

**CITY OF MOUNDVILLE**  
**WATER AND SEWER DEPARTMENT POLICY AND PROCEDURES**  
**AMENDED NOVEMBER 10, 2014**

**Hour of operation 7:30 A.M. – 4: 00 P.M. Monday – Friday**  
**Excluding Holidays**

**SECTION 1 – WATER, SEWER AND GARBAGE BILLING**

Water, Sewer and Garbage Bills will be mailed out by the 1<sup>st</sup> of each Month. Payments are due by the 15<sup>th</sup> of each month. If payment is not received in the Water Works Office by 4:00 p.m. on the 15<sup>th</sup> of each month a **\$10.00** penalty will be added to your current bill. If the 15<sup>th</sup> falls on a Saturday or Sunday the penalty will be applied on the following Tuesday. This will give you until 4:00 p.m. on Monday to pay before penalty is applied on the following Tuesday.

**SECTION 2 – TURN OFF WATER SERVICES FOR NON-PAYMENT**

If you owe a current and a past due amount (TWO MONTHS BILL) you must pay the full amount on or before the 15<sup>th</sup> of each month or your services will be disconnected on the 16<sup>th</sup> of that month. A **\$100.00** reconnection fee and the full amount of bill will have to be paid with cash, cashier check or money order (NO PERSONAL CHECKS) before your water services are restored. If the 15<sup>th</sup> falls on a Saturday or Sunday you will have until 4:00 p.m. the following Monday to pay or your services will be disconnected by 8:30 a.m. on Tuesday. **NO WATER WILL BE TURNED OFF ON FRIDAY.**

**SECTION 3 – TURN ON WATER SERVICES FOR NON-PAYMENT  
DISCONNECTION.**

After payment has been made in full for non-payment cut-off, the Water Department has up to 24 hours to reconnect services. An additional \$50.00 (after hours reconnect fee) will apply to have the water turned back on after 4:00 p.m. If payment is made on Friday after 3:45 p.m. and the additional \$50.00 after hours reconnect fee is not paid with the full amount of the non-payment cut off and the regular reconnection fee, then your water service will be turned back on the following Monday. Except when a City holiday falls on that Monday. Water will be turned on that following Tuesday.

**SECTION 4 – RETURNED CHECK POLICY**

A \$30.00 returned check fee will be paid for each check that is returned.

Returned Check must be paid with cash or money order or cashier check.

If a customer has given a returned check for a one month bill, the customer will be called immediately notifying them of a returned check and they have ten days to make check good or water will be turned off after the tenth day. You will also be charged a \$100.00 reconnection fee to have the water turned back.

If a customer has given a returned check for a two month bill the customer will be called immediately and the water service will be turned off immediately and a \$100.00 reconnection fee must be paid before water will be turned back on.

If a customer has given a returned check for a meter deposit and connection fee, the customer will be called immediately, notifying them of a returned check and the water service will be disconnected and an additional \$100.00 reconnection fee will be charged to have water turned back on.

**SECTION 5 –APPLICATION FOR WATER, SEWER & GARBAGE SERVICES**

Beginning September 1, 2010 all customers applying for water service will be required to pay a \$200.00 deposit, a \$50.00 connection fee along with completing an application form, supplying a photo ID, social security number, lease agreement (if applicable), and a secondary contact person.

**SECTION 6– DISCONNECT WATER SERVICE**

When the customer request his or her water service to be disconnected he or she must come in and fill out and sign the disconnect form. At the first of the following month a meter deposit refund check will be issued.

**SECTION 7 – DROP BOX POLICY**

There is an after hours drop box located on the wall at the left hand side of the front door of the City Hall. Please do not put cash in box.

If payment is not received in the Water Works Office by 4:00 p.m. on the 15<sup>th</sup> of each month a late fee of \$10.00 will be added to your account. Any payments placed in the after hours drop box after 4:00 p.m. on the 15<sup>th</sup> of each month will be charged a \$10.00 late fee.

**SECTION 8** – Authorizes adjustments to sewer charges in certain instances where the 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. *(amended July 14, 2014)*

**SECTION 9 – REPORT WATER AND SEWER LEAKS**

If a water or sewer leak is found please report to the Water Works Dept. (205) 371-2642.

