

WELCOME TO YOUR WATER WORKS



Eufaula Water Works & Sewer Board
840 West Washington Street
Eufaula, AL 36027

Organization

The Water Board is a municipal corporation of the State of Alabama, established in 1947. The Board of Directors consists of five (5) citizens appointed by the City Council of the City of Eufaula, Alabama. The Water Board is a self-supporting organization. We receive no revenue from the City, nor do we contribute any revenue to the City. The monthly bills paid by our customers are the only revenue the organization collects to pay for debt service, operational cost, maintenance, and improvements. We do qualify for federal and state loans and grants for some improvements.

We currently have twenty-nine (29) employees that service over 5,300 water accounts and 4,200 sewer accounts. We bill more than 4,500 garbage service accounts monthly, collect the payments and forward them to the City. We process approximately \$430,000 each month through miscellaneous and accounts receivable transactions. We process 1,500 accounts payable claims per year. In 2023, we completed 6,838 service orders for repairs, line locations, meter checks and change outs, sewer line blockages, water turn on/off, and other requests from customers. This is an average of 132 service orders per week.

Water System

Our water system consists of approximately 165 miles of various size lines that provide water service from Highway 165 South to the Country Club of Alabama (14 miles) and from Lake Eufaula West to the Old Sardis Church Road (8 miles). We currently have five (5) different pressure systems. Our water supply comes from eight (8) deep groundwater wells that are 1,800 feet deep. We have eleven (11) storage tanks that hold up to four million and five hundred thousand gallons of water for high demand periods. We average pumping about 1.5 million gallons per day. Monthly bill amounts are derived from water meter readings. Each of the approximately 5,900 water meters are read every month.

Sewer System

Our sewer system consists of approximately 87 miles of gravity sewer mains, 22 miles of force mains, 36 pumping stations, and a 2.7 million gallon per day wastewater treatment plant. Our sewer system provides service from Lakepoint Industrial Park south to 431 South Rest Area (12.0 miles) and from Lake Eufaula west to Cottonhill Road (5 miles). We have thousands of manholes and laterals connected to these mains. We treat and safely return to the environment an average 1.1 million gallons each and every day of the year.

Eufaula Water Works & Sewer Board

Contacts

Customer Service Office

Monday through Thursday- 8:00 a.m.-5:00 p.m. 334-687-1225
Friday – 8:00 a.m – 12:00 p.m.

After Hours Emergency

Leave Message & On Call employee will contact you 334-687-1225

We have employees on call 24 hours a day, 365 days a year.

Contacts

Kevin Heartsill, General Manager 334-687-1225

Jan Spitzer, Executive Assistant/HR Manager 334-687-1225

Christyna Orr, Executive Assistant/HR Manager 334-687-1225

Christy Mann, Business Office Manager 334-687-1225

Toney Coleman, Project Manager 334-687-1225

Michael Taylor, Production/Treatment Superintendent 334-687-1225

Ladon White, Collection/Distribution Maintenance
Superintendent 334-687-1225

**NOTE: QUESTIONS CONCERNING GARBAGE, CALL THE
EUFAULA STREET DEPT. AT 334-687-1236.**

General Information for New Customers

Administration Office Information

The Eufaula Water Works & Sewer Board office is located at 840 West Washington Street, Eufaula, Alabama, 36027. Customers can pay water and sewer bills, pay tap fees, apply for service, and handle any other matters related to water and sewer needs between the hours of 8:00 a.m. to 4:55 p.m., Monday through Thursday and 8:00 a.m. to 12:00 p.m. on Friday. Holiday hours may vary and will be posted.

Application for Service

Each customer desiring service from the Water and Sewer Board will be required to complete an application for service, furnish positive identification via federally acceptable photo ID and pay any deposits and fees required. The completed application must be signed, in person, by the individual responsible for the account, or the individual shall have their signature witnessed by two other individuals or notarized if not signed in person.

Whenever a customer requests that the name of the responsible party be changed for whatever reason, the customer shall furnish a written, notarized letter (or witnessed by two other individuals) signed by the previous responsible party authorizing such change and indicating how they would like their deposit credited. In the event that the previous responsible party is not available, then the requesting customer may sign a written statement indicating that they are authorized to transfer the name on the account. Deposits must meet current required amount if an account name change is done to any individual other than an executor or spouse.

Return Item Policy

Any customer presenting a check or electronic item to The Water and Sewer Board of the City of Eufaula (hereafter referred to as "Eufaula Water Works") that is returned by a financial institution for any reason shall be subject to the following policy:

Fee Assessment:

- The customer's account will be assessed a return item fee by Eufaula Water Works as outlined in the fee schedule upon receipt of the non-honored item.

Immediate Notification and Payment Terms:

- Customers will be notified by electronic notification or by phone from Eufaula Water Works within 24 business hours of the returned item.
- Customers must pay the returned item fee and any associated charges within 24 business hours of notification.

