



**Alabama
Water Utilities**

Welcome to Alabama Water Utilities!



Guy Locker

President, Alabama Water Utilities

“ On behalf of the entire Alabama Water Utilities team, we would like to welcome you as a new customer.

We take great pride in delivering safe and reliable utility services and effectively treating wastewater to return it to the environment. Our customers are the most important part of our business, and we work tirelessly to ensure your satisfaction.

Thank you for the opportunity to provide service. ”

This welcome packet contains information to help you manage your utility services.

My Account



- New Customer Checklist.....1**
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**Alabama
Water Utilities**

Contact Us



866-674-7992
Monday - Friday
8 a.m. to 4:30 p.m.



alabamawaterutilities.com



account.mywater.us

NEW SERVICE CHECKLIST

○ Set Up Service and Account

Visit **account.mywater.us** and click “Start Service” to set up wastewater service. This is how you will get your account number.

○ Set Up Your Online Portal Account

Visit **account.mywater.us** and next to “Need a profile?” click on Sign up. You will need your account number.

○ Sign Up for Paperless Billing and Service Alerts

Make your account more efficient! Within the portal under the “Billing & Usage” menu options, click on “Paperless Billing with Email Notification.” Then to receive email or text alerts about payment reminders under the menu option “Update My Info” click on “Manage Notifications.” Select how you would like to receive notifications.

○ Check Which Sewer Set Up You Have

Some, but not all, homes use a “grinder pump” system to transfer sewage from the home into the sewer system. You need to know if your home has a grinder pump in case you ever see or hear the alarm go off. To check, look outside your home, usually on one side, but sometimes in the rear or front, for:

- A round plastic or fiberglass tank cover, about two feet wide.
- An electrical control panel, usually grey and mounted on an exterior wall near the tank cover, often with a red alarm light on the top.

Visit our Learning Center at mywater.us/alabama/h2ome.



Ways to Pay: Online

To manage your utility bills and payments, we recommend using our **My Account** online self-service customer portal. With My Account, you can easily manage most billing and other requests yourself.

From the self-service online portal you can:

- View your bill and usage
- Pay with digital wallet, debit card, bank account, credit card, or indicate cash payment
- Set up auto pay
- See previous payment amounts and date paid
- See your total amount due and due date

You'll also be able to:

- Choose paperless billing
- Start / Stop and Transfer utility services
- Set up and modify notification preferences
- Contact Customer Service

Visit account.mywater.us to register and log in. Have your 10-digit Account Number (from your bill), service zip code, and email address available when registering.

Please note, we are not affiliated with any third-party online bill payment services. These services usually charge additional fees, and do not guarantee payments will reach us on time. This may result in late fees or disconnection of services.

Scan to Visit **My Account** Portal



Sign up for Paperless Billing

If you're already viewing your bill online, sign up for paperless billing to stop receiving a bill in the mail.

Ways to Pay: Phone

Call **(866) 674-7992** and select **Option 2** to make a payment.

Over the phone you can:

- Check your account balance
- Get confirmation of your last payment made
- Pay your bill anytime, anywhere using credit or debit cards
- Set up recurring payments on your credit/debit card

Ways to Pay: Mail

Please attach the lower, detachable portion of your bill with mailed payments. Use the payee details in the Payment Remittance section to complete your check or money order, and write your 10-digit Account Number on the front. Do not send cash by mail.

Mail payments to: **PO Box 360308
Hoover, AL 35236-0308**

Ways to Pay: In Person

There are many ways to pay in person with debit, credit, or cash. Visit your local Walmart, 7-Eleven, Kroger, Walgreens, CVS, Winn-Dixie, Family Dollar, Love's, Meijer, Giant Eagle, Speedway, and ACE Cash Express. To pay in person at Walmart, visit the Money Center or Customer Service Desk. For the other retailers listed, within My Account under "make a payment," click on "cash" to receive a payment barcode. Bring the payment barcode to the local retailer you selected, and the cashier will scan it when you check out to complete your payment.