**SECTION 10 – WATER REGULATOR POLICY**

Effective January 1, 2010 the City of Moundville will not maintain, install, or replace any water regulator. *(Amended by the City Council July 23, 2009)*

**SECTION 11 – TAMPERING WITH A METER OR CUTTING A LOCK POLICY**

|                      |                                       |
|----------------------|---------------------------------------|
| FIRST, TIME OFFENSE  | \$109.00 FEE                          |
| SECOND, TIME OFFENSE | \$218.00 FEE                          |
| THIRD, TIME OFFENSE  | \$436.00 FEE AND METER WILL BE PULLED |

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

## SECTION 12 – TAMPERING WITH AVAILABILITY OF WATER

Section 13A– 8– 23 of the Code of Alabama

It shall be unlawful for a tenant, occupant, or any other person to commit any of the following acts which could, or in fact does, make water unlawfully available to such tenant, occupant, or person, or to another:

- 1) To connect any tube, pipe, or other instrument used for conducting water in such a manner as to permit the use of said water without the same passing through a meter or other instrument recording the usage for billing.
- 2) To alter, injure, turn on, or prevent the action of a meter, valve or other instrument used for measuring quantities of water.
- 3) To break, deface, or cause to be broken or defaced any seal, locking device, or other parts that make up a metering device for recording usage of water for the recording device.
- 4) To remove a metering device for measuring quantities of water.
- 5) To transfer from one location to another a metering device for measuring water.
- 6) To use a metering device belonging to the utility that has not been assigned to the location and installed by the utility.
- 7) To adjust the indicated consumption, to jam the measuring device, to bypass the meter or measuring device with a jumper so that it does not indicate use or registers incorrectly, or to otherwise obtain quantities of water from the utility without same passing through a metering device for measuring quantities of consumption for billing.
- 8) To fabricate or to use a device to pick or otherwise tamper with the locks used to deter current diversion, meter tampering, and meter thefts.
- 9) To otherwise take any action resulting in the diversion or unauthorized use of water.

Any property on which it is found to have water utilities tampered with in violation of this section and capable of receiving water as a result of the use of any method of diversion prohibited herein shall be prima facie evidence and create against the tenant, occupant, or other person a presumption of intent to tamper or divert in violation of this section.

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 13 – GARBAGE SERVICE**

The City of Moundville contracts out its garbage services with Waste Management. If you are in the city limits your garbage will be picked up by Waste Management on Thursdays. If there is a holiday it will be picked up on Friday or Saturday. It is best to place your garbage cart out at the curb on Wednesday evening. Garbage carts must be removed from curb the day your garbage has been picked up. When you apply for water, sewer and garbage the City will provide the first cart. If this cart is damaged and needs repairs please contact (205) 371-2642. If you are located outside the city limits in Hale County you must contact Hale Co. Solid Waste (334) 624-4257 to setup your garbage service with them.

**SECTION 14 – TRASH & BRUSH PICKUP SERVICE**

The City will pickup trash and brush within the city limits only for the following fees and schedule: (All items must be place at curb or city’s right-of-way)

Tuesday - Trash Pickup Schedule

|                                       |          |              |
|---------------------------------------|----------|--------------|
| Truck Load Fee                        | \$200.00 |              |
| ½ Truck Load Fee                      | \$150.00 |              |
| Appliances, Mattress, Large Furniture |          | \$20.00 each |

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. |          |
| Leaves and pine straw must be placed in trash bags                           |          |

These charges will be billed on your monthly water bill or you may come into City Hall and pay them in person.

*Amended November 10, 2014*

If you have any Brush or Trash that needs to be picked up, please call City Hall, M – F 7:30 a.m to 4:00 p.m.

**SECTION 15 – METER TESTING POLICY**

If a customer of Moundville Utilities feels that their water meter is reading incorrectly, the customer can request that the meter be shipped and tested for accuracy.

The cost for the shipping and testing of each meter is \$75.00 and must be paid in advance and a Meter Test Request Form must be completed by the customer before the meter is removed 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.

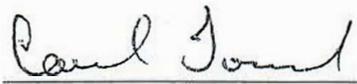
If the test results show that the meter is over 102%, the customer's water bill will be adjusted accordingly and the \$75.00 will be credited to the customer's account.

If the test results that the meter is below 98%, the meter will not be placed back into SERVICE. (Amended March 24, 2014)

Adopted and approved and this 10<sup>th</sup> day of November 2014.

ATTEST:

  
\_\_\_\_\_  
Tony Lester, Mayor

  
\_\_\_\_\_  
Carol Townsend, City Clerk