

Need Water Service?



This brochure is designed to help you in attaining **WATER SERVICE**, provided by the Utilities Board City of Sylacauga (SUB). We hope that the step-by-step plan as outlined inside will assist you in making your valuable time count, as well as insuring that your service is provided in a timely manner. Please take the time to read this entire brochure carefully.

1. Where should I go to apply for water service, and what personal documents do I need to bring with me?

To establish an account with the Sylacauga Utilities Board for Water Service, please come by our Billing Office located at 301 North Elm Street, Sylacauga. We are open from 7:30 A.M. until 4:30 P.M. Monday thru Friday.

- **THE PERSON RESPONSIBLE FOR THE ACCOUNT MUST BE PRESENT.**
- **SPOUSE'S NAME** (where applicable).
- You should know your **CURRENT ADDRESS**, and your **NEW ADDRESS**.
- Please bring 2 forms of ID. One must be a **PICTURE ID** such as a current **DRIVERS LICENSE**. We will also need your **DATE OF BIRTH**, and **SOCIAL SECURITY NUMBER**.
- Provide all **TELEPHONE NUMBERS** where you may be contacted.
- **EMPLOYER NAME & ADDRESS.**

The SUB Billing Office will accept Cash, Debit Cards, Visa & Master Card, and Personal Checks.

The SUB Operations Center does not accept payments of any type.

BILLING OPTIONS:

- You may wish to have your monthly utility bill drafted from your bank account (savings or checking) or a debit/credit card.

- ✦ **Average Billing** is also available through the Sylacauga Utilities Board. For more information or to set up one of these services please ask one of our representatives.

2. What if I need a new water service tap?

For a New Water Service (water has not been metered at this location) the availability of water service will need to be determined.

Please come by the SUB Operations Center located at 1414 Edwards Street or call 256-249-0372 and ask to speak to someone about the availability of water service for your property.

We will be glad to meet you at your property, to verify water availability. We can also help establish a location for the new water service. There is no charge to you for this service.

- ✦ **IMPORTANT NOTE:** For a **New Water Service** please contact your plumber to determine the size of the water service needed to operate your building or home plumbing system. He will help you determine the TAP size, pipe sizes, and suitable location for the meter service.

3. My property already has a water meter.

If there has been water service provided to this property in the past –

Existing Water Service it will show up on the computer at the SUB Billing Office by supplying the address. If there is still doubt as to past service, please call the SUB Operations Center at 256-249-0372 and

ask to speak with someone about the availability of water service to your property. We will be happy to meet you at the property site to determine this, at no cost to you.

If there has been an account at this address in the past, and you plan to re-open this account in your name, you must supply all necessary documentation, pay all fees (service charge and deposit) then an order will be scheduled to turn the meter service on. We will get a current meter reading and activate your account, usually within 24 hours.

We recommend that a Back-Flow prevention valve be installed directly on the downstream connection of the meter. Your plumber or a Sylacauga Utilities Board representative can give you more information on this device.

4. How Much Will I Have To Pay To Get Water Service?

For new residential water service it is necessary to make a Tap on the water main. For new homes, or buildings, where new lines have to be installed; the Tapping Fees are as follows:

<u>Size Tap\Inches</u>	<u>Tap Fee</u>	<u>Street Patch (if needed)</u>
3/4"	\$650.00	\$800.00
1"	\$750.00	\$800.00
1 1/2	\$900.00	\$800.00
2"	\$1,000.00	\$800.00

If larger taps are needed for industrial or commercial application, please call the SUB Operations Center 256-249-0372 for current tapping fees, service charges and deposit. We will be glad to quote these to you.

See the Utilities Board Publication: [“Need Industrial Or Commercial Water Service?”](#)

5. Will I have to pay a deposit and service charge?

Yes, a deposit and service charge are required for establishing new service and when applying for an existing service to be activated in your name. The deposit amount is \$50.00 for residential water and the service charge is \$25.00. The deposit and service charge amount is the same for establishing new service or activating an existing service.

If you have previously had an account with the SUB, the account must be paid in full before a new account can be activated.

6. What if I move?

Please come by or call the SUB Billing Office 256-249-8501 and notify the office that you are moving, and that you will need the utilities turned off. You will need to provide a forwarding address for the final utility statement. Most orders will be worked the following day, unless you have requested a different date for the utilities to be turned off.

If you are transferring your account to another address within the SUB billing area and will be using Electricity, Gas, Water or Sewer you will need to visit the Billing Office located at 301 North Elm Avenue to provide this information. Please bring the documents listed in Item 1.

If you move to another location, your deposit may be transferred to another address within our billing system. Your deposit will be applied to the final bill if you are moving out of our service area.

7. How do I get a water service for my lawn sprinkler system?

Follow the instructions in setting up a new water service as outlined in Items 1 & 2. Separate water meters for lawn sprinklers are recommended. You should consult your plumber and system manufacturer as to the tap size and meter size, as well as flow requirements needed for proper sprinkler system operation. Water usage will not incur sewer charges if meter is designated as lawn sprinkler only.