For payments made at third-party locations like grocery stores and retailers, it may take 24 hours for the payment to post to your account. Also, some retailers may require a minimum payment amount. You can view payments and account information in the My Account customer portal.

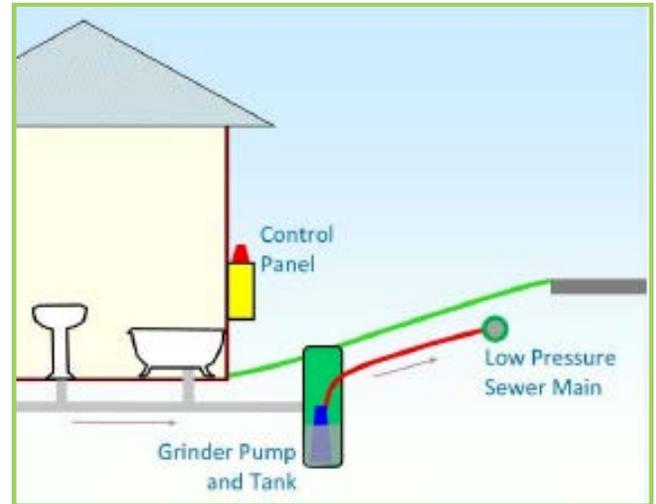


There is some crucial information we want you to know to better understand how sewer service works.

Do I have a Grinder Pump?

Some, but not all, homes use a “grinder pump” system to transfer sewage from the home into the sewer system. You need to know if your home has a grinder pump because if it stops working, you will hear an alarm and red light flashing. If this happens, please call us ASAP. To check, look outside your home, usually on one side, but sometimes in the rear or front, for:

- A round plastic or fiberglass tank cover, about two feet wide.
- An electrical control panel, usually grey and mounted on an exterior wall near the tank cover, often with a red alarm light on the top.



You may also call our Customer Experience team 866-674-7992 and ask for assistance in locating your sewer system.

Locate Your Home's Sewer Service Line

The home's sewer service line – the buried pipe which connects your home's plumbing to the sewer system – is the homeowner's responsibility to maintain and repair. This is true whether your home is served by ordinary gravity sewer or by a grinder pump.



The location of a gravity sewer service line may be indicated by a cleanout cap, a three- or four-inch diameter white plastic cap, often installed just outside the home. These often get covered up with landscaping.



A grinder pump's discharge piping starts at the grinder pump and ends at the connection box which is a smaller box, often plastic and located near the street, with several valves inside.

Additionally, before you dig anywhere in your yard, you should make sure you know where your home's sewer service line is located. A little time spent identifying the location of your pipe can save you a lot of repair costs.



Alabama Water Utilities
Customer Service: 8:00 AM - 4:30 PM CT, Mon - Fri.
Phone: 866-674-7992
Website: alabamawaterutilities.com

Account #: 001000000000
Invoice #: 181000000000
Bill Date: 09/02/2025
For Service To: Jane Davis, 1234 Main St

1 Due Date: 09/22/2025
Total Due: \$326.64

Service	From	To	# of Days
Wastewater - R	09/03/2025	10/01/2025	29

Account Details

Previous Balance	\$244.98
Payments Received through 09/02/2025	\$0.00
Balance Before Current Charges	\$244.98
Residential Wastewater Service	\$76.68
Permitting Authority	\$3.07
Alabama Department Of Revenue	\$1.69
Public Service Commission Fee	\$0.22
Total Current Charges	\$81.66
Total Account Balance	\$326.64
Total Amount Due After 09/22/2025	\$330.72

Messages

- 2** Your portal URL has changed! Visit account.mywater.us for online payments, paperless billing, address updates, and more.
- 3** Updated Bill Design! We've updated our bill to improve readability. The information provided is the same.
- 4** Learn about your Payment Options on the next page.
- Due Date applies to current charges only. Past due balances may be subject to service interruption and collections as per your tariff.
- Moving? Visit <https://account.mywater.us> for address changes or online move-out.