Failure to Clear Payment:

- Failure to clear the balance within the specified time period will result in the disconnection of service.

Disconnection and Reconnection:

- In cases where service is disconnected, the customer will also be responsible for paying a disconnection fee and a reconnection fee as outlined in the fee schedule.
- Prior to having service restored, all fees and arrears must be paid in full.

Repeat Offenses:

- After three consecutive returned payments, the customer will be restricted to making future payments using only guaranteed funds, such as cash or money orders. This restriction will be enforced for a minimum period of 12 months.

CUSTOMER BILLING DISPUTE POLICY

A customer may request a formal hearing and review of their account in which the customer is in disagreement of the billed amount.

The appointed official hearing officer shall review any disputed bills for our customers. We will not cut off service to any customer who has requested a hearing regarding their bill until such time as the hearing officer indicates in their written decision such action is appropriate.

FREQUENTLY ASKED QUESTIONS

1. Q. How do I establish service for water and sewer?
A. You will need to come to the office at 840 West Washington Street and fill out an application for service. You will need to bring a picture ID and the correct amount required for your deposit. If you do not own the property, you may need a copy of your rental or lease agreement.
2. Q. Is a deposit required on residential accounts?
A. Yes. A \$100 deposit is required at the time of application. A \$10 service fee is also collected at this time. The \$100 deposit will stay on your account until you move out of the system, at which time it will be used to pay your final bill. Any refund will be mailed to your forwarding address.
3. Q. How much is a deposit for business?
A. \$150.00 plus a \$10.00 service fee. \$1500 deposit will be required for FH meters
4. Q. Where do I go to pay my bill?
A. 840 West Washington Street during business hours. A night drop is available for after hours or payment can be mailed to P. O. Box 26, Eufaula, AL, 36072. You may also pay by phone at (866) 329-3268, or at our Website www.eufaulawaterworks.com. Please note that customer numbers require the leading 0's. Fees will not be forgiven for customer numbers entered incorrectly.
5. Q. What are acceptable forms of payment?
A. We accept CASH, CHECK, MONEY ORDERS, ELECTRONIC BANK DRAFTS and POINT OF SALE CREDIT/DEBIT payments. In order to set up your bill to be drafted from your checking account, you must pick up the paperwork at our office. After the paperwork is completed and processed it will take approximately 1-2 months before becoming active.
6. Q. Is there an emergency number for after work hours and weekends?
A. Yes. Our emergency number is 687-1225. An after-hours fee MAY apply for work done during non-business hours.
7. Q. Can you have someone sign for service without paying the deposit?
A. No.
8. Q. When I fill out my application, how soon will it be before I can get service?
A. If you complete the application before 4 pm, service can normally begin the same day for locations with existing water meters and sewer connections. If this is a new service location, then it may take several weeks to install the necessary water meter and/or sewer tap.

9. Q. What demarcates Water Works' responsibility and customer responsibility of field equipment?
- A. Water: The customer's side of water service shall be the point on the downstream side of the actual meter or approximate property line, whichever is nearest the street or easement where the water main is located.
- Sanitary Sewer: The customer's side of the sewer line shall be the point of the approximate property or easement line where the sewer main is located where a cleanout exists. Where no cleanout exists at approximate property/easement line, the customer is responsible to the sewer main.

EUFAULA WATER WORKS AND SEWER BOARD



The Water Works and Sewer Board of the City of Eufaula exists for the purpose of supplying safe potable water for the community, supplying water to be utilized by the Eufaula Fire Department in combating fires and providing environmentally safe treatment of the wastewater from the community. We are here for our customers and every effort shall be made to perform whatever service is requested by our customers within the limits of sound fiscal management and the laws of this land.

BILLING

Outlined below are the monthly read dates, bill dates, due dates, late dates and cut off dates. If payment has not been received by the late date a \$5.00 late charge will be applied to the account. If payment has not been received within 7 days after late date, a \$10.00 service fee will be applied to the account and the account may be disconnected any time after that date. If account is placed on schedule for disconnection, the customer will have a disconnect fee of \$25.00 applied to the account. There will also be a reconnect fee of \$10.00 to reactivate service during working hours (prior to 4 pm) or a \$50.00 reconnect fee if after working hours.

