

BAKERHILL WATER AUTHORITY

1910 HIGHWAY 131

BAKERHILL, ALABAMA 36027

334-687-6444, 1-800-225-1389, fax 334-687-6481

General Information

The office hours for Bakerhill Water Authority are 8:00 AM-5:00 PM, Monday thru Friday, except holidays as posted.

Meters are read starting on the 14th of each month. Bills are due when rendered and are delinquent after the 10th of the month. Visit www.bakerhillwaterauthority.com for payment options.

Accounts are due and payable on or before the 10th of each month, a \$5.00 penalty will be added to accounts not paid by the 10th. Failure to receive bills or notices shall not relieve the obligation of paying the bill on time nor of it becoming delinquent. If accounts are not paid by the 20th, water service is due to be cut-off without further notice. A \$50.00 reconnect fee plus the past due bill must be paid prior to service being restored, a \$15.00 trip fee will be charged to your account. Postmarks on the 10th and 20th will not be considered as paid on time, payments made in the office, put in the drop box or paid by Nexcheck must be received by 5:00 pm on the 10th and 20th. Operators are not required to give notice of a past due bill or to accept or attempt to collect payments on cut-off day. Do not tamper with the meter. An additional charge of up to \$500.00 and possible criminal prosecution can be charged for violations of tampering. A \$15.00 service fee will be charged to a customer's account if a re-read on the meter is requested and the reading is correct. If an operator is called out due to a leak and the leak is found to be on the customer's side of the meter, a \$15.00 service fee will be added to the customer's account. A service fee may also apply if a request is made to test a meter, for cutting water off due to a customer's leak or when water will be on for less than a full billing cycle. If a door hanger is left specifying a date your account must be paid, a \$15.00 trip fee will be charged.

Water bills that are paid by personal check that fail to clear the bank will be treated as non-payment. It will be the Water User's responsibility to clear their account as soon as their bank notifies them. A charge of \$30.00 is assessed on each returned check.

The State Health Department requires that home owner's present water systems be physically disconnected from the Bakerhill Water Authority system. A cut-off valve is required following the water meter on the water user's side of the meter. The consumer shall not sell water to any other person or permit any other person to connect to and use water from the service installed for the consumer. Water shall not be used for irrigation, fire protection, nor any other purposes, except when water is available in sufficient quantity without interfering with regular domestic consumption in the service area. Disregard for this rule shall be sufficient cause for refusal or discontinuance of service.

Bakerhill Water Authority has increased security measures to protect the water supply from vandalism. The Authority's vehicles are labeled and numbered and operators wear uniforms. We encourage you to report any suspicious activities pertaining to well pumps, pump houses, storage tanks, fire hydrants, flush plugs, water lines or office building to Bakerhill Water Authority and local law enforcement authorities.