



Customer Payment Agreement

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

This Utility Bill Payment Extension Agreement is entered into between Pelham Water Works and _____
on _____.
DATE CUSTOMER NAME

Agreement is as follows:

Account #: _____ Address: _____
Bill was due on: _____
Extended due date: _____
Account Balance due: _____

Signed agreements must be received in our office before the close of business (4:00 p.m.) the day before scheduled disconnects. No agreements will be accepted or made on the day of disconnects. The customer understands that payment extensions are limited to three extensions per year, and extensions cannot exceed 14 calendar days from the original disconnect date. The customer agrees to pay the entire account balance due at the time of agreement by the close of business (4:00 p.m.) on the above extended due date. NO EXCEPTIONS

The customer acknowledges failure to make payment of the entire account balance before 4:00 p.m. will result in immediate disconnection of services plus a \$100.00 disconnect fee added to the account. For same-day reconnection, the entire account balance, including the disconnect fee, must be paid in full before 3:00 p.m. If full payment is made after 3:00 p.m., services will be restored the following business day.

****If you do not receive a confirmation your agreement was received, please contact our office at 205.620.6420 during normal business hours to confirm receipt of the agreement request.****

BY SIGNING THIS AGREEMENT, I UNDERSTAND AND AGREE TO ALL TERMS LISTED ABOVE.

CUSTOMER SIGNATURE

CITY OF PELHAM REPRESENTATIVE

DATE

DATE