<u>CYCLE 1 (East side of 431)</u>	Reading	15st thru 19th
	Billing	26th thru 31st
	Due	15th
	Late	last business day of the month
	Disconnect	8th +/-
<u>CYCLE 2 (West side of 431)</u>	Reading	1th thru 5th
	Billing	15th
	Due	last business day of the month
	Late	15th
	Disconnect	23rd +/-

FEE SCHEDULE

<u>Category of Service</u>	<u>Fee for Service</u>
Deposits	\$100-Individual \$150-Business \$200-Blanket (first 5 units) \$1500- FH Meters
Initial Account Connection "Turn on Fee"	\$10-Work Hours \$50-After Hours
Return Item Fee	\$25
Field Verification Service Charge	\$25
Emergency Disconnect (Does Not Include Reconnect Fees)	\$25-Work Hours \$50-After Hours
Scheduled Disconnect	\$15-Work Hours
Sewer Investigation	\$25-Work Hours \$50-After Hours
Customer Equipment (Installation and Repair)	\$50/per hour w/out backhoe plus material \$100/per hour for backhoe plus material
Meter Location	\$50
Sewer Lateral Location	\$100/per hour
Equipment Relocation	Cost
Records Research	\$25/hour
Copies	50 cents per copy
Nonstandard Water Use	\$5/per 1,000 Gallons \$25 minimum per month
Delinquent Fee	\$5
Non-Payment Account Service Fee	\$10
Disconnect Fee (Non-payment)	\$25
Reconnect Fee	\$10-Work Hours \$50-After Hours
Unauthorized Use (tamper fee)	\$100 or actual/court cost

TYPICAL RESIDENTIAL MONTHLY BILL BREAKDOWN

TYPICAL RESIDENTIAL MONTHLY BILL WITH A USAGE OF 10,000 GALLONS OF WATER

Water Charges	\$48.63
Sewer Charges	\$60.99
Garbage Charges	\$21.75 (sent directly to the City of Eufaula)
Tax on Water Charges	\$ 1.95 (sent directly to the State of Alabama)

TOTAL BILL	\$133.32
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*Net to the Water Board	\$109.62
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Electricity	\$13.15
Payment of debt service	\$30.70
Employee cost	\$30.70
General operation/Maintenance	\$27.40
Short- & Long-term Capital outlay	\$7.67

**Expenses based on budgeted FY24*

MISCELLANEOUS SERVICE REQUESTS

The Water Works shall perform field verifications as necessary to ensure accurate measurement of water usage. These verifications may be requested by Water Works employees or customers. Whenever a customer requests a verification of field equipment, the Water Works will conduct the verification at no charge unless the Water Works has performed a similar verification at the customer's request during the previous twelve (12) months. In such cases, the Water Board will advise the customer that there may be a service call charge as outlined on the fee schedule if we discover there is no error on the Board's part or the problem is on the customer's side of the meter. Any customer requesting emergency disconnection of their water service due to problems on their side of the meter will be required to pay the service call fee as outlined on the on the fee schedule. Any other non-emergency customer requested service disconnect shall also be required to pay the fee as outlined on the schedule.

Any customer who requests Water Board personnel investigate a sewer blockage that results in the blockage being found to be on the customer's side will be assessed a service call fee after the second occurrence in any twelve (12) month period. If it is determined that the blockage was created by Board owned equipment, there will be no fee required and the incident will not count toward the yearly allowance.

Any customer may request that Board personnel install or repair a required wheel valve, backflow preventer, or sewer clean out. Upon such requests, the Water Board personnel shall assess the fee as outlined in the fee schedule and schedule the installation as timely as the current work load permits.

Any customer may request the location of an existing water meter or sewer lateral whereby no tap fees are required. Water Board personnel will assess a fee as outlined on the fee schedule and perform the location as timely as current work load will allow.

The customer's side of the water meter shall be the point on the downstream side of the actual meter or the approximate property line, whichever is nearest the street. The customer's side of the sewer line shall be at the point of the approximate property line where a cleanout exists. Where no cleanout exists at the approximate property line, the customer shall be responsibly all the way to the sewage main line.

Customers requesting the relocation of existing meters, sewer lines, water lines, etc. for whatever reason will be required to pay any and all cost associated with the request. The Water board may elect to relocate their equipment from time to time to eliminate past problems. This type of relocation will be at Board expense.

Earn a credit on your water bill!*



Sign up for Bank Draft and Paperless Billing

IF YOU SIGN UP FOR BOTH BANK DRAFT AND PAPERLESS BILLING, YOU WILL RECEIVE AN ONGOING \$1 MONTHLY CREDIT IF YOU REMAIN ON BOTH SERVICES. CUSTOMERS WHO ARE ALREADY ON BANK DRAFT AND PAPERLESS MAY ALSO RECEIVE THE CREDIT. CHECK WITH US TO SEE IF YOU QUALIFY.

*OFFER IS ONLY AVAILABLE TO CUSTOMERS WHO HAVE WATER SERVICE WITH EUFAULA WATER WORKS. GARBAGE AND SEWER-ONLY CUSTOMERS CANNOT RECEIVE THE CREDIT, BUT MAY STILL SIGN UP FOR BANK DRAFT AND PAPERLESS BILLING.

