

# *The Water Works and Sewer Board of the City of Prichard*

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Telephone: (251) 457-3396  
Facsimile: (251) 456-8045

125 E. Clark Avenue • Post Office Box 10455  
Prichard, Alabama 36610

## **New Service: bring the following into the main office:**

- **Driver License or Non-Driver License Identification Card OR Social Security Card and Birth Certificate.**
- **Current lease agreement or letter from the Landlord with their: name & address, and a contact phone number (s), or proof of ownership papers with physical address listed & name of owner.**
- **Minimum age for service is 19 years old.**

## **Cost for Services:**

Fees below will include any old bills the customer may owe:

### **New Service Fees:**

- **Same Day Service (priority) = \$105.00 deposit + \$63.00 service charge - \$168.00.**
- **Next Day Service - \$105.00 deposit + deposit \$42.00 service charge - \$147.00.**  
\*deposits are refunded when service is disconnected and customer owes no bill.
- **Turn back on after disconnect for non-pay: \$63.00 priority; or \$42.00 next day & total bill must be paid.**

## **Transfer of Service:**

- **Bring new lease or letter from Landlord with their name, address, contact number(s); and the customer needs identification.**
- **Must pay entire bill at the old address, deposit will transfer if \$105.00 is on file, if not must pay entire deposit or difference.**
- **Give date the new service is to be turned on and date for the old service to be turned off.**

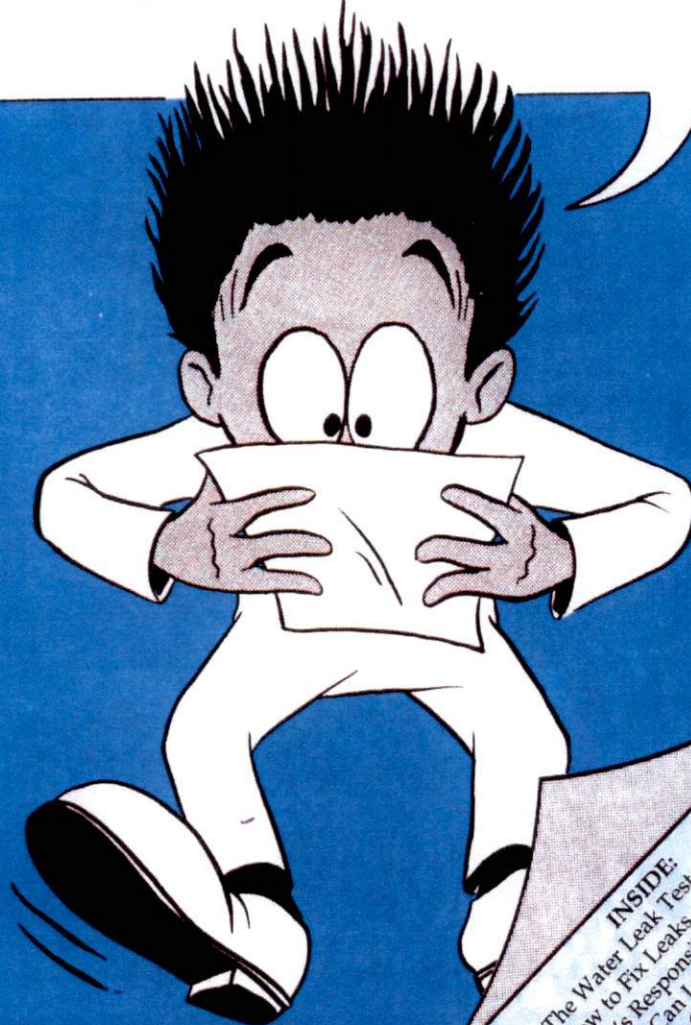
## **Disconnect of Service:**

- **Bring into the office, mail or fax a copy of customer identification, request to disconnect service, account number or service address to be disconnected, date to disconnect, forwarding address for deposit and final bill. There is a fee for same day disconnect only.**
- **Customers please note that your service can be DISCONNECTED for non-payment of an account over 30 days! Service can be interrupted for: return checks, illegal service connections (jumpers), or fraud.**

This Customer Friendly Booklet is Available in the Main Office



WHY IS MY  
WATER BILL  
SO HIGH?



**INSIDE:**  
The Water Leak Test 6  
How to Fix Leaks 11  
Who's Responsible? 12  
Where Can I Get Help? 13  
How You Can Save Water 14