Please pay online at <https://account.mywater.us>, pay via phone at 866-674-7992, or detach and return the bottom portion with your payment.

Account Number: 001000000000
Total Amount Due By 09/22/2025: \$326.64

Alabama Water Utilities
2086 Valleydale Terrace, Ste A
Birmingham, AL 35244

Amount Enclosed

Make checks payable to: Alabama Water Utilities

Jane Davis
1234 Main St
Joshua, TX 76058

Alabama Water Utilities
PO Box 360308
Hoover, AL 35236-0308

1. Account Information: You'll need your account number to set up a portal account or when you call us. The "billing date" is when the invoice was generated, and the "total amount due by" is when your payment is due before it is considered late.

2. Previous Bill Summary: This is where you can see information about your previous bill amount and any remaining balance you owe.

3. Current Billing and Other Basic Charges: Each charge that makes up your bill is itemized in this section.

4. Message Center: Each month we post important information in this section, so be sure to check it out.

Back of the Bill: Very important messages about drought restrictions, rate changes, and infrastructure are frequently featured on the back of the bill or in additional pages.

Reminder: You can manage your account online! Visit account.mywater.us for online payments, paperless billing, address updates, and more.

RATES EXPLAINED

What makes up the sewer rate?

The monthly sewer rate charged to homes and businesses pays for the fixed and variable costs of providing safe, effective, uninterrupted sewer service to the homes and businesses. Sewer service includes not just collecting sewage from those homes and businesses, but also conveying it through miles of pipelines to the water reclamation facility, where pollutants are removed and the clean reclaimed water is released back into the environment. It's a 24/7/365 job that is vital to protecting our communities and our environment.



Be Aware and Protect Yourself from Utility Scams

Our employees wear branded items, and our trucks are marked with our logo. Any service our employees conduct will be completed outside the home, for example at the meter or an outside tap. If we need to enter a customer's home, we require an appointment to allow entry and won't come to the property demanding access inside.



Alabama Water Utilities

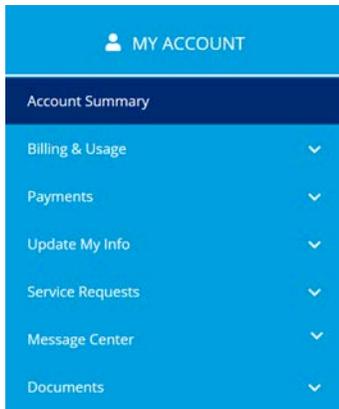
Understanding the Online Portal

My Account

Access at: account.mywater.us

Optimize your experience with us!