EUFULA WATER AND SEWER BOARD

BANK DRAFT AUTHORIZATION

NAME AS IT APPEARS ON BANK ACCOUNT (PLEASE PRINT)

UTILITY ACCOUNT NUMBER AND NAME

BANK ACCOUNT NUMBER TO BE DRAWN FROM

BANK NAME OR INSTITUTION

CITY, STATE, ZIP

BANK ROUTING NUMBER

I, the undersigned, hereby grant authority to Eufaula Water and Sewer Board, to initiate debit entries to my () Checking () Savings account, as indicated in the form above.

I hereby request that a payment for my utility service to be drawn from my account electronically every month, once ACH activated, unless a request is signed to discontinue this service. **Cycle 1 customers will be drafted on the 16th of each month – or next business day. Cycle 2 customers will be drafted on the 1st of each month – or next business day.**

I understand that payments must be made manually until ACH is activated, which could take up to 2 months. ACH is active once bill reads *Paid by Bank Draft*. No exemptions will be made for late charges incurred during this activation period. If your bank draft is returned for any reason, the applicable Returned Item Fee will be charged. (See current fee schedule.)

SIGNATURE: _____

DATE: _____

(A VOIDED CHECK MUST BE ATTACHED TO THIS FORM)

Enter your email below to enroll in paperless billing. You will receive a \$1 monthly credit as long as you remain on paperless billing and bank draft.

EMAIL: _____

WATER WORKS AND SEWER BOARD OF THE CITY OF EUFAULA

SANITARY SEWER SERVICE MAINTENANCE AND REPAIR POLICY

The Water Works and Sewer Board of the City of Eufaula operates a sanitary sewer collection system throughout most of the city corporate limits and in some areas outside the city. The collection system consists of the primary sewers which are usually located in the street fronting private properties. Occasionally, the primary sewer line may be located in a dedicated easement crossing private property. The primary sewer collection system includes the manholes and mainline sewer which is typically an 8-inch diameter pipe. The collection system operates by gravity where the wastewater flows through the pipes to the Board's wastewater treatment plant.

In addition to the primary collection system, there are the individual sewer service pipes that lead from houses and other buildings to the primary sewer system. These pipes are called service laterals. In city neighborhoods where sanitary sewers have been installed in the last 20 years or so, the service laterals are equipped with a clean-out at or near the front property line of the individual lot. This front property line is also called the right-of-way line as it defines the limit of the publically owned land that is used for streets and other facilities. In the older neighborhoods, the sewer service laterals were installed without clean-outs. Occasionally, clean-outs are installed within private property by plumbers to facilitate the property owner's maintenance of long sewer service lines and in order to meet building code requirements. These clean-outs are considered private and may be located anywhere between the street and structure.

The Board's responsibility for maintaining the sanitary sewer system is limited to the sewer facilities located within public rights-of-way or recorded easements dedicated for the specific purpose of maintaining and repairing the primary collection system. Under this policy, the Board is responsible for maintaining the primary sewer. Also, the Board will maintain the portion of the individual sewer service pipe that lies within the public right-of-way of streets or within dedicated sewer easements only when a clean-out exists at or near the property or easement limit line. The Board will not enter upon private property to maintain or repair sewer service laterals except as defined in this policy. If there is no clean-out at or near the property or easement line, the Board has no responsibility to maintain or repair any portion of the service line.

