



Quality & Service at the highest level

NEW CUSTOMER INFORMATION SHEET

NAME: _____

SERVICE ADDRESS: _____

MAILING ADDRESS: _____

PHONE NUMBER (HOME): _____

PHONE NUMBER (CELL): _____

OTHER NUMBERS: _____

SOCIAL SECURITY #: _____

DRIVER'S LICENSE NUMBER: _____

EMAIL ADDRESS: _____

☐ Check here if you would like to receive your bill in email format. NO PAPER BILL BE MAILED.

☐ Check here if you would like to sign up for bank draft electronic payment.

Water Turn-On Liability Release – By signing below, you acknowledge you are at least 18 years of age and accept full responsibility for the above address for said water service to be connected. In accepting this responsibility, you release the Satsuma Water and Sewer Board from any damages that may occur from the initiation of water service at the above address.

There is a voluntary \$3.00 fire donation included on the water bill that you can choose to deduct from your water bill.

SIGNATURE: _____ DATE: _____

OFFICE USE ONLY: UMS _____ PAYMENT _____ OLD CUST # _____



BOARD MEMBERS:

MARK BARLOW, CHAIRMAN
JASON SKELTON, VICE CHAIRMAN
DERRICK ROSS
CHARLES HARBEN
JAKE O'REAR
COLLIN WELCH, DIRECTOR

ADDRESS:

P.O. BOX 559
5502 OLD HIGHWAY 43
SATSUMA, ALABAMA 36572-9559
PHONE: (251) 675-1257
FAX: (251) 675-1807

**** INFORMATION FOR CUSTOMER ****

- **Failure to receive your bill from the post office does not relieve you of your payment obligation.**
- Water bills are mailed on the 1st of each month and are due upon receipt.
- A 10% late fee is added on the 16th and cut off is on the 21st.
- We offer a Bank Draft that comes out on the 12th of the month through your checking account.
- You can pay online at: satsumawater.com or by phone at (866) 907-7085. Customer Support for these two methods is: (800) 639-2435.
- We take payments in the office or drive up and have a Night Box for after hours.

There is a voluntary \$3.00 fire donation fee included on the water bill unless you choose to deduct from payment.

Garbage Information:

- Garbage amount is \$26.50 a month and included on your water bill.
- Customers over 65yrs: \$24.50, must provide I.D.
- Questions or complaints, call: Public Works at (251) 679-3182 / Cell (251) 654-8015.
- Pick-up is twice a week as follows:
 - West side of Highway 43 Tuesday/Friday
 - East side, South of Orange Ave Tuesday/Friday
 - East side, North of Orange Ave Monday/Thursday
- Leaf/Limb curb side pick-up, call Public Works at (251) 679-3182 to schedule.
- The City Trash Ramp collection site will be open on Wednesdays and Saturdays from 7:00 to 3:00.

Irrigation Meters are available upon request and billed for water usage only.

Mediacom: (251) 414-7652 or (855) 6334226

Alabama Power: 1100 Industrial Pkwy, Saraland, AL, (251) 434-5575 or (800) 613-9333

Spire Gas: (800) 292-4008

Break Leak Adjustment Policy: a one-time credit will be allowed within a 12-month period if the customer can demonstrate that the excessive water did not enter the sewer system. We cannot adjust water usage; we can only adjust the sewer usage of your bill. The customer must request abatement in writing within 60 days of the date of the excessive bill. You must provide a receipt of repairs or parts used to be considered for a leak adjustment sewer credit.

*Rates are subject to change.