
Moundville Public Library	205-371-2283
Moundville Community Activity Center	205-371-2644

WATER, SEWER AND GARBAGE BILLING

Water, sewer and garbage payments are due by the 15th of each month. Each bill shall be subject to a late charge of $10.00, if payment is not received in our office by the 15th at 4:00 pm. If the 15th falls on weekend, you will be given until 4:00 pm the next business day to pay. All 2-month bills must be paid in full; we will **NOT** accept partial payments.

DISCONNECTION OF SERVICES FOR NON-PAYMENT

Disconnection occurs after the 15th for non-payment of 2-month bills. Once a service order is generated and has left the office for service disconnection, the service fee will apply. All fees and past due balances must be paid in full to have service restored.

To restore services, customer must pay the **full** amount, in addition to a $100.00 reconnect fee. An additional $100.00 (after hours reconnect fee) will apply to have services restored **AFTER** 2:30 p.m.

If payment is made in full **AFTER** 2:30 pm, but **EXCLUDES** the $100.00 after hours reconnect fee, your water services will be restored the NEXT BUSINESS DAY.

After payment has been made in full, the Water Department has up to **24 hours** to reconnect services.

NO WATER SERVICES WILL BE DISCONNECTED ON FRIDAYS.

RETURNED CHECK POLICY

A $35.00 service charge will be added to each returned check. Returned checks must be redeemed by the maker in **cash, cashier check, or money order**.

A $37.00 service charge will be added to each returned ACH payment. Returned ACH payments must be redeemed by the maker in **cash, cashier check, or money order**.

Returned check for a **1-month bill- customer will be immediately notified & will have 10 days to bring the account current. After the 10th day, the water services will be disconnected.

Returned check for a **2-month bill – customer will be immediately notified & water services will be disconnected immediately; customer will have 10 days to bring the account current.

Upon disconnection, customer will be subject to an additional $100.00 reconnection in addition to returned check.

If there is a returned check for service start up, the customer will be notified immediately & water services will be disconnected; an additional $100.00 reconnection fee will be charged to restore services.

If 2 checks or 2 ACH payments are returned on an account, we will no longer accept checks or ACH as a payment on the account.

DISCONNECTIONS, TRANSFERS, and DECEASED

Disconnects – customers must complete a disconnect form to close out their account. Customers will have the option of paying their final bill and receiving their initial $300 deposit **OR** allow the final bill to be deducted from the deposit and receive the remainder. Refunds will be mailed out at the first of every month.

Transfers- customers must complete a transfer form along with the following: picture id and a copy of the new lease or buyer's agreement; If customer has incurred a 2-month bill, they are required to pay in full prior to the transfer, bring current deposit to $300.00 if applicable, a $25.00 transfer fee will be applied to the new account.

Deceased Account Holders – In the event an account holder becomes deceased, the account will be closed within 60 days. A surviving owner or an heir will need to complete an application, provide a picture id, proof of ownership to take possession of the account.

DROP BOX POLICY

There is an after-hours drop box located on the wall to the left side of the front door of the City Hall. Please DO NOT deposit cash in box. **Any payments placed in the drop box after 4:00 p.m. on the 15th of each month will be charged a $10.00 late fee.**

SEWER ADJUSTMENTS

Authorizes adjustments to sewer charges in certain instances where excessive water consumption does not enter the sanitary sewer system. This will be determined by averaging the past 12 months of the customer's sewer bill. If 12 months of history is not available, the amount will be determined by the information available. The reason for this policy is for reducing these bills to relieve possible financial hardships on residents and businesses.

WATER REGULATOR POLICY

The City of Moundville will not maintain, install, or replace any water regulator.