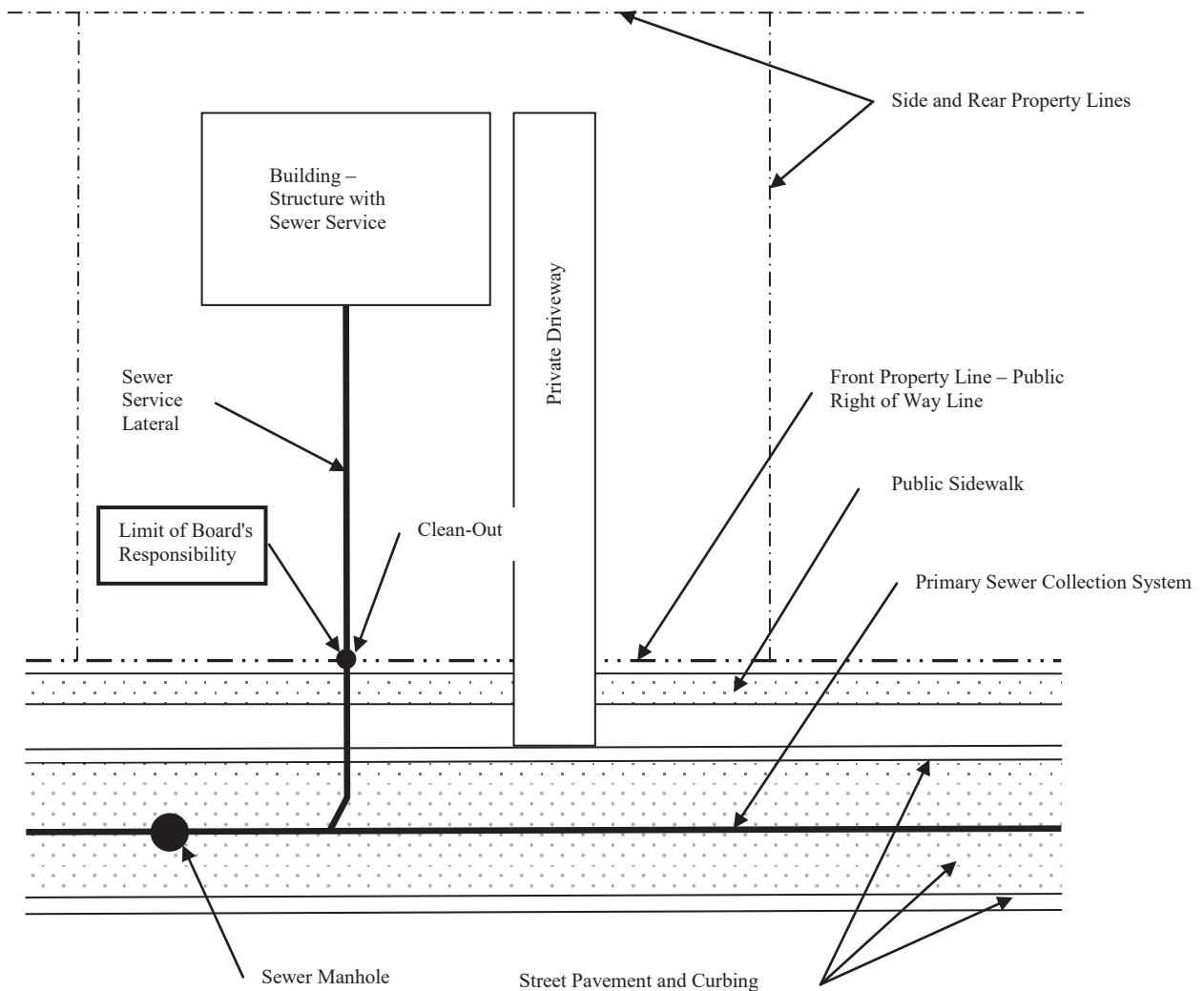
This policy is to define the portion of the sewer service lateral that the Board will clear of blockages and repair broken pipes.

For the purpose of this policy, "at or near" shall be defined as no more than 24 inches from the exact property line or sewer easement line as established by readily available property records, construction drawings, or physical property corner monuments. When it is not possible to immediately determine the location of the property line, such as during emergencies, the Board will contact the property owner for information. In the case of a dispute as to the exact location of the property line, the property owner will be responsible for determining the exact property or easement line location.

SANITARY SEWER SERVICE MAINTENANCE AND REPAIR POLICY

WHERE A CLEAN-OUT EXISTS AT OR NEAR THE FRONT PROPERTY LINE OR EASEMENT LIMIT LINE.

