

The Water, Sewer & Gas Board of the Town of Wedowee
11 W Broad Street, Wedowee AL 36278
256-357-4716

Account Closure, Transfer, Reconnection, and Collection Policy

Water, Sewer & Gas Board Account Policy

To maintain fairness, financial accountability, and consistent treatment of all customers, the Water, Sewer & Gas Board has adopted the following policy regarding account closure, transfer, reconnection of utility services, and collection of delinquent accounts.

Outstanding Balances

Utility accounts with outstanding balances shall remain the responsibility of the account holder until paid in full.

The Board shall not:

- Close an account,
- Transfer service to another address,
- Establish new service,
- Reconnect disconnected service,
- Or process any service-related change

for any customer with an unpaid delinquent balance owed to the Board, unless otherwise approved under a formal written payment arrangement authorized by Board policy.

Disconnected Accounts

If utility service has been disconnected for non-payment, the account must be brought current before:

- The account may be closed,
- Service may be transferred,
- Or utility service may be reestablished.

Amounts required to restore eligibility for service may include:

- Past due balances,
- Current charges,
- Late fees,
- Reconnection fees,
- Deposits,
- Collection costs,

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- Interest charges,
 - And any other applicable charges authorized by Board policy.
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Transfer of Service

Customers requesting transfer of service from one location to another must first satisfy all outstanding obligations on the existing account before a new account or transfer request will be processed.

The Board shall not permit delinquent balances to be transferred between accounts or carried forward in a manner intended to avoid collection procedures.

Sale or Transfer of Property

The sale, transfer, lease, inheritance, or conveyance of property shall not automatically extinguish or release any outstanding utility debt owed to the Board.

It shall be the responsibility of purchasers, closing agents, property owners, landlords, tenants, and any other parties involved in a property transaction to verify that utility accounts and charges associated with the property have been satisfied prior to transfer or occupancy.

The Board shall not be responsible for losses, disputes, or unpaid balances resulting from the failure of any party to verify the status of utility accounts prior to closing, transfer, or occupancy.

Nothing contained herein shall prohibit the Board, where authorized by Alabama law, from:

- Pursuing collection activity against the responsible account holder,
 - Seeking recovery through civil legal action,
 - Referring accounts to collection agencies or attorneys,
 - Filing or enforcing lawful liens or assessments against property,
 - Recovering attorney fees, court costs, interest, penalties, or collection expenses where legally permitted,
 - Charging interest on delinquent balances at the maximum rate allowable by Alabama law,
 - Or utilizing any other lawful collection remedy available under Alabama law.
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Fraudulent or Unauthorized Transfers

The Board reserves the right to deny service where it determines that:

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- A transfer request is being used to avoid payment,
- False information has been provided,
- Another individual is attempting to establish service on behalf of a delinquent customer for the purpose of circumventing Board policy,
- Or utility fraud or account manipulation is suspected.

The Board may require identification, proof of occupancy, lease agreements, ownership documentation, closing documents, or additional information before establishing service.

Payment Arrangements

Nothing in this policy prevents the Board from offering approved payment arrangements under separately adopted Board collection policies. Any approved arrangement must be documented in writing and remain in good standing.

Failure to comply with an approved payment arrangement may result in immediate disconnection or denial of future services.

Uniform Enforcement

This policy shall be applied uniformly to all customers to ensure fairness, consistency, financial integrity, and compliance with Board operational standards.

No employee, Board member, or representative shall waive this policy except as authorized by formal Board action or written Board policy.

Effective Date

This policy shall become effective upon approval by the Water, Sewer & Gas Board and shall remain in effect until amended or repealed by Board action.