- ✓ Manage your bill
- ✓ Set up alerts
- ✓ Monitor usage



Account information overview

View bills, analyze usage, and set up paperless billing

Make payments and set up auto pay

Update contact information and sign up for alerts

Request turn on, turn off, or transfer service

Contact customer service

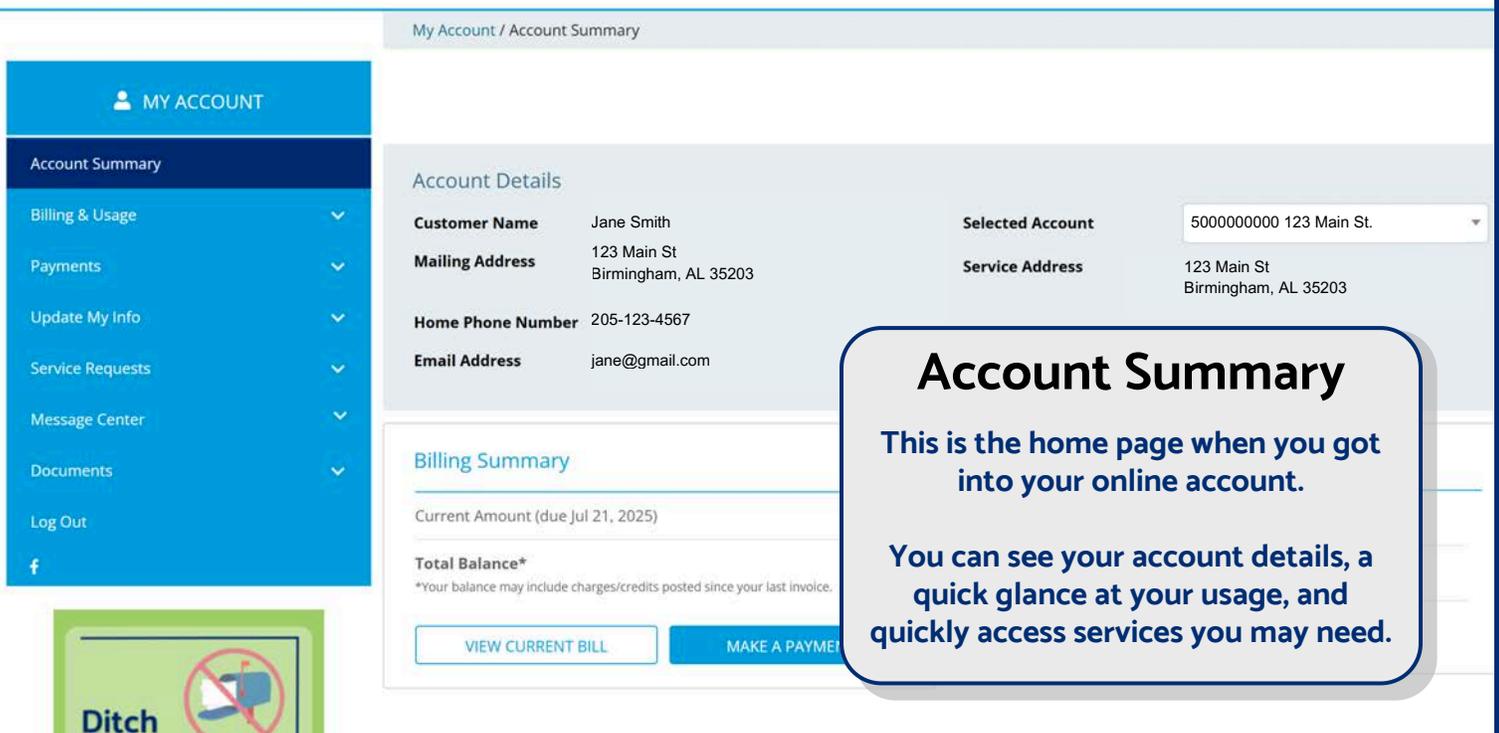
View documents stored to your account

TAKING A CLOSER LOOK



Alabama Water Utilities

Account Summary



MY ACCOUNT

- Account Summary
- Billing & Usage
 - Billing & Usage History
 - Paperless Billing**
- Payments
- Update My Info
- Service Requests
- Message Center
- Documents
- Log Out

Billing & Usage History

Billing History Usage History

Billing

View your current and previous bills to keep track.

Since they are all online, we highly recommend switching to paperless billing.

Bill Date	Due Date
06/25/2025	07/21/2025
05/23/2025	06/20/2025
04/25/2025	05/20/2025
03/25/2025	04/21/2025
02/25/2025	03/20/2025
01/24/2025	02/20/2025
12/26/2024	01/21/2025
11/25/2024	12/20/2024
10/25/2024	11/20/2024

MY ACCOUNT

- Account Summary
- Billing & Usage
- Payments
- Update My Info
 - My Contact Information
 - Profile Information
 - Manage Notifications**
- Service Requests
- Message Center
- Documents
- Log Out

Manage Notifications

Notifications & Reminders Notification History

Selected Notifications will apply to all accounts associated with youremail@aol.com

To enable text or voice messaging, please set up your phone numbers to receive them on

Notification Reminders	Email	Text Message	Voice
When online payments are made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment, or AutoPay, Reminder (5 days before original due date)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Events (Outages, Quality)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Update My Info

Manage your email and phone numbers tied to your account.