TAMPERING WITH A METER OR CUTTING A LOCK POLICY

FIRST, TIME OFFENSE	$500.00 FEE+$100.00 RECONNECT FEE
SECOND, TIME OFFENSE	CRIMINIAL CHARGES

** CRIMINAL CHARGES COULD APPLY AFTER THE FIRST OFFENSE HAS BEEN DOCUMENTED BY THE MOUNDVILLE POLICE DEPARTMENT (as stated in Section 12)

TAMPERING WITH AVAILABILITY OF WATER

It shall be unlawful for any person to have connected to the City meter service or have connected to the City's water or sewer system in any fashion without the City's prior consent. Any occupant, tenant, or other person who violates this section, and any person who aids and abets in such prohibited act, who shall be deemed a principal to such acts, shall be guilty of a Class C felony if the theft amount exceeds five hundred dollars ($500) in value and a Class A Misdemeanor if the theft amount is less than or equal to five hundred dollars ($500) in value, as provided by the state criminal code, and upon conviction, be punished as prescribed by law. (**Section 13A– 8– 23 of the Code of Alabama)**

In addition to all other penalties provided herein, the City shall discontinue such illegally connected services; provided, however, that such services shall be restored upon payment of all amounts due to the City if the person so requests and is otherwise eligible to receive such City services.

GARBAGE SERVICE

Waste Management provides the City of Moundville garbage services. Carts are $25.00; customers within city limits are required to have a garbage cart which is included in your monthly water bill. Customers may request additional carts as needed for an additional $25.00. It is recommended that carts are at the curb before collection day & removed after cart has been emptied. In the event of a holiday, collection will be one day behind
Any issues regarding your cart, please contact City Hall @ 205-371-2641.

TRASH & BRUSH PICKUP SERVICE

The City trash and brush truck is responsible for collecting brush and trash within the city limits. All items must be place at curb or city's right-of-way. Leaves, pine straw, or grass clippings must be placed in trash bags. No hazardous material or household garbage will be collected. These charges will be billed on your monthly water bill or you may come into City Hall and pay them in person.

Tuesday - Trash Pickup Schedule

Truck Load Fee	$200.00
½ Truck Load Fee	$150.00
Appliances, Mattress, Furniture	$20.00 per item

Thursday – Brush Pickup Schedule

Truck Load Fee	$200.00
½ Truck Load Fee	$150.00

Anything less than a ½ truck load will not be charged for a one-time pickup.

METER TESTING POLICY

Meters will be tested at the request of the customer. A customer must complete a Meter Test request form in addition to a payment for shipping and testing fee of $75.00. The fee must be paid in advance, the meter will remove and shipped to the testing laboratory.

If the results of the test show that the meter is within +/-2% tolerance (98% - 102%), the meter is considered accurate and the outstanding account balance is due and payable.

If the test results show that the meter is over 102%, the customer's water bill will be adjusted accordingly and the $75.00 will be credited to the customer's account.

If the test results that the meter is below 98%, the meter will not be placed back into service.

****The rates, fees, and charges are effective October 1, 2025****

ON DECEMBER 1ST OF EVERY YEAR, THE CITY COUNCIL WILL REVIEW INCREASING WATER AND SEWER RATES OF 3-5% FOR INFLATION PURPOSES IN THE FUTURE.

WATER & SEWER RATES

	Residential	Commercial/Business	Industrial Above 4" Line
WATER RATE	$19.70 (first 2,000 gallons)	$78.80 (first 10,000 gallons)	$394.00 (first 50,000 gallons)
SEWER RATE	$19.90 (first 2,000 gallons)	$79.60 (first 10,000 gallons)	$397.95 (first 50,000 gallons)
WATER RATE	$4.62 (1,000 gallons over 2,000 gallons)	$4.62 (1,000 gallons over 10,000 gallons)	$4.62 (1,000 gallons over 50,000 gallons)
SEWER RATE	$4.68 (1,000 gallons over 2,000 gallons)	$4.68 (1,000 gallons over 10,000 gallons)	$4.68 (1,000 gallons over 50,000 gallons)

WATER TAP (3/4" Line)	$1,200.00
WATER TAP (1" Line)	$1,400.00
WATER TAP (2" Line)	Call for pricing
SEWER TAP	$1,200.00+Construction cost
WATER DEPOSIT	$300.00
CONNECTION	$50.00
TRANSFER FEE	$25.00
RECONNECTION	$100.00
RECONNECTION (After Hours)	$100.00
ROAD BORE	$1,500.00+ Construction cost
HYDRANT METER DEPOSIT	$300.00

This ordinance shall be effective and in full force from and after the date of its passage

ADOPTED this the 29th day of September 2025

ATTEST:

CAROL TOWNSEND, CITY CLERK

TONY LESTER, MAYOR

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