



TOWN OF LOWNDESBORO
P.O. Box 145
100 N Broad Street
Lowndesboro, Alabama 36752
(334) 278-3434 townoflowndesboro@yahoo.com
Tuesday, Wednesday & Thursday
9:30 AM to 3:30 PM

Mayor
Edward S. McCurdy, Jr.
Council Members
Matthew McCurdy
Connie Blair
Mark Callis
Jay Woodall
Jerry Ingram, Pro Temp
Water Operator
Dustin Callis
Town Clerk
LeAnne Bull

WATER POLICY

1. **BILL DUE DATE:** All payments are to be received online, by mail, in person, or in the drop box at the Old Town Hall **by the 10th of each month.** **No cash will be accepted.** The drop box is located between the garage door and the air conditioner on the front of Old Town Hall, adjacent to Lowndes Academy. The new Town Hall is located at the rear of Marengo House, 100 N. Broad Street, Lowndesboro, Alabama.
2. **DELINQUENT BILLS:** There is a 10-day grace period between the 10th and 19th of the month. A **\$10.00** late fee will be charged on the 20th if unpaid. A late notice will be mailed on the 20th of the month. **Accounts will be suspended and service will be disconnected if not paid in full 60 days from the due date.** Service will be reconnected upon payment of **all** outstanding charges. The reconnect fee is **\$75.00 if reconnected between 8AM & 5PM Monday-Friday, and \$100 if after hours, on weekends, or holidays.** **After hours, weekend, and holiday reconnections may not be available at desired times.** Payment for reconnection must be made by money order or cashier's check; no personal checks or cash will be accepted. Suspended accounts will be closed if not paid **in full** 90 days after the due date, and the security deposit will be applied to the outstanding balance of the account. To have service reactivated, the delinquent account must be paid **in full**, and a new service application and security deposit will be required.
3. **Tampering Fee:** A \$500 Tampering Fee will be assessed to anyone who makes an unauthorized use of Lowndesboro water. This would include, but not be limited to, lock removal, unauthorized service connections and unauthorized use of fire hydrants.

4. **NEW SERVICE:** The customer will complete an application for new service. You may request an application by contacting the Town Clerk at Town Hall (334-278-3434).

A. Homeowners:

- A **\$75** security deposit is required from new customers where all piping to the meter and the meter box is already in place.
- A **\$150** security deposit is required if customer's previous account is closed due to non-payment.

B. Renters:

- A **\$100** security deposit is required from new customers where all piping to the meter and the meter box is already in place.
- A **\$175** security deposit is required if a customer's previous account was closed due to non-payment.

C. Customers desiring new service that would require a new service installation may contact the Water Operator to discuss cost and feasibility.

5. **MINIMUM CHARGE:** There will be a minimum monthly charge per meter. Additional charges will be based on the amount of water used and the corresponding rate. **SEE RATE AND FEE SCHEDULE**
6. **GRIEVANCE PROCEDURE:** Customers should contact the Town Clerk with grievances and if they so desire, may meet with the Town Council at the next scheduled meeting.

With your help and cooperation, we can provide the Lowndesboro area with a quality water system at a competitive price.