



# Utility Service Application

3111 Cummings Street, Pelham, Alabama 35124  
water@pelhamalabama.gov

\_\_\_\_ NEW CONSTRUCTION      \_\_\_\_ RESIDENTIAL APPLICATION      \_\_\_\_ COMMERCIAL APPLICATION

**Activation of service requirements: Completed application | Government photo ID | Service fee and/or Deposit paid**  
**Rental applicants must provide a signed and dated rental/lease agreement with the owner's name and phone number.**  
**Verification of compliance from the Building Department is required for commercial applicants. Purchaser applicants can establish service in advance of closing. A copy of the property deed is required within five (5) business days of closing.**

PLEASE PRINT

DATE SERVICE TO BEGIN (ONE BUSINESS DAY NOTICE REQUIRED - M-F EXCEPT HOLIDAYS): \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

STREET NAME      CITY      STATE      ZIP      LOT

MAILING ADDRESS: \_\_\_\_\_

(IF DIFFERENT FROM ABOVE): STREET NAME      CITY      STATE      ZIP      LOT

PRIMARY APPLICANT/BUSINESS NAME: \_\_\_\_\_

SS or FEIN: \_\_\_\_\_ DOB: \_\_\_\_\_ DRIVERS LICENSE: \_\_\_\_\_ STATE: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_ CELL: \_\_\_\_\_ WORK: \_\_\_\_\_

SECONDARY APPLICANT: \_\_\_\_\_

SS: \_\_\_\_\_ DOB: \_\_\_\_\_ DRIVERS LICENSE: \_\_\_\_\_ STATE: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_ CELL: \_\_\_\_\_ WORK: \_\_\_\_\_

BILL PREFERENCE: \_\_\_\_ MAIL \_\_\_\_ EMAIL      EMAIL ADDRESS: \_\_\_\_\_

IF RENTAL PROPERTY, OWNER'S NAME/MANAGEMENT COMPANY: \_\_\_\_\_

MAILING ADDRESS (IF DIFFERENT FROM ABOVE): \_\_\_\_\_

STREET NAME      CITY      STATE      ZIP      LOT

PHONE: \_\_\_\_\_

MANAGER OR CONTACT PERSON: \_\_\_\_\_

PHONE: \_\_\_\_\_

**I have read and understand the information provided herewith and agree to abide by the terms and conditions as set forth by Pelham Water Works.**

\_\_\_\_\_  
APPLICANT SIGNATURE

\_\_\_\_\_  
CO-APPLICANT SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
DATE

OFFICE USE ONLY

LOCATION #: \_\_\_\_\_ ACCOUNT NUMBER: \_\_\_\_\_ WORK ORDER NUMBER: \_\_\_\_\_

TRANSFER: \_\_\_\_\_ DEPOSIT: \_\_\_\_\_ NEW SERVICE: \_\_\_\_\_ METER: \_\_\_\_\_ SEWER: \_\_\_\_\_

METER #: \_\_\_\_\_ WATER: \_\_\_\_\_ GARBAGE: \_\_\_\_\_ SEWER: \_\_\_\_\_ STP #: \_\_\_\_\_

COPY OF DEED: \_\_\_\_\_ LEASE: \_\_\_\_\_ LISTING AGREEMENT: \_\_\_\_\_ VOC: \_\_\_\_\_ PLAN REVIEW: \_\_\_\_\_

RT #: \_\_\_\_\_ CSR: \_\_\_\_\_



## General Information

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- ACTIVE ACCOUNTS ARE BILLED MONTHLY FOR ALL APPLICABLE SERVICES AVAILABLE.
- MINIMUM CHARGES APPLY EVEN IF SERVICES ARE NOT USED.
- BILLS ARE SENT BY REGULAR MAIL UNLESS AN E-BILL IS REQUESTED.
- PAYMENT METHODS: MAIL, BANK DRAFT, IN OFFICE, AFTER-HOURS DEPOSITORY, BY AUTOMATED PHONE, OR ONLINE. ONLINE PAYMENT MAY TAKE UP TO 48 HOURS TO POST. PAYMENTS MADE ONLINE OR BY PHONE WILL BE SUBJECT TO A 3.25% CONVENIENCE FEE.
- FAILURE TO RECEIVE A BILL DOES NOT EXCUSE THE CUSTOMER FROM THE RESPONSIBILITY TO PAY BILL ON OR BEFORE THE DUE DATE.
- A 10% PENALTY WILL BE ASSESSED IF NOT PAID BY THE DATE SPECIFIED.
- ANY AMOUNT PAST DUE SHALL BE SUBJECT TO DISCONNECTION AT ANY TIME.
- IF DISCONNECTION OCCURS, THE ACCOUNT BALANCE MUST BE PAID IN FULL, INCLUDING THE \$50 DISCONNECT FEE. CASH OR APPLICABLE CREDIT CARD PAYMENT MUST BE RECEIVED IN THE OFFICE BEFORE 3:00 PM FOR SERVICE TO BE RESTORED THE SAME DAY. CUSTOMERS MUST NOTIFY THE OFFICE THAT PAYMENT HAS BEEN MADE. FAILURE TO NOTIFY MAY RESULT IN SERVICES NOT BEING RESTORED THE SAME DAY.
- PAYMENT OF ANY TENDER WHICH IS RETURNED UNPAID WILL RESULT IN SERVICE INTERRUPTION WITHOUT FURTHER NOTICE AND A DISCONNECT FEE WILL APPLY AS WELL AS A RETURN ITEM FEE.
- THE CITY OF PELHAM IS ONLY RESPONSIBLE FOR SERVICES PROVIDED UP TO THE METER AND NOT BEYOND THE METER.
- TAMPERING WITH METERS IS A VIOLATION AND IS SUBJECT TO IMMEDIATE DISCONNECTION, PROSECUTION, AND REIMBURSEMENT TO PELHAM WATER WORKS FOR ALL EXPENSES INCURRED.
- CUSTOMERS ARE RESPONSIBLE FOR KEEPING THE UTILITY EASEMENT CLEAR AND UNOBSTRUCTED FOR THE PURPOSE OF MAINTENANCE, OPERATION, AND METER READING AT ALL TIMES.
- CUSTOMERS ARE RESPONSIBLE FOR PAYMENT OF SERVICES USED AT THIS LOCATION (AND ANY OTHER LOCATION THAT YOU TRANSFER SERVICE TO/FROM) UNTIL YOU NOTIFY PELHAM WATER WORKS BY WRITTEN NOTICE ON THE REQUEST TO DISCONTINUE SERVICE FORM.
- ANY UNPAID BALANCE AFTER THE ACCOUNT IS CLOSED FOR 30 DAYS MAY BE REPORTED TO A COLLECTION AGENCY. THE COST ASSOCIATED WITH COLLECTION WILL BE ASSESSED UPON THE CUSTOMER/LOCATION.
- CUSTOMERS ARE SUBJECT TO ALL RULES, POLICIES, ORDINANCES, AND RATES THAT ARE PRESENTLY IN PLACE OR WHICH MAY BE ADOPTED IN THE FUTURE.