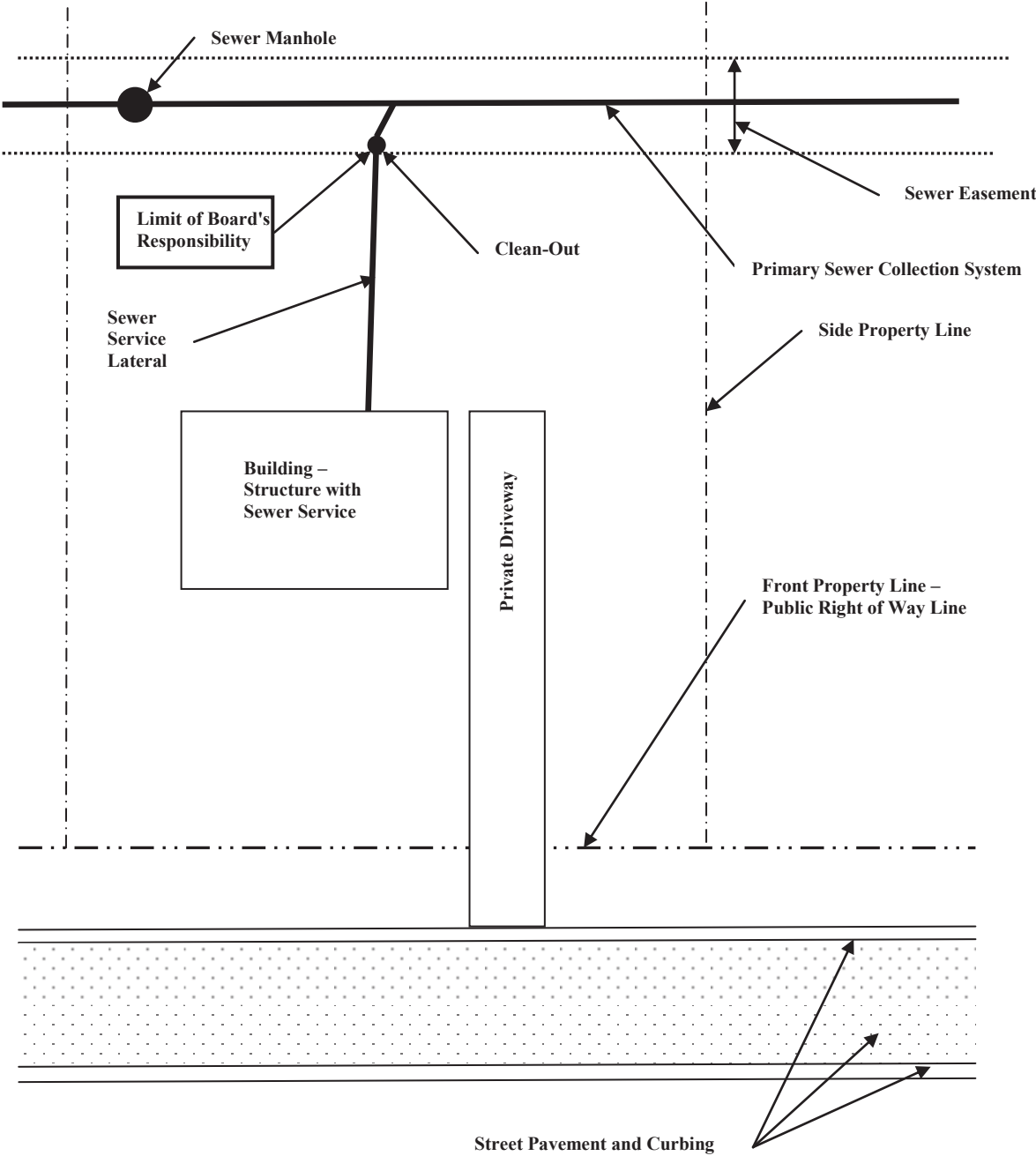
When notified by a property owner that they are experiencing a sewer blockage, the Board will dispatch a sewer maintenance crew to investigate whether there is a primary sewer system blockage affecting the property owner. The Board will use the clean-out to inspect and maintain the portion of the sewer service lateral between the clean-out and the primary sewer system. If necessary to repair the sewer service lateral pipe between the clean-out and primary sewer system, the Board will remove pavement, curbing, landscaping, sidewalks, fences, and other obstructions in order to excavate down to the lateral pipe.