8. Will I need a qualified plumber, licensed by the State of Alabama, to install my plumbing system?

If you live within the City Limits of Sylacauga, you will need to secure the services of a plumber, licensed by the State of Alabama, and the City Of Sylacauga, to install your plumbing system. The plumber will need to obtain a permit from the Inspections Department at Sylacauga City Hall, to perform work on your property, and make the connection from your building to the

water meter. A copy of this permit will be remitted to the Utilities Board by City Hall.

Once you secure a licensed plumber, the plumber will arrange for all inspections necessary at your residence before, during and after the work has been completed.

✦ **IMPORTANT NOTE: The permit must be received by the SUB Operations Center, before work can be scheduled.**

The plumber should follow all requirements as outlined by the City of Sylacauga Building Inspections Department.

For additional information, regarding all building codes, please call the Building Inspections Department at Sylacauga City Hall 256-401-2425. City Hall address: 301 North Broadway, Sylacauga AL. 35150.

A listing of local plumbers, with a current license, may be obtained at the Inspections Department at City Hall or at the SUB Operations Center.

9. My property is NOT located within the Sylacauga City Limits.

If your property is not within the boundaries of the Sylacauga City Limits, you will not be required to secure the services of a licensed plumber. The county does not currently have building code requirements or inspections services. However, for your protection it is recommended that you use a licensed, qualified plumber to install your plumbing system correctly and ultimately provide a warranty for the work done. A listing of local plumbers, with a current license, may be obtained at the SUB Operations Center.

Before a water service can be established, the Talladega County Health Department and the SUB require that an approved wastewater disposal system be in place. This would include access to either municipal sanitary sewer service, or an approved septic system. You will need to supply the SUB with a copy of the Permit to Install Septic Tank document, approved and signed by the Talladega County Health Department or apply for sanitary sewer service, where available, before water service may be established for your property.

➤ **IMPORTANT NOTE:** To speed up the process in getting water service to your property, please bring the signed and approved copy of the Permit to Install Septic Tank document (supplied by the Talladega County Health Department) with you to the SUB Billing Office at 301 North Elm Avenue, Sylacauga, when you plan to activate your water service account.

Sanitary Sewer service must be used where it is available.

Municipal sanitary sewer service is available to most of the original city limits. Please call the SUB Operations Center to verify the availability of sanitary sewer for your property.

➤ **IMPORTANT NOTE:**

We recommend that you or your plumber install a cut-off valve near your home or building. This will enable you to valve off the water in the event you have a plumbing problem.

A Pressure- Reducing Valve may be required in areas that have a static pressure above 80 Psi.

Please consult your plumber or call the SUB to verify the pressure at your location.

10. I live in Oak Grove City Limits.

The Utilities Board serves water in the City of Oak Grove. To establish water service in the City of Oak Grove, please follow the instructions listed in items 1& 2.

If you are a resident inside the city limits of Oak Grove, you must contact Oak Grove City Hall to verify the availability of sanitary sewer for your property their phone number is 256-249-9971. Sanitary Sewer is available to some property in Oak Grove. If it is determined that sanitary sewer is available, you will need to provide the receipt from the City of Oak Grove as proof of the new sewer service account for your property. This document is required before a new water service may be established.

If sanitary sewer service is not available from the City of Oak Grove system, a septic tank approval from the Talladega County Health Department will be required. After this is verified, a new water service can be established.

11. I live on or near County Line Road, or Lake Tate.

Please follow the instructions for New Services or Existing Services as outlined above in Items 1-6 and Item 8. Currently this area does not have access to sanitary sewer service. The Permit To Install Septic Tank document approved and signed by the Talladega County Health Department will be required.

SUMMARY:

PLEASE READ THIS.

New Water Service step by step.

1. After receiving a copy of the **Permit** obtained by the plumber in your behalf from City Of Sylacauga Inspections Department where required, (See Item 8)
2. and copies of the **Orders** from the SUB billing office with your appropriate account information are received at the SUB Operations Center, (See Items 1-5)
3. along with appropriate **Documents Verifying The Wastewater Disposal Method** (septic tank or municipal sanitary sewer) are presented, (See Items 8-11)
4. then the **new water service** installation will be scheduled.

Your new service will then be installed as soon as possible.

You may call the SUB Operations Center at any time to inquire of the schedule for new services. (256-249-0372).

Existing Water Service

- Existing water services (where meter is already in place that needs to be turned on). Come by our Billing Office located at 301 North Elm Avenue to get the account set up. Supply all necessary documentation; pay the deposit and service charge. An order will be printed to get service on for you, usually within 24 hours. This applies to orders taken Monday thru Thursday. Friday orders will be worked on the following Monday.

12. Who should I contact if I have a problem or question regarding my water service?

- If you have a problem with your monthly utility statement, please call the SUB Billing Office at 256-249-8501 and take options “2” and “0” for the operator.
- If you have a problem at your meter, see excessive water around the meter box, or have no water service, please call the SUB Operations

Center at 256-249-0372 and take options “1”, “4”, and the appropriate problem code.

- **After Hours** please call **256-245-6402**. The Utilities Board operates between the hours of 7:30 AM until 4:30 PM Monday thru Friday. The 24-hour Stand-by crew will assist after hours, on weekends, and holidays in the event of a problem with your service.

If you have any additional questions, please do not hesitate to call the Utilities Board City of Sylacauga. 256-249-8501 or 256-249-0372.

Water Problem?

**Call Us First!
256-249-0372**