Set alerts for payment reminders, when payments are made, and for emergency service events.

MY ACCOUNT

- Account Summary
- Billing & Usage
- Payments
- Update My Info
- Service Requests
- Message Center
 - Inbox
 - Sent Items
 - New Message**
- Documents
- Log Out

New Message

We'll respond to your message within one to three business days. If this is related to a water emergency, please call us at 866-945-2782. We're available to take your call Monday through Friday from 8 a.m. to 5 p.m. EST.

Category: General Message Priority: Low

Subject: *
Enter Subject

Message: *

Select a file to upload by clicking the BROWSE button below.

Message Center

Contact us here for billing questions or non-emergency service visits.



**Alabama
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Tips for Managing Water Usage

Be Water Smart!

Alabama Water Utilities is your sewer utility. Your drinking water is provided by another utility. But we're all in the business of water, and what's good for one utility is also good for the other. That's why we, as the sewer utility, still encourage our customers to manage their water usage and conserve.

Here are some tips to help you conserve water and save money.

Smart Irrigation



- Check the usage set on automated sprinkler settings, especially if you have new landscaping.
- Only water your landscaping when the sun is down.
- Grow native plants that are used to the amount of water your region receives.
- Use a rain barrel to capture water to use for your landscaping.
- Set lawn mower blades higher, as longer grass means less evaporation.

Conserve Water at Home



- Check for leaks from your pipes, faucets, toilets, outside taps.
- Install water savings aerators on faucets.
- Use dishwashers and washing machines when they are full.
- Defrost frozen food in the refrigerator or microwave instead of running water.
- If washing dishes by hand, use two basins rather than letting the water run.

Find and Fix Household Leaks.



Leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings. Common types of leaks found in the home are worn toilet flappers, dripping faucets, and other leaking valves.

Visit the EPA website for a step-by-step guide to finding and fixing household water leaks.

Go to: www.epa.gov/watersense



**Alabama
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Keep Your Sewer System Trouble-Free

What Not to Flush

Protecting your wastewater system starts with knowing **what not to flush**. Your community's wastewater treatment plant is a biological treatment system, and not designed for garbage filtration, so the items listed below can have serious consequences to its operation. **Please reuse, recycle or dispose of everyday items according to local guidelines.**

Don't Flush:



- Prescription Drugs
- Fats, Oils, and Greases (FOG)
- Household Garbage
- Other Bathroom Items
- Dangerous Chemicals
- Cleaning Products
- Plastics, Latex, and Rubber
- Medical Items

Remember: So-called "Flushable" wipes should **never** go down the drain! They only belong in the trash.

Cross Connection & Backflow Prevention

Proper Way to Fill Up Your Pool



To avoid back flow, never submerge the hose into the pool when filling it up.

A **cross-connection** is an actual or potential connection between potable water and non-potable water or hazardous material (soapy water, pool water, pesticide, etc.), which can contaminate your drinking water if backflow occurs.

Backflow is an undesirable flow of water or other items back into the pipe, hose, or faucet rather than flowing to the intended point. If the water pressure in your house drops (this can be caused by nearby firefighting or water main break), it can cause the hose to suck water in. Anything that's connected to your hose (be it liquid, solid, or gas) can flow back ("backflow") into the distributing pipes and your drinking water supply.

Cross-connections can result in severe chemical or microbiological contamination events in drinking water systems and temporarily shut down a community's water supply. Avoid them by using your knowledge and common sense.