TYPICAL RESIDENTIAL LOT SEWER SERVICE LATERAL

WHERE THE PRIMARY SEWER IS IN STREET FRONTING PROPERTY

SANITARY SEWER SERVICE MAINTENANCE AND REPAIR POLICY



TYPICAL RESIDENTIAL LOT SEWER SERVICE LATERAL LOCATION

WHERE THE PRIMARY SEWER IS IN AN EASEMENT CROSSING PROPERTY

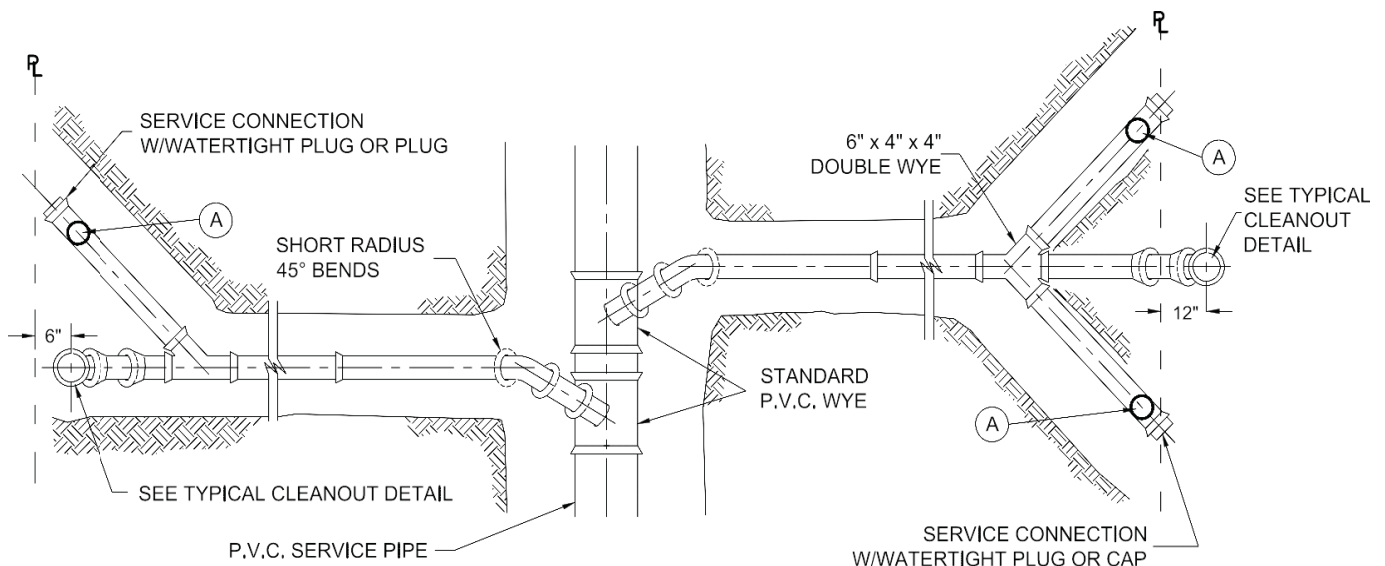
SANITARY SEWER SERVICE MAINTENANCE AND REPAIR POLICY

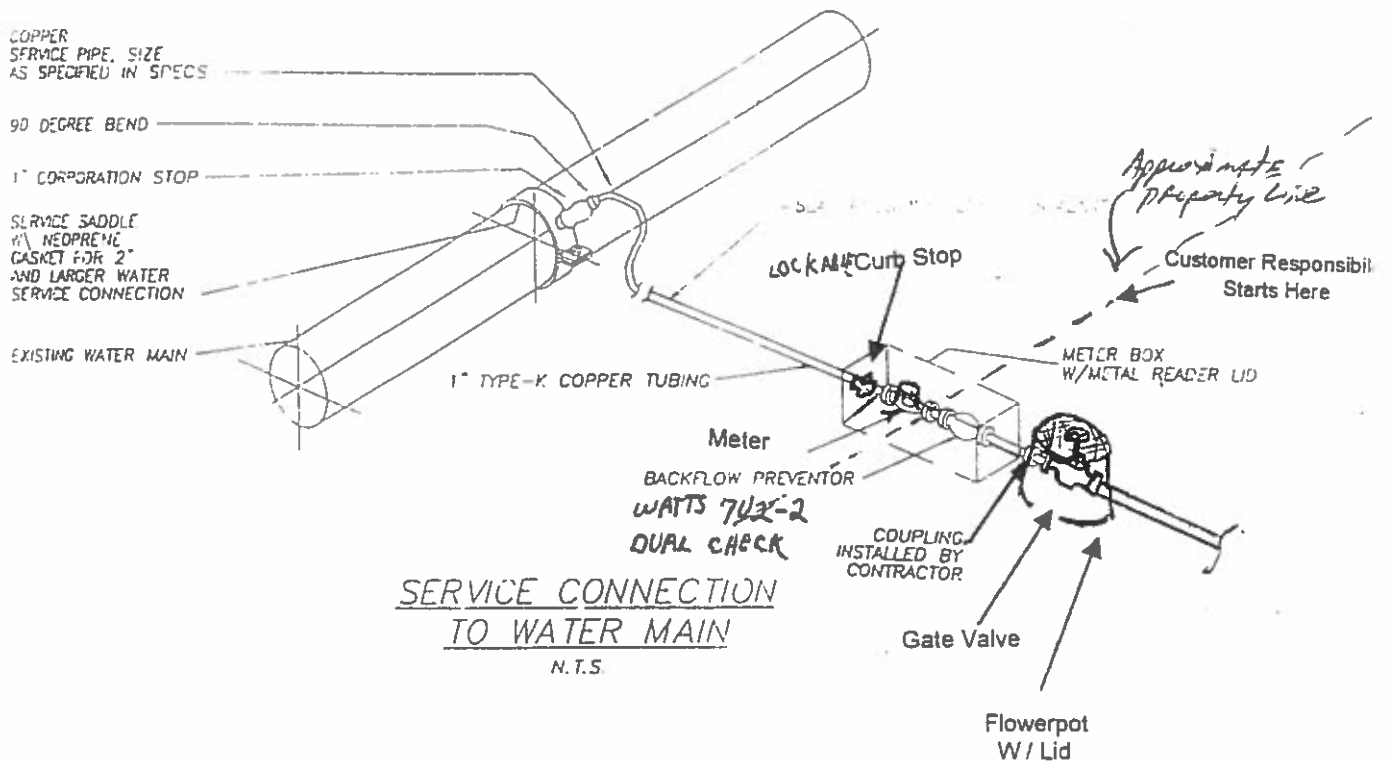
WHERE THERE ARE NO CLEAN-OUTS AT OR NEAR THE FRONT PROPERTY LINE OR EASEMENT LIMIT LINE.

When notified by a property owner that they are experiencing a sewer blockage, the Board will dispatch a sewer maintenance crew to investigate whether there is a primary sewer system blockage affecting the property owner. If the Board's crew determines that there is no blockage of the primary sewer, it will be the responsibility of the property owner to retain a plumber to determine the condition of the sewer lateral from the house or structure to the primary sewer and to make any repairs to the service lateral.

BOARD'S RESPONSIBILITY FOR THE REPLACEMENT OF LANDSCAPING, PAVEMENTS, AND OTHER MATERIALS.

If the lateral pipe lies under a private driveway pavement or other privately owned pavement, the Board assumes no responsibility for the replacement of the pavement regardless of the material. The Board will place stone fill material in the excavated area so that the property owner may use the driveway or other pavement until the property owner can install the permanent pavement replacement at the property owner's cost. The Board will not replace landscaping materials other than providing seeding and straw mulch. Any yard storage structure, play equipment, fencing, or other obstruction that interferes with the Board's ability to access the primary sewer or service lateral must be relocated by the property owner to a location outside of the public right-of-way or sewer easement.





Note: WWSBE will maintain downstream meter stub for meters located on the R.O.W. but WWSBE will not be responsible for any water loss on the downstream side of the meter.

Protection that provides peace of mind



SERVLINE
by HomeServe®

in partnership with
Eufaula Water Works

Get the Peace of Mind You Deserve

Leak Loss Protection Program*

Beginning January 1, 2023

Eufaula Water Works offers protection against costly service bills caused by unexpected leaks. Eufaula Water Works offers up to \$2,500 coverage per occurrence.

Water Leak

Residential.....\$2.00 per month

In the event of a costly water bill caused by high-water usage due to covered leaks or line breaks, the Eufaula Water Works' Leak Loss Protection Program covers the costly water utility bill once the active cause of the leak has been repaired.

All Eufaula Water Works residential customers are automatically enrolled in our Leak Loss Protection Program and charges will appear on your utility bill. Call us at 334-820-4995 to decline protection and accept full responsibility for all excess water charges caused by a water leak.

Contact us Today
Call 334-820-4995

***Information for the Eufaula Water Works Leak Loss Protection Program:** High water bills due to leaks occurring after 1/1/23 will be adjusted through this program. Please refer to our leak adjustment guidelines for qualifications. Cancel anytime. 30-day wait period for re-enrollment. Call HomeServe for more information and request a copy of the full terms and restrictions.

ServLine® is a registered trademark of HomeServe. The Eufaula Water Works Leak Loss Protection Program's financial obligations are backed by an insurance policy procured as part of the ServLine program.

Eufaula Water Works

Leak Protection Program

Eufaula Water Works is changing our leak adjustment policy effective January 1, 2023. The following are qualifications for leak adjustments for Eufaula Water Works:

1. It is the customer's responsibility to keep their plumbing system in good working order.
2. No customer shall receive more than one (1) leak adjustment that could incorporate a maximum of two (2) billing cycles during any twelve (12) month period.
3. To qualify for a leak adjustment, the eligible plumbing leak must generate a minimum additional charge of at least two (2) times the average of the past twelve (12) months' bills.
4. Adjustments on water bills will NOT be made on the following:
 - a. Residential customers who do not have their own water meter.
 - b. Commercial or industrial customers.
 - c. Premises left or abandoned without reasonable care for the plumbing system.
 - d. Leaks on irrigation systems or irrigation lines, leaks in water features such as fountains, etc., leaks on any water lines coming off the primary water service line, plumbing leaks in any structure other than the primary residence.
 - e. Negligent acts such as leaving water running.
 - f. Excess water charges not directly resulting from a qualifying plumbing leak.
 - g. Filling of swimming pools or leaks in swimming pools.
 - h. Watering of lawns or gardens.
 - i. Master-metered multi-habitational accounts.
5. In the event of a qualifying leak adjustment, the customer will be responsible for paying their average bill. The average bill will be calculated using the previous twelve (12) months' bills, excluding the high bills pertaining to the qualifying leak. The leak adjustment amount will be reimbursed up to Eufaula Water Works' chosen protection limit less the customer's average bill.
6. Eufaula Water Works shall not be obligated to make adjustments of any bills not submitted for adjustment within ninety (90) days from the billing date.
7. Customers must present proof that a leak has been repaired before an adjustment will be made (i.e., copy of invoice for materials or bill from plumber).
8. In any case where a customer might incur a leak before there is three (3) months of average usage, an adjustment will not be made until they have established three (3) months of average usage.
9. Any enrolled customer may decline to participate in our ServLine Leak Protection Program by calling (334) 820-4995. Any customer declining to participate in the program will be responsible for the full amount of their water bill with no adjustments being made. Our new Eufaula Water Works ServLine Program is the only way qualifying leak adjustments will be made for leaks occurring after January 1